



CITY OF SALINAS COUNCIL STAFF REPORT

DATE: MAY 18, 2023

DEPARTMENT: ADMINISTRATION

FROM: PATRICIA M. BARAJAS, CITY CLERK

TITLE: GRANICUS, INC. SUBSCRIPTION RENEWAL – GOVERNMENT EXPERIENCE CLOUD SOLUTION

RECOMMENDED MOTION:

Approve a Resolution authorizing a subscription renewal with Granicus, Inc. in the amount of \$35,175.00 to provide a Government Experience Cloud solution.

EXECUTIVE SUMMARY:

Granicus, Inc. Government Experience Cloud is a Service (SaaS) solution that enables local government organization helps local government transform the resident experience to better connect, engage, and serve constituents by increasing workflow efficiencies and maximizing existing technology investments, such as integrations into traditional enterprise solutions. The Granicus, Inc. annual subscription is set to expires on June 30, 2023. Subscription renewal shall not exceed \$35,175.00 for FY 2024.

BACKGROUND:

In June 2022, the Administration entered into an agreement with Granicus, Inc for the redesign of the city’s website and public engagement tools. The website redesign and public engagement project goal was to create a “virtual City Hall” that the community can easily navigate, learn about the City’s initiatives and events, complete forms and processes online, and access services and information. This project included using the latest web design and content standards for language access and Americans with Disabilities Act (ADA) compliance, and ability to maintain these standards and requirements as they change.

Website and engagement tool functionality that Granicus will provide as part of the subscription include:

- OpenCities - Website and Content Management
- OpenCities - Comprehensive Service and Support Ticketing System
- OpenForms Enterprise - Digital Forms and Workflow Automation
- Communications Cloud/GovDelivery - Email and SMS Communications
- OpenCities - Cloud Security Licensing with 24/7/365 security.

The website redesign project and new communications platform is near completion and scheduled to launch in June 2023.

CEQA CONSIDERATION:

Not a Project. The City of Salinas has determined that the proposed action is not a project as defined by the California Environmental Quality Act (CEQA) (CEQA Guidelines Section 15378).

STRATEGIC PLAN INITIATIVE:

Subscription renewal of Granicus, Inc. is in line with the City Council Goal of Effective and Culturally Responsive Government. The Council identified strategies that included evaluating technology gaps, effective governance, transparency and public engagement.

DEPARTMENTAL COORDINATION:

The City Clerk's Office and Administration continue to work in collaboration with all department to support the city website content management and public engagement.

FISCAL AND SUSTAINABILITY IMPACT:

Funds will be appropriated and are available in the City Clerk's annual operating budget in the amount of \$35,175.00 for FY 2024. Future year subscription fees for the Government Experience Cloud Enterprise solution will be budgeted annually.

ATTACHMENTS:

Resolution
FY 24 Quote

RESOLUTION _____ (N.C.S.)

**RESOLUTION AUTHORIZING THE SUBSCRIPTION RENEWAL WITH GRANICUS,
INC. IN THE AMOUNT OF \$35,175.00 TO PROVIDE GOVERNMENT EXPERIENCE
CLOUD SOLUTION**

BE IT HEREBY RESOLVED BY THE CITY COUNCIL OF SALINAS: that the City Council does hereby approve the attached subscription renewal, Exhibit A, between Granicus, Inc. and the City, in the amount of \$35,175.00 for FY 2024.

PASSED AND ADOPTED this 16th day of May 2023, by the following vote:

AYES:

NOES:

ABSTAIN:

ABSENT:

APPROVED:

Kimbly Craig, Mayor

ATTEST:

Patricia M. Barajas, City Clerk