



## Staff Reports

---

**File #:** 103-2021, **Version:** 1

---

**To:** Honorable Mayor and Members of City Council  
**From:** Steve Potter, City Manager  
**Prepared By:** Jaina French, Community Relations and Media Manager

**TITLE:**  
Content Management System for City of Napa External Website

**RECOMMENDED ACTION:**

Authorize the City Manager to execute on behalf of the City an amendment to Agreement No. C2017-082 for Services with CivicPlus, LLC to provide City website Content Management Services for three years in an amount of \$68,864.44.

**DISCUSSION:**

Prior to 2018, the City of Napa had been using an open-source content management system for the external website as well as the intranet for nearly 10 years. With the many advancements in technology, and increasing need to communicate in many different ways, we began to research new website solutions. At the same time, Napa County began the same process, as they were also in need of a new content management system. As a result, the County issued an RFP in August, 2016, and invited the City to participate in the vetting and selection process. After reviewing proposals and participating in live demos, a joint decision was made that CivicPlus, a firm with over 20 years of experience developing and designing civic websites, offered the best solution. A generous cost savings was offered for both the implementation and ongoing maintenance costs if the City and County both entered into contract at the same time. Leveraging these economies of scale also allowed us to share regular onsite trainings.

This new solution offered custom website design, a dedicated project manager and designer, support through the entire implementation process and beyond, 24/7 telephone and online support, as well as hosting and automated software updates/backups, including infrastructure security, antivirus, and firewall support. Additionally, CivicPlus offered modules for online forms, e-newsletters and other notifications and calendars, as well as a fully responsive design (can be viewed on any mobile device).

In 2017, the City contracted with CivicPlus, LLC to provide the City website with Content Management Services to meet the needs discussed above, as it was identified as the best solution. Since then, the City has fully implemented CivicPlus and it has been determined that it remains an ideal solution for our needs. The proposed Contract Amendment will ensure that CivicPlus continues to meet these needs. The proposed scope of work remains the same.

**FINANCIAL IMPACTS:**

The amendment with CivicPlus, LLC will be for \$68,864.44 coming from 41323-55003. This total amount includes set annual payments over the next three years for support, maintenance and hosting; \$21,844.39 (2021), \$22,936.61 (2022), and \$24,083.44 (2023).

**CEQA:**

The City Manager has determined that the recommended actions described in this agenda report are not subject to CEQA, pursuant to CEQA Guidelines Section 15060.

**DOCUMENTS ATTACHED:**

ATCH 1 - Amendment No. 1 to Agreement No. C2017-082

ATCH 2 - Agreement for Services for City Website Content Management Services

**NOTIFICATION:**

None.