



County of San Mateo

Inter-Departmental Correspondence

Department: INFORMATION SERVICES

File #: 23-783

Board Meeting Date: 9/26/2023

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors
From: Michael Wentworth, Director/Chief Information Officer, Information Services Department
Subject: Agreement with SurveyMonkey Inc. for an Enterprise Survey Platform

RECOMMENDATION:

Adopt a resolution authorizing an agreement with SurveyMonkey Inc. to provide survey services and support through their enterprise survey platform, for the term of October 1, 2023, through September 30, 2028, and in an amount not to exceed \$549,934.77.

BACKGROUND:

The County's current enterprise survey platform is used to empower County employees to gather accurate, relevant, and timely information directly from their targeted audience. The information serves as a foundation for understanding and improving services within the County and to our community. The data collected can be analyzed to identify patterns, trends, and lead to valuable insights that contribute to informed data driven decision making across the County.

On March 10, 2023, the Information Services Department (ISD) released a Request for Proposals (RFP), RFP# ISD-20231874 that sought proposals for an enterprise survey platform and associated support.

DISCUSSION:

ISD is seeking a platform to gather structured information and insights from individuals or groups of people. The platform will allow County employees to create and deploy a large variety of surveys to residents, businesses, clients, and County employees.

Four RFP proposals were received and reviewed by a committee of ISD staff. SurveyMonkey was selected as the most qualified based on its platform, support, method, approach, and costs that best meets the County's business criteria and technical requirements. ISD is seeking approval from your Board to execute an agreement with SurveyMonkey Inc. to provide a Platform for County use.

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

Approval of this Agreement will contribute to the performance measure as SurveyMonkey Inc. provides County employees with a secure and reliable platform to survey and gather input on a variety of topics and enables us to measure the success of services, and program initiatives. The feedback from the community and County employees helps make government more open, responsive, and effective. The data collected from these surveys can be used to refine and improve County programs and measure the performance of various programs in future years.

PERFORMANCE MEASURE:

Measure	FY 2022-23 Actual	FY 2023-24 Projected
Number of Survey Responses	155,194	162,954

FISCAL IMPACT:

The term of this agreement is from October 1, 2023, to September 30, 2028. The total not to exceed amount for this agreement is \$549,934.77. Funding for this agreement will come from software license billings to County Departments who utilize SurveyMonkey licenses. Appropriations for this agreement are included in ISD's FY 2023-24 Recommended Budget and will be requested in future fiscal years.