



CITY OF COMMERCE AGENDA REPORT

TO: Honorable City Council **Item No. _____**

FROM: City Administrator

SUBJECT: RESOLUTION AWARDING VISION INTERNET THE PROFESSIONAL SERVICE AGREEMENT FOR THE REDESIGN, IMPLEMENTATION, MIGRATION, MAINTENANCE AND SUPPORT OF THE CITY OF COMMERCE WEBSITE

MEETING DATE: December 6, 2016

RECOMMENDATION:

Award the professional service agreement for the redesign, implementation, migration, maintenance and support of the City Website to Vision Technology Solutions, LLC, dba Vision ("Vision Internet").

BACKGROUND & ANALYSIS:

Technology and design styles change quickly, and so too can the focus of an organization. It is important that the City's website remains current with these changes and that it gets the most out of the new online opportunities that are available. Sometimes there can be reluctance to outlay the expense of a new website design; however, the City Council concurred that the City must redesign its website for the following reasons:

- The City should reflect its brand and values through a state-of-the-art representation
- The City's Content Management System and website technology is out of date
- The City's website design looks old and outdated
- The City's website is not mobile-friendly. It must be easier to use and navigate
- The City's website should needs new functionality

On July 21, 2015, the City Council approved the request for proposal (RFP) for the City Website and Design project. On November 5, 2015 the Purchasing Division advertised the project on the City website and sent out the RFP to qualified consultants. The advertisement closed on December 9, 2015 and the City received nine proposals.

After months of presentations regarding webpage services, design capabilities, content management systems, demonstrations of service request management processes, follow-up questions/concerns, reference checks, and intense review of all the proposals, staff narrowed the list to the top three consultants based on the following criteria:

- Cost
- Presentation
 - government website experience (and in particular, experience with southern California governmental entities)
 - responsive design
- Technical & Support
 - content management ability
 - service request management

- work flow
- usability
- visual design
- robust hosting / disaster recovery / data security

➤ References

Below are the rankings and consolidated cost comparison of the website vendors:

Website Vendor Rankings			
Vendor	CivicPlus	CivicLive	Vision
5yr Total Cost	99.95%	99.26%	100.00%
References	90.00%	91.67%	87.92%
Presentation	75.00%	88.83%	96.33%
Technical & Support	90.00%	93.00%	95.00%
Total	88.74%	93.19%	94.81%

Website RFP 2016 Consolidated Cost Comparison						
Vendors	2016	2017	2018	2019	2020	5 yr Total
Vision	\$71,060.00	\$10,250.00	\$10,763.00	\$11,301.00	\$11,866.00	\$115,240.00
CivicLive	\$82,100.00	\$8,500.00	\$8,500.00	\$8,500.00	\$8,500.00	\$116,100.00
CivicPlus	\$62,689.00	\$12,792.50	\$12,882.61	\$13,269.09	\$13,667.17	\$115,300.37

As highlighted above, Vision Internet scored the overall highest rating of 94.81% based on cost (5 year projection), references, presentation and technical & support. In all, staff ranked the vendors as follows: (1) Vision, (2) CivicLive, and (3) CivicPlus. On November 8, 2016, the three aforementioned vendors made presentations before the City Council. The Council ranked the three vendors in the same order as did staff.

RECOMMENDATION:

The City’s website is a living part of its operation, and it should evolve and change as the City grows and as technology progresses. The services which the City is seeking will not end with a redesigned website; rather, the website should be in a state of constant measurement, improvement, and enhancement. After months of due diligence and deliberation, staff recommends that the City retain Vision Internet to redesign the City’s website and provide improvement services thereafter. The redesigned website will be more interactive, easier for users to navigate, and more efficient for City staff to manage content, develop forms, generate reports and provide a wide range of services to the residents of the City of Commerce. Vision Internet will be responsible for the migration of content from the existing City website and will provide the City with an information-ready, turn-key website that City staff can immediately work from.

ALTERNATIVES:

1. Approve staff recommendation
2. Provide staff with further direction

FISCAL IMPACT:

On February 17, 2015, the city council approved an appropriation of \$125,000 Measure AA funds to facilitate this project. The five year total cost of the Vision Internet agreement

which includes the website redesign, migration and annual service totals \$115,240, leaving \$9,760 in contingency funds to cover any additional cost of the redesign and migration.

RELATIONSHIP TO STRATEGIC GOALS:

This report is associated with Council's Fiscal Sustainability Guiding Principle 4 – Continue to enhance innovative technology initiatives to support City business processes and customer service. Implement new strategies and methods to retain and/or encourage private development investment.

Reviewed by: Vilko Domic, Finance Director

Approved as to form: Eduardo Olivo, City Attorney

Respectfully submitted: Jorge Rifa, City Administrator

ATTACHMENTS:

1. Resolution
2. Vision Internet Proposal
3. Agreement