

CITY COUNCIL REGULAR SESSION

Resolution authorizing execution of an Agreement, and any necessary or appropriate supplements, with Carahsoft Technologies Corporation in an amount not to exceed \$569,039, plus all applicable taxes, for an initial three year term, with the option to renew annually for two additional years, (or to the expiration of the Cooperative Purchasing Agreement AR2472, which ever occurs first), for the purchase of Acquia website hosting and technical services in support of the City's public website, BellevueWA.gov.

Sabra Schneider, Chief Information Officer, 452-4890
Information Technology Department

Brad Harwood, Acting Chief Communications Officer, 452-6837
City Manager's Office

EXECUTIVE SUMMARY

The public facing website was redesigned in June of 2017 and this new three-year contract will allow City staff to build on the success of the redesign. Acquia will provide a more robust and stable platform for hosting and continued improvement and expansion of web services. The look and feel of the City website, URL's and search will remain the same, with minor user interface and design improvements expected.

RECOMMENDATION

Move to adopt Resolution No. 9542

If approved, effective date: 01/22/2019

BACKGROUND/ANALYSIS

After more than 12 years with the previous design and hosting platform, the City's website was substantively redesigned and launched in June of 2017 in a new cloud-based environment, with a commitment to continuously improve web services.

The skills and expertise of the vendor Acquia will support this continued improvement, starting with website hosting. The website redesign, search engine, and responsive design were improved during and after the upgrade in 2017. The current hosting contract expires in June 2019 and the move to host the City's website with Acquia will provide increased security, multi-tier high-availability servers and disaster recovery services for bellevuewa.gov's hosting as well as professional services in web development and design. The timing of the Acquia contract will provide time for a smooth transition.

Partnering with Acquia, Bellevue will also continue to deliver on the commitment to continuous improvements of the website which will include industry standard content tagging, further website consolidation, and minor user interface and design refinements.

ITD leverages consulting resources as an efficient and effective way to obtain specialized technical expertise and services. Within the scope of this contract, ITD will contract for specific technical skills including:

- Optimizing site load times and uptime: Acquia is an industry leading hosting provider built on top of Amazon Web Services cloud infrastructure. The speed and performance of their hosting is matched by their track record of highly available services. This will give Bellevue improved service.
- Improving accessibility: With increased capabilities and control of the content management system, the City will have more direct impact on the success of our efforts to deliver an accessible web experience to the public.
- Development of custom migration scripts: This work will support a seamless experience for end users and will help accelerate the shift to the new platform.
- Architecture/strategy consulting: Acquia will partner with Bellevue to add content tagging, update navigation and consolidate websites where needed.

The City has now worked with the vendor for more than a year on a smaller regional website site and experienced no downtime and received expected technical and security upgrades. The City has thoroughly evaluated Acquia and conducted extensive reference checks, Acquia has thus far exceeded (and strongly shows an ability to continue to exceed) the City's technology performance expectations.

POLICY & FISCAL IMPACTS

Policy Impact

Bellevue City Code BCC 4.28.010 provides for the fair and equitable treatment of all persons involved in the purchasing process. Council approval is required to award the contract where the cost exceeds \$90,000. This agreement meets the City's purchasing requirements through the use a competitively bid contract, in this case WA National Association of State Procurement Officials (NASPO) Master Contract Number AR2472.

This effort aligns with Council priorities to develop and implement proactive communication strategies for Council engagement with the community and identifying and implementing technologies that improve customer service with the City of Bellevue.

Fiscal Impact

This expenditure is accommodated within the 2019-2020 Information Technology Maintenance and Operations budget.

	Year 1	Year 2	Year 3	Year 4	Year 5	Total Dollars
Web Hosting Fees	\$57,065	\$62,772	\$69,049	\$75,954	\$83,549	\$348,389
Professional services	\$220,650	\$0	\$0	\$0	\$0	\$220,650
Total	\$277,715	\$62,772	\$69,049	\$75,954	\$83,549	\$569,039

OPTIONS

1. Adopt the Resolution authorizing execution of an Agreement, and any necessary or appropriate supplements, with Carahsoft Technologies Corporation in an amount not to exceed \$569,039, plus all applicable taxes, for an initial three year term, with the option to renew annually for two additional years, (or to the expiration of the Cooperative Purchasing Agreement AR2472, which ever occurs first), for the purchase of Acquia website hosting and technical services in support of the City's public website, BellevueWA.gov.
2. Do not adopt the Resolution and provide alternative direction to staff.

ATTACHMENTS & AVAILABLE DOCUMENTS

Proposed Resolution No. 9542

AVAILABLE IN COUNCIL LIBRARY

Umbrella Agreement Between the City of Bellevue and Carahsoft Technology Corporation for Acquia Web Hosting Services