



Yamhill County
OREGON
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INFORMATION TECHNOLOGIES

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DATE: January 3, 2023

TO: Yamhill County Board of Commissioners; Ken Huffer, County Administrator;
Justin Hogue, Deputy County Administrator

FROM: Shane Hoffman, IT Manager

SUBJECT: Intent to Award Contract for New County Website

ATTACHMENTS (1): CivicPlus RFP (request for proposal)

Request:

IT is requesting Board of Commissioners' approval for the intent to award a contract to CivicPlus for the development and hosting of a new county website.

Background:

The current County website was developed in-house approximately a decade ago and has served its' purpose well throughout the years. Over time, however, website requirements change. Today, a local government website must be citizen centric, where residents can find information quickly from anywhere and on any device. Such websites also require high availability, resiliency, security, ADA (Americans with Disabilities Act Standards for Accessible Design) compliance, ability to streamline processes with self-service options that reduce calls and walk-ins, and an easy-to-use CMS (content management system) designed for local government.

The County went through a competitive RFP process and after a thorough review of the proposals submitted and several rounds of interviews, CivicPlus received the staff's recommendation for developing and hosting a new County website.

CivicPlus offers a robust, flexible CMS with an easy-to-use cloud-based set of tools built specifically for local government. They provide enterprise level hosting with a guaranteed 99.9% uptime (excluding maintenance). CivicPlus has been designing government websites since 1998 and has built over 12,000 websites to date. Some of the CivicPlus differentiators are: (1) Civic experience platform enables local governments to operate more efficiently and generate positive recognition for the services provided. (2) Over 20 years of experience (3) Utilize creativity of in-house designers (4) Provide residents with an intuitive, user-friendly architecture by effectively organizing website taxonomy.

(5) LiveEdit feature allows you to view webpages prior to publishing for the public. (6) Participation in a network with other government entities on the same platform to share ideas and ask questions. (7) Initial and continued training to remain fresh and up to date with the CMS features and functionality. (8) CivicPlus development staff continues to rollout new features, applications, and new suggestions to better serve communities. (9) There are existing Oregon government entities using the CivicPlus CMS. (10) Four-year redesign to stay current with trends and best practices. (11) Dedicated customer service manager post implementation.

CivicPlus Cost Proposal:

| | |
|--|-------------------|
| Year 1 Implementation Services (one-time) | \$73,257 |
| Year 1 Annual Services – hosting | \$12,584 |
| Year 1 Total Discount | (\$26,771) |
| Total Year 1 Cost | \$59,070 |
| Year 2 Annual Recurring Services | \$13,213 |

The year one implementation services cost will likely increase slightly once we perform additional discovery on data migration requirements from our current website to the new website. It is also anticipated that the annual rate will increase by approximately 5% year over year.

Conclusion:

With Board approval, staff will complete the final requirements of the RFP process with the intention of negotiating a contract with CivicPlus. If negotiations are successful, staff will return to the Board with a contract for review and consideration.

Thank you for your time and consideration for this request.

Regards,
Shane J. Hoffman

Accepted by Yamhill County
Board of Commissioners on
1.12.23 by Board Order
P.O. 23-14