RESOLUTION NO. __20-12A-142__   AGENDA NO._____11.B.2.(1)_____

RESOLUTION
ROCK COUNTY BOARD OF SUPERVISORS

Finance Committee
INITIATED BY

Amanda Lagle
DRAFTED BY

Finance Committee
SUBMITTED BY

December 9, 2020
DATE DRAFTED

AUTHORIZING PURCHASE OF WEBSITE HOSTING FOR ROCK COUNTY

1 **WHEREAS,** Rock County IT (Rock-IT) is requesting authorization to begin the implementation and
2 purchasing process of a web-based design and hosting solution, govAccess; and,
3
4 **WHEREAS,** the system will include website design, implementation, content management, hosting,
5 training and support for website administrators within Rock-IT; and,
6
7 **WHEREAS,** this solution will be integrated with the Agenda Management System; and,
8
9 **WHEREAS,** the equipment and services are available to purchase through Granicus under RFP 2020-31;
10 and,
11
12 **NOW, THEREFORE, BE IT RESOLVED** that the Rock County Board of Supervisors duly assembled
13 this _17th_ day of _December_, 2020 to authorize the purchase agreement with Granicus for an amount
14 not to exceed $42,975 for the purchase of govAccess.

Respectfully submitted,

FINANCE COMMITTEE

/s/ Mary Mawhinney
Mary Mawhinney, Chair

Absent
Brent Fox

/s/ Wes Davis
Wes Davis, Vice Chair

/s/ Kara Purviance
Kara Purviance

/s/ Stephanie Aegerter
Stephanie Aegerter

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FISCAL NOTE:

Sales tax was included in the 2021 budget for the purchase of this software.

/s/ Sherry Oja

Sherry Oja
Finance Director

LEGAL NOTE:

The County Board is authorized to take this action pursuant to secs. 59.01 and 59.51, Wis. Stats. In addition, sec. 59.52(29), Wis. Stats., requires the project to be let to the lowest responsible bidder.

/s/ Richard Greenlee

Richard Greenlee
Corporation Counsel

ADMINISTRATIVE NOTE:

Recommended.

/s/ Josh Smith

Josh Smith
County Administrator

Executive Summary

The Granicus "govAccess" is a subscription web-based website design & hosting solution that will replace the existing County-hosted website process. Solution will include website design, implementation, content management, hosting, training, and support for website administrators within Rock-IT. This solution will be integrated with an Agenda Management solution being procured from a different vendor, CivicPlus, via the same RFP 2020-31.

This equipment and services are available through Granicus via RFP 2020-31

This resolution authorizes Rock County Information Technology to make this necessary purchase, not to exceed $42,975

⊘ GRANICUS

GOVACCESS TRAILBLAZER

Most people come to a government website with one goal – to complete a task – yet most government websites fail to deliver. With Granicus govAccess, user-friendly design, powerful content, accessibility, and secure transactions have never been easier.
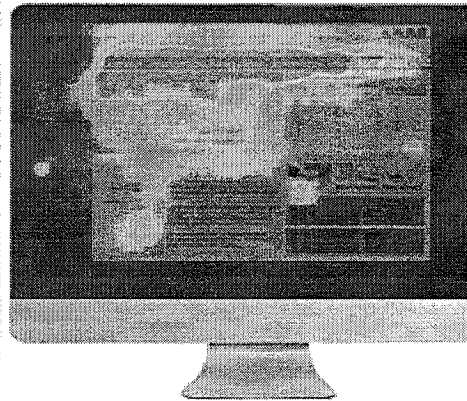
A Transformative Digital Experience

Let us help you take your website to the next level, promoting self-service, transparency, and civic engagement. Your project will start with our advanced UX research to identify the services and information important to your website visitors. We'll also work to break down departmental silos and optimize the digital citizen journey across all devices.

Simple, Yet Dynamic Government CMS

govAccess is a content management system (CMS) that was purpose built for government, allowing your staff to easily create content that informs, engages and serves their communities. Our CMS makes it easy to manage mobile experiences, bring more services online, share content through popular social media channels, create custom interior pages, and more - all while ensuring consistency and control.

Enterprise-Class Hosting + Support

From our state-of-the-art hosting infrastructure with greater than 99.9% uptime, to a team of certified government experts and tech gurus, the govAccess team relentlessly focuses on client satisfaction. Continuous optimization, regular health checks that include research-based recommendations, and 24x7 support deliver guaranteed success.

Heatmaps help us understand where eyes and clicks are going on your site.

Basing our redesign on science, rather than emotion, helped to keep everyone on the same page as we worked through the process of transforming our web presence from a mere website to a customer service portal."

– Kevin Tunell, Communications Director, Yuma County, AZ

GRANICUS

Website Design + Implementation – Trailblazer

- ✓ UAdvanced UX consultation including
  - o Heatmap analysis, web analytics, internal stakeholder survey, community survey
  - o Remote user testing of top tasks
  - o Three (3) customer journeys (detailed analysis + recommendations to optimize top tasks)
  - o Website usability report
- ✓ Fully custom homepage wireframe
- ✓ Fully responsive design
- ✓ Video Background or Standard Rotating Image carousel (switchable at any time)
- ✓ Three (3) specialty alternate homepages - choose from our library including emergencies, election night, special events
- ✓ Three (3) customer experience features - choose from our library including service finder, geo finder, data visualization banner
- ✓ Website Programming + CMS Implementation
- ✓ Migrate up to 200 webpages
- ✓ Ten (10) forms converted into the new CMS
- ✓ Three (3) days of consultation / training to be applied toward project management or training (two of three days must be consecutive)

Key CMS Features

- ✓ Ongoing software updates (quarterly)
- ✓ Role-based dashboard for easy content updates, approvals + ability to lock down user permissions
- ✓ Mobile management to analyze mobile traffic and customize display on mobile device
- ✓ Interior page builder with drag-and-drop page building, 100+ widgets, save and reuse layouts + more
- ✓ Social media management with ability to schedule + preview posts to multiple social media accounts
- ✓ Form and survey builder with ready-to-use templates for the most common use cases, conditional
- ✓ logic, payment processing, and legally binding digital signatures
- ✓ Flexible search with the ability to define search synonyms, promote page + more
- ✓ Universal API + a vast number of commonly used apps integrated out-of-the-box

ROCK COUNTY, WISCONSIN
FINANCE DIRECTOR

PURCHASING DIVISION

PROPOSAL SUMMARY FORM

PROPOSAL NUMBER   2020-31
PROPOSAL NAME   AGENDA & MINUTES MANAGEMENT SOFTWARE
PROPOSAL DUE DATE   AUGUST 11, 2020 – 12:00 NOON
DEPARTMENT   ADMINISTRATION / INFORMATION TECHNOLOGY

	GRANICUS DENVER CO	CIVICPLUS MANHATTAN KS	PROVOX SYSTEMS MCKINNEY TX	PRIMEGOV SCOTTSDALE AZ
RATER 1	98	94	88	75
RATER 2	82	93	89	83
RATER 3	90	68	100	74
RATER 4	70	55	65	55
RATER 5	80	50	68	62
RATER 6	45	45	42	44
RATER 7	69	54	53	43
RATER 8	74	57	69	61
RATER 9	80	85	69	69
RATER 10	75	90	70	60
RATER 11	84	80	64	60
TOTAL SCORE	857	811	770	677

Proposals were evaluated based on the following criteria:
- VENDOR PROFILE - MAXIMUM 5 POINTS
  - Company Information
  - Client List
  - References
- FUNCTIONALITY MATRIX - MAXIMUM 60 POINTS
  - Agenda Preparation Features
  - Agenda Creation/Document Routing Features
  - Meeting Minutes & Activity Tracking Features
  - Video, Web, Mobile Components

- PRICING - MAXIMUM 35 POINTS
  - Software License Costs
  - Training Costs
  - Configuration & Implementation
  - Total Initial Project Costs
  - Yearly Maintenance/Subscription Costs

The top three ranked firms were asked to provide demonstrations. Twelve staff attended the demonstrations for the Agenda Management software and three IT staff attended the demonstrations for the Website Management Software. The ranking after the demonstrations is as follows:

	GRANICUS DENVER CO	CIVICPLUS MANHATTAN KS	PROVOX SYSTEMS MCKINNEY TX		GRANICUS DENVER CO	CIVICPLUS MANHATTAN KS	PROVOX SYSTEMS MCKINNEY TX
FIRST CHOICE WEBSITE MANAGEMENT	2	1	0	FIRST CHOICE AGENDA MANAGEMENT	4	8	0
ONE TIME COSTS	$37,185	$77,004	No proposal	ONE TIME COSTS	$29,840	$12,748	$700[1]
YEAR 1 ANNUAL COST	$0	$15,845	No proposal	YEAR 1 ANNUAL COST	$34,872	$42,155	$21,300
ON-SITE TRAINING	$5,790	$7,200	No proposal	ON-SITE TRAINING	$13,400	$1,252	Included above
YEAR 2 ANNUAL COST	$5,600	$15,845	No proposal	YEAR 2 ANNUAL COST	$37,313	$42,155	$10,370
YEAR 3 ANNUAL COST	$5,880	$15,845	No proposal	YEAR 3 ANNUAL COST	$39,925	$44,263	$10,370
YEAR 4 ANNUAL COST	$6,174	$15,845	No proposal	YEAR 4 ANNUAL COST	Not provided	$46,476	$10,370
YEAR 5 ANNUAL COST	$6,482	$15,845	No proposal	YEAR 5 ANNUAL COST	Not provided	$48,800	$10,370

[1] Not included in additional $200/meeting fee to scan, convert, and upload all existing & historical meeting documents into the new system.

Request for Proposals was advertised in the Janesville Gazette and on the Internet. Seventeen additional vendors were solicited that did not respond.

PREPARED BY: JODI MILLIS, PURCHASING MANAGER

DEPARTMENT HEAD RECOMMENDATION: Procure the "govAccess" website hosting solution from Granicus and the "CivicClerk" Agenda Management solution from CivicPlus, with integration between the two solutions completed by both vendors and Rock-IT.

SIGNATURE   12-8-2020   DATE

GOVERNING COMMITTEE APPROVAL:

CHAIR   VOTE   DATE