



## Legislation Text

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**File #:** 200543., **Version:** 2

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### **Content Management System Award Recommendation Update (B)**

This is a request for modification to the original budgeted cost due to an additional website module purchased from OpenCities that allows for enterprise-level form building. The module will help the city transition paper forms from the old website to online transactions, processes, and workflows. The forms module was not part of the initial requirements list submitted to the vendor and was negotiated as part of the finalized the scope of work.

On December 3, 2020, the City Commission authorized the City Manager to enter into an agreement with OpenCities to update the official City website, subject to approval by the City Attorney as to form and legality, for an estimated 5-year total of \$181,550.

On August 18, 2020, the City of Gainesville solicited a Request for Proposal (PIOX-200043-SG) to procure a technology solution that will support the City's neighbor-centered design, engagement and communications efforts.

The solution, commonly referred to as a CMS (Content Management System), will allow the city to update its website - significantly enhancing the user experience, content management and providing improved neighbor information and customer service. A key goal of the project is to achieve a high level of visual quality and a design. The City will be able to decentralize content management by empowering staff to easily create and manage website content in each department under the oversight of a central administrator. The new website will also prioritize ADA compliance and mobile accessibility.

The RFP covers the initial design, testing, training, launch, hosting and site maintenance for the period of five years. Annual software-as-a-service fees are included as part of this proposal.

On Sept. 17, 2020 fifteen vendors submitted proposals. Four were invited for Oral Presentations on Nov. 5-6, 2020. On Nov. 16, 2020, the award was posted to Open Cities.

Strategic Connections:

Goal 5: Best in Class Neighbor Services

Objectives 4 & 6: Develop and enhance proactive city communications policies, strategies and tools to inform the community; Upgrade information technology systems - hardware and software - to better serve neighbors

The total cost proposed by OpenCities:

- Implementation: \$59,750 + SaaS Fee \$31,860 = Year 1 total of \$91,610
- Annual License: \$31,860 (reduce the annual SaaS by 13%) cost savings \$4,141.80 annually
- Estimated 5 Year Total: \$219,300

The City Commission approves the difference in cost of \$37,750.00 and a modification to the previously

approved award for the 5-year term.