



City of Olathe

COUNCIL AGENDA ITEM

MEETING DATE: 3/16/2021

FOCUS AREA: Exceptional Services

STAFF CONTACT: Erin Vader/Scott Meyer/Dianna Wright

SUBJECT: Consideration of renewal of contract with Granicus, Inc., for website services, hosting and associated digital components.

ITEM DESCRIPTION:

Consideration of renewal of contract with Granicus, Inc., for website services, hosting and associated digital components to improve the online citizen experience.

SUMMARY:

The City of Olathe has invested in several digital tools to help enhance public access to information and services. Several of these systems have been acquired by parent company Granicus, Inc., including govAccess (formerly Vision Internet) and govDelivery (formerly GovDelivery, Inc.). Thus, all digital tools within the Granicus suite of products are now included in one contract, requiring Council authorization.

Background:

- In 2015, the City contracted with Vision Internet after a competitive bid for website redesign and hosting.
- In early 2016, the City entered into a partnership with GovDelivery for citizen notification and email engagement.
- After a competitive bid process in 2017, the City's agenda management and online agenda services (Legistar) were contracted with Granicus, Inc.
- In Dec. 2020, the City leveraged CARES Funding to acquire new Granicus functionality to enhance customer online transactions (govService).

Historically, the City's average annual expenditure on this contract is approximately \$49,000 - govAccess hosting & management: \$13,000; govDelivery services: \$22,000; Legistar services: \$14,000.

Current breakdown of funding is as follows:

- govAccess hosting & management (OlatheKS.org; Mahaffie.org; OlatheLibrary.org): \$43,000; govDelivery services: \$25,000; Legistar services: \$18,000; govService hosting & management: \$51,000. Increase is caused by addition of govService component and its customer relationship management tool, Library and Mahaffie website hosting and planned advanced-web enhancements.

Staff recommends award of contract to Granicus, Inc. through March 26, 2026.

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FINANCIAL IMPACT:

Estimated average annual expenditures of \$137,000 for website services, hosting and digital components to be paid by various Departments Budgets

ACTION NEEDED:

Renewal of contract with Granicus, Inc. for continued website services, hosting and digital components.

ATTACHMENT(S):

None