COUNTY OF SONOMA

SUMMARY REPORT

Agenda Date: 11/19/2019

To: Board of Supervisors
Department or Agency Name(s): Information Systems Department
Staff Name and Phone Number: John Hartwig 565-6055
Vote Requirement: Majority
Supervisorial District(s): Countywide

Title:
Contract with Ingeniux Corp for Web Content Management System

Recommended Actions:
Authorize the Information Systems Director to execute a professional services agreement with Ingeniux Corporation for the design, installation, training and support services of a new Web Content Management System (CMS) in an amount not to exceed $1,094,850 for the period of November 19, 2019 to November 18, 2023 with one option for a two-year extension.

Executive Summary:
The County of Sonoma issued a Request for Proposal (RFP) for a new Web CMS on February 8, 2019 that would provide the following:

- Implement a new, user-friendly, secure web-based CMS that includes tools for creating, organizing, publishing, and maintaining digital information on the Internet and intranet.
- Improve usability of the county's website based on communication assessment by consultant.
- Train system administrators, developers, and content providers in the use of the new Web CMS.
- Migrate existing content to the new system including documents, images, etc.
- Provide an intuitive and simple user experience for both internal and external users.
- Develop and implement new overall site design (look and feel) for all County internet websites.
- Develop new overall site design for the County Intranet.

The total cost of the Web Content Management System Project is approximately $1,340,000 spread over four fiscal years and funded by the Information Systems Replacement A Fund- Infrastructure which had a FY 18/19 year-end balance of $5.1 million. The Information Systems Replacement A Fund-Infrastructure collects for the replacement of IT capital assets and enterprise-wide applications like the Web CMS via rates charged to all departments.

The implementation phase of the Web CMS Project will start in December 2019 and conclude by December 2020. Included in the project are the following:

- Discovery & Design Phase
- Definition Phase
- Development Phase

- Training Phase
- Content Migration and Site Launch

Discussion:

The County of Sonoma's website is a critical resource for serving the community. Departments and agencies host over 50,000 pages of information and 43,000 documents to assist citizens in accessing and using government services. Last year 2.2 million visitors made use of County websites to view this information approximately 5.7 million times.

As demand for government information and internet services continues to grow the County needs to improve delivery systems to reflect changes in community needs and web technology. In coordination with County partners, the Information Systems Department released an RFP to select a new Web Content Management System (CMS) that would more effectively meet expanding needs that cannot be met by the existing system.

Our current landscape is comprised of three platforms. The legacy (static html) primarily supporting the Intranet, the framework web content management system that is the foundation of older websites and in 2012, we implemented Ektron, our current CMS. Each of these requires substantial effort to maintain and harmonize web content across these technology areas. Due to several acquisitions, Ektron will be phased out with an end of life in 2020. During this time, technical support is severely compromised with minimal deployment of updates and patches. Delaying the inevitable move from Ektron may expose the organization to undue, avoidable risk and cost as a result of potential heightened security exposure. In addition, our current CMS has not satisfied the needs of the county in rapidly changing technology standards and growing demand for services.

By moving to a new CMS, we will leverage cloud technology, enable easier integration and API development, more efficient development using current technologies such as ASP.NET, Model- View-Controller (MVC) and provide the tools and functionality for an improved user experience.

The new Web CMS will provide a modern user friendly platform to increase community engagement, business workflow support and customer service efficiencies. The selected vendor's tool has mobile first capabilities, improved cybersecurity, resiliency and business continuity. The CMS has intuitive content management tools and fully supports compliance with the latest American Disability Act (ADA) standards.

Vendor Selection

A request for proposal (RFP) was issued on February 8, 2019 seeking a Web Content Management System and the related professional services to assist in the design, installation, training, and support services of an enterprise-wide solution. The RFP was sent to ten vendors and posted through the County's vendor portal.

Evaluators with relevant knowledge and experience from many County departments contributed to the formal RFP process and ten departments sent representatives to vendor demonstrations provided by finalists to provide additional feedback. Participants were asked to score each vendor on the basis of completeness of information provided and the level at which they believed the proposed solution would meet the requirements and expectations of the County and their department. Of the finalists, Ingeniux Corporation's Web Content Management System was determined to best meet the full requirements of the County.

Prior Board Actions:
3/20/2012-Web Content Management System Implementation Contract

FISCAL SUMMARY

Expenditures	FY 19-20 Adopted	FY20-21 Projected	FY 21-22 Projected
Budgeted Expenses	$508,250	$125,500	$125,500
Additional Appropriation Requested			
Total Expenditures	$508,250	$125,500	$125,500
Funding Sources			
General Fund/WA GF			
State/Federal			
Fees/Other			
Use of Fund Balance	$508,250	$125,500	$125,500
Contingencies			
Total Sources	$508,250	$125,500	$125,500

Narrative Explanation of Fiscal Impacts:
Funding for the Web CMS update is provided by ISD Replacement A and was included in the FY 19/20 Budget.

Staffing Impacts:			
Position Title (Payroll Classification)	Monthly Salary Range (A-I Step)	Additions (Number)	Deletions (Number)

Narrative Explanation of Staffing Impacts (If Required):
N/A

Attachments:
Professional Services Agreement
Exhibit A-Scope of Work
Exhibit B-Insurance
Exhibit C-Software and Service Order
Exhibit D-Request for Proposal

Related Items "On File" with the Clerk of the Board