



Legislation Text

File #: 22-1330, **Version:** 1

Information Technologies and Health and Human Services Agency (HHSA) recommending the Board approve and authorize the Chair to execute Contract 6830 with Granicus LLC for the provision of website redesign and site management services through its software as a service content management platform, following the Board approved award of Request for Proposal 22-915-037, with a three (3) year total not-to-exceed amount of \$510,065.

FUNDING: 100% California Department of Public Health State funding allocation authorized pursuant to the Coronavirus Response and Relief Supplemental Appropriations Act of 2021, appropriated for the COVID-19 Epidemiology and Laboratory Capacity Enhancing Detection Expansion for years one and two, and 100% Federal American Rescue Plan Act of 2021 funding appropriated to HHSA Public Health for year three.

DISCUSSION / BACKGROUND

The El Dorado County (County) Health and Human Services Agency (HHSA) Public Health Division (PHD) has developed a strong public health system that supports healthy communities and advances County initiatives that support the prevention of illness, disease, and injury. Since the advent of the COVID-19 pandemic and with the additional tasks required by the PHD to support additional and associated workloads, the PHD experienced difficulties updating its website in a timely fashion as most changes had to go through the County Information Technologies (IT) Department or through an external vendor. These delays had an impact on the PHD's ability to provide timely public health announcements through its website.

As a result of the realized website shortcomings, the HHSA PHD consulted with the County IT Department to discuss the website deficiencies and identify system enhancements. During the website improvement discussions, the County IT Department revealed that the County as a whole would like to redesign its entire website to enhance user experience, simplify content management and provide better information and services to its community while meeting high standards for design quality and visual appeal. Given the magnitude of such a project and the resource availability, the County IT Department intends to complete this objective in phases. To avoid further potential delays, it was determined that HHSA PHD needs a website system that is easy for departmental users to update without needing IT or vendor support for most changes. The website must be easy for the public to navigate and find the information and services needed. The ideal solution will include professional services to evaluate, redesign, optimize, and migrate relevant content to the new system/platform.

Therefore, on February 17, 2022, the Chief Administrative Office (CAO) Procurement and Contracts Division, released Request for Proposal (RFP) 22-915-037, which was requested by the HHSA PHD under advisement of the County IT Department, to solicit providers to redesign the HHSA PHD website and the County's homepage, along with providing website management services. After a multi-round evaluation of the RFP responses, Granicus LLC was selected as the highest ranked Proposer with its Software as a Service (SaaS) web Content Management System (CMS) platform called Open Cities, which does not require custom development, allows both the County and PHD

websites to be fully developed and update the existing content, and can be launched within a 5-7 month timeframe to meet the County IT Department and HHSA PHD expectations. Since the time of the bid, Granicus LLC has started rebranding the Open Cities platform as the Government Experience Cloud, as referenced in the contract document. On May 24, 2022, the Board approved the award of RFP to Granicus LLC and authorized the County to negotiate a three (3) year agreement for services.

The negotiated services contract allows for the one-time solution fees and ongoing subscription fees for the Government Experience Cloud solution for a total of \$315,119.44. Optional one-time value-add solutions to support development and migration efforts of content and ongoing optional software solutions are included in the contract for a total of \$163,444.83. Project contingency for additional work assignments related to the website redesign process is included in the contract for a total of \$31,500.73. The total Not-to-Exceed amount of the contract is \$510,065.00.

ALTERNATIVES

Should the Board decline to execute Contract 6830 with Granicus LLC for website redesign and site management services, HHSA PHD and IT will be unable to meet needs for the County websites, which could result in difficulties meeting the needs of the community and cause communication gaps in the posting of information on public facing sites.

PRIOR BOARD ACTION

22-0818 - May 24, 2002 - Awarded RFP 22-915-037 to Granicus LLC and authorized the negotiation of the contract for website services.

OTHER DEPARTMENT / AGENCY INVOLVEMENT

Chief Administrative Office Procurement & Contracts Division

CAO RECOMMENDATION / COMMENTS

Approve as recommended.

FINANCIAL IMPACT

Services provided will be funded by the HHSA PHD's California Department of Public Health State funding allocation appropriated for the COVID-19 Epidemiology and Laboratory Capacity (ELC) Enhancing Detection Expansion for year one and two of the Agreement, and 100% Federal American Rescue Plan Act of 2021 funding appropriated to HHSA Public Health funds will cover year three. This funding is included in the Fiscal Year 2022-23 budget request and will be included in subsequent fiscal year budget requests, upon approval of the final Agreement.

CLERK OF THE BOARD FOLLOW UP ACTIONS

Return an executed copy of Agreement 6830 to the Chief Administrative Office Central Fiscal Division to the attention of Audra Anderson for further processing.

STRATEGIC PLAN COMPONENT

Healthy Communities and Infrastructure

CONTACT

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