

South Bay Cities Council of Governments

November 4, 2019

TO: SBCCOG Steering Committee

FROM: Jacki Bacharach, SBCCOG Executive Director
Chandler Sheilds, SBCCOG Staff

SUBJECT: Managed Services & Support for Websites

Adherence to Strategic Plan:

Goal D: Organizational Stability. Be a high performing organization with a clear path to long-term financial health, staffing continuity, and sustained board commitment.

BACKGROUND

SBCCOG's contract with its current website's managed services and support provider, CivicConnect concludes on January 12, 2020. These services entail hosting, security patching, and maintenance of custom modules. The term of the agreement was three years paid upfront (\$15,300). Prior to the agreement, CivicConnect (then CRG) had been contracted through a bid process to redesign the websites in 2012.

CivicConnect is not interested in renewing this agreement nor working to support the SBCCOG's website in the future because they have changed their scope of services. As a result, the SBCCOG must transition its website's assets from CivicConnect to a new hosting environment.

ANALYSIS

Considering staff time resources reduced due to the new office move as well as a desire to develop a new look for the SBCCOG website which may require redesign, the SBCCOG staff would like to postpone the process for selecting a new vendor to replace CivicConnect. In the interim, the SBCCOG will need assistance to support the website on an as needed basis along with services to help with the transition.

SBCCOG staff explored options for addressing this immediate need, researching firms that can provide services on an as needed basis and found that most firms require a minimum contract timeframe. One exception was Kalanea Group, LLC. In addition, Kalanea staff includes former CivicConnect employees who specialize in website managed services and support for the SBCCOG's current platform. Their familiarity with the SBCCOG's website (having worked on it in the past) and rapport with current CivicConnect staff make Kalanea Group, LLC ideal for facilitating this transition.

As stated, Kalanea Group, LLC is willing to work with the SBCCOG without committing to a contract and has developed a rough scope of work for the transition. They have a regular hourly rate of \$95/hour (and an emergency rate of \$125) for all of their services (see attached). Additionally, they recommend that SBCCOG take ownership of the hosting for its website (not leave it in the hands of a managed service provider as it is now) to enhance the organization's autonomy over its website's assets. SBCCOG staff is currently reviewing website hosting options

such as GoDaddy and Amazon Web Services. Prices for hosting are between \$50 and \$200 per month based on the SBCCOG current amount of website content.

TIMETABLE FOR TRANSITION & WEBSITE FUTURE

SBCCOG staff envisions this transition to take place between November 2019 through January 2020. The website will continue to need support (security patching and maintenance of custom modules) while the prospects of a redesign and a long-term managed services agreement will be addressed by SBCCOG staff after the General Assembly in March 2020. Budgets for these services are estimated for not to exceed amounts based on historical website service hours.

RECOMMENDATION

SBCCOG Steering Committee approve the following:

- Budget not to exceed \$3,300 (or 30 hours) one-time cost for Kalanea Group, LLC to transition SBCCOG websites into a new hosting environment
- Direct SBCCOG staff to select hosting provider with a budget not to exceed \$200/month for ongoing hosting costs
- Budget not to exceed \$1,100/month (approximately 10 hours) for managed services and support for SBCCOG websites on an as-needed basis