



CITY OF CARSON

Legislation Text

File #: 2021-844, Version: 1

Report to Mayor and City Council

Tuesday, November 16, 2021

Consent

SUBJECT:

CONSIDERATION OF APPROVAL OF CONTRACT FOR CITY WEBSITE UPDATE AND REDESIGN WITH 360CIVIC CORP. (CITY COUNCIL)

I. SUMMARY

On May 27, 2021, the Purchasing Division released an RFP (No. 21-019) for the City Update Website and Redesign project. The overall goal of this project is to design and implement three new websites (City of Carson main website, <http://carsonca.gov>), internal staff Intranet, and Community Center website, <http://www.carsoncenter.com>), that support City Council and Department heads' vision of providing websites that are user-friendly and for which content is easy to find and information is current at all times. The City Council is being asked to award and approve a contract with 360Civic Corp. for this project.

II. RECOMMENDATION

1. APPROVE a contract with 360Civic for design and update of City websites for an amount not to exceed \$225,175 over a period of 5 years; and
2. AUTHORIZE the Mayor to execute the contract after approval as to form by the City Attorney.

III. ALTERNATIVES

TAKE another action the City Council deems appropriate.

IV. BACKGROUND

The City of Carson's current websites designed for the public, internal staff, and Community Center events have been online for more than a decade with minor changes to content, technology, and design. They lack the latest tools and technologies to design new templates, thwart the latest security threats, and comply with new ADA regulations. They

also have outdated themes, are not mobile friendly, and are slow.

The overall goal of this project is to design and implement three new websites (City of Carson main website, <http://carsonca.gov>), internal staff Intranet, and Community Center website, <http://www.carsoncenter.com>), that support City Council and Department heads' vision of providing websites that are user-friendly and for which content is easy to find and information is current at all times.

The new sites will offer residents, businesses and visitors a dramatically improved user experience, state-of-the-art functionality, design and responsiveness, mobile-friendly features, additional ADA features, latest security measures, high availability during emergencies (DR), integrated resident communications and service delivery, and transparent online access to public meeting information - all orchestrated to modernize citizen interactions, drive efficiency and improve community outcomes.

The website project has been a multi-department collaboration effort with internal team representatives from the City's various departments including the City Manager, City Clerk, City Treasury, Finance, Human Resources, Information Systems, Planning & Building Safety, Public Works and Parks & Recreation.

The Purchasing Division released an RFP (No. 21-019) for the City Website Update and Redesign. The bid opening was held in the City Clerk's office at 5:00 p.m. on May 27, 2021. There were nine (9) bid responses: 360Civic was chosen by the City's Internal Web Committee as its web architectural platform was the most aligned with City's requirements and future goals, and the selection was made in compliance with Section 2611(c) of the City's Purchasing Ordinance which permits the City to award professional services contracts based on demonstrated competence, the professional qualifications necessary for satisfactory performance of the required services, and a fair and reasonable price. 360 Civic's costs were reasonable and within the City's budget at \$19,675 for development and \$41,100 per year for support and maintenance for a five-year total of \$225,175.

V. FISCAL IMPACT

The cost associated with the 5-year contract with 360Civic is not to exceed the amount of \$225,175. The annual cost is \$41,100 with a one-time cost of \$19,675. The Information Technology division has budget appropriation in the adopted 2021-2022 fiscal year to cover for the first year in the amount \$60,775 (\$19,675 + \$41,100). Staff would include the annual cost of the contract (\$164,400) in the proposed 2022-2023 fiscal year and subsequent years.

VI. EXHIBITS

1. Contract with 360Civic Corp.

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