



County of San Mateo

Inter-Departmental Correspondence

Department: INFORMATION SERVICES

File #: 22-819

Board Meeting Date: 10/18/2022

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors
From: Michael Wentworth, Chief Information Officer, Information Services Department
Subject: Agreement with Interpersonal Frequency, LLC for Website Maintenance, Development, and Hosting Services

RECOMMENDATION:

Adopt a resolution authorizing an agreement with Interpersonal Frequency, LLC to provide website maintenance, development, and hosting services for the County's website and content management system for the term of October 18, 2022, through October 17, 2025, and in an amount not to exceed \$649,118.67.

BACKGROUND:

The County's Drupal website platform and content management system serves as the primary public-facing website for 19 County departments, the Board of Supervisors, and several County boards and commissions. Content on the site is wide-ranging, addressing multiple audiences including residents, business, local nonprofit partners, schools and community colleges, government agencies, service providers, elected officials, and employees. The County website is the primary communications channel for disseminating public information such as press releases, County events and information about County programs and services.

In June 2022, the County completed its effort to migrate and upgrade the San Mateo County public-facing websites (<https://www.smcgov.org>) to a modern website and content management system (CMS). The new website platform has improved accessibility, easier to navigate, and built using modern technologies to ensure system security and stability.

On April 8, 2022, the Information Services Department (ISD) released a Request for Proposals (RFP), RFP# ISD-20221859, seeking proposals for website maintenance, development, and hosting services.

DISCUSSION:

Currently, ISD staff provide Tier 1 and Tier 2 support of the system, but because of the highly specialized skills required for the development, maintenance, and security of the content

management system and cloud hosting environment, ISD has sought a vendor to provide Tier 3 maintenance and development support.

Seven RFP proposals were received and reviewed by a committee of ISD staff. Interpersonal Frequency, LLC was selected as the most qualified based on Drupal experience, focus on public agencies, and reasonable costs that best meets the County's business criteria and technical requirements. ISD is seeking approval from your Board to execute an agreement with Interpersonal Frequency, LLC for this effort.

The not to exceed amount for the services described by Exhibit A to the Agreement are for services related to website maintenance, development, and hosting for the County's website and content management system managed by ISD. Other County departments may also utilize the terms and pricing as described in the Agreement, however, those contracts shall be executed by the individual department(s) and executed pursuant to the relevant County contract requirements.

The resolution contains the County's standard provisions allowing amendment of the County's fiscal obligations by a maximum of \$25,000 (in aggregate).

The County Attorney's Office has reviewed and approved the agreement and Resolution as to both form and content.

Approval of this agreement will enable the county to refine the platform and continue to improve the ability for visitors to find services, resources, and information.

PERFORMANCE MEASURE:

Measure	FY 2021-22	FY 2022-23
	Actual	Projected
Number of unique visitors	2,856,229	3,000,000
Number of page views	7,850,071	8,000,000

FISCAL IMPACT:

The term of this agreement is from October 18, 2022, through October 17, 2025. The total not to exceed amount of this agreement is \$649,118.67.

Funding in the amount of \$205,906 is included in ISD's FY 2022-23 Adopted Budget and Core-IT service charges. Funding in the amount of \$443,212.67 for two additional years of website maintenance, development, and hosting services will come from ISD annual service charges billed to County Departments in future fiscal years.