

eGovernment Services Contract with Civica Software

Presented to: Board of Supervisors Meeting, April 3, 2012

Agenda Item #17



eGovernment “Version 2.0”

- ▶ Agencies were interested in solutions that reduced their current eGov costs.
 - Moving to new solution reduces County costs 40%.
- ▶ Agencies need the right tools to meet the increased demand for transacting online and keeping information current.
- ▶ RFP released in June 2011 for replacement eGov solution.
- ▶ A cross-Agency panel was formed to evaluate proposals.
- ▶ Civica selected by panel for County eGovernment services.
- ▶ Prior Board action requested negotiating a contract with Civica for Board approval (Dec. 6, 2011, Agenda Item #14).
- ▶ eGov Steering Committee voted unanimously to approve contract.

Civica Contract – Services

- ▶ Website Content Management System.
- ▶ Website Hosting (Managed) Services.
- ▶ Professional Website Design Services.
- ▶ Support and Training Services for County staff.
- ▶ Website Transition Services.
- ▶ Custom Website and Application Development.
- ▶ Optional eGovernment Contractor Services.
- ▶ Fee structure stresses quality of services, on-time delivery.

Civica Benefits

- ▶ Civica will customize to agency requirements.
- ▶ Website design portfolio was preferred by Agencies.
- ▶ Application interface easier to navigate for non-IT users.
- ▶ Design services included for refresh of eGov look and feel.
- ▶ Reduce operational costs through move to managed hosting.
- ▶ Agencies have more control to manage their websites.
- ▶ Flexible service model promotes Countywide use.
 - New eGov Participants: Health Care Agency, OC Parks, OC Public Works.
 - District Attorney, John Wayne Airport, Public Defender, Registrar of Voters will not be part of this offering.

Costs

- ▶ eGov Steering Committee recommends 3-yr term, option for Year 4.

Civica Contract Fee Schedule	Fee
One-Time Implementation and Transition	\$549,038
Year 1 Managed Services (hosting and professional services)	\$227,471
Year 2 Managed Services (hosting, support, training and professional services)	\$305,944
Year 3 Managed Services (hosting, support, training and professional services)	\$305,944
42-month Contract Term Not to Exceed:	\$1,388,397
Year 4 Renewable Option:	\$305,944
Contract Not to Exceed:	\$1,694,341