



City of Olathe

COUNCIL AGENDA ITEM

MEETING DATE: 5/4/2021

FOCUS AREA: Exceptional Services

STAFF CONTACT: Erin Vader/Scott Meyer/Dianna Wright

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

ITEM DESCRIPTION:

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

SUMMARY:

In 2015 the City contracted with Vision Internet after a competitive bid process for website design and hosting. After five-plus years, the focus of government sites has shifted to provide for customer transactions, and the City will take advantage of the Granicus platform components mentioned below to create more access for customers to transact digitally.

Since 2015, Granicus, Inc., has acquired a number of digital tools the City used to enhance public access to information and services including govAccess (formerly Vision Internet) and govDelivery (formerly GovDelivery, Inc.). Thus, all digital tools within the Granicus platform of products are now included in one contract, requiring Council authorization.

Background:

- 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).

Projected average annual expenditures will be \$119,000 - govAccess hosting & management: \$29,000; govDelivery services: \$24,000; Legistar services: \$17,000; govService hosting & management: \$49,000. Library and Mahaffie website hosting, and govService (customer relationship management) create the increase from previous component and contract annual expenditures.

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

FINANCIAL IMPACT:

The one-time cost to redesign three city-managed websites (OlatheKS.org; OlatheLibrary.org and Mahaffie.org) is not to exceed \$200,000. Estimated average annual expenditures of \$119,000 for website services, hosting and digital components to be paid out of both general fund and library fund (OlatheLibrary.org).

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ACTION NEEDED:

Renewal of contract with Granicus, Inc. for website redesign, hosting and associated digital components.

ATTACHMENT(S):

Granicus/Olathe, KS MSA and associated contract renewal proposal