

**RESOLUTION NO. 2022-**

**A RESOLUTION OF THE VILLAGE OF PINECREST,  
FLORIDA, AUTHORIZING THE VILLAGE MANAGER  
TO AMEND THE EXISTING AGREEMENT WITH  
GRANICUS TO PROVIDE FOR THE UPGRADE OF  
THE CONTENT MANAGEMENT SYSTEM FOR THE  
VILLAGE'S WEBSITE; PROVIDING FOR AN  
EFFECTIVE DATE.**

BE IT RESOLVED BY THE VILLAGE COUNCIL OF PINECREST, FLORIDA, AS FOLLOWS:

Section 1. That the Village Council hereby authorizes the Village Manager to amend the existing agreement with Granicus to provide for the upgrade of the content management system for the Village's website.

Section 2. This resolution shall take effect immediately upon adoption.

PASSED AND ADOPTED this 8<sup>th</sup> day of June, 2022.

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Joseph M. Corradino, Mayor

Attest:

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Priscilla Torres, CMC  
Village Clerk

Approved as to Form and Legal Sufficiency:

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Mitchell Bierman  
Village Attorney

Consent Agenda



Yocelyn Galiano Gomez, ICMA-CM  
Village Manager  
manager@pinecrest-fl.gov

## MEMORANDUM

Office of the Village Manager

DATE: June 1, 2022  
TO: Yocelyn Galiano, Village Manager  
FROM: Gabriela Wilson, IT Manager  
RE: Request for Approval of Funds for Municipal Website Redesign

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The last major redesign of the Village's website took place in late 2015. Since then, much has changed in the architecture of a Content Management System (CMS), as well as the level of expectations of services provided by local government websites.

Like many government agencies, our website was custom-built, therefore over the years it has grown to have too many web pages, not enough consistency in the presentation of information, users found it difficult to navigate, lots of PDF documents that require ADA remediation, limitations on updating certain webpages including the Home Page, and staff having trouble keeping it up to date.

Although we currently have a good web presence, we continue to have limitations since we are still using GovAccess as our CMS platform.

To be effective and current, my recommendation is to use newer technology that would help us develop a website that is more streamlined, citizen-centric, easy to use, mobile-friendly and easy to update and maintain by in-house staff, instead of outsourced developers.

The OpenCities platform is standing out as the best solution for our needs. The platform draws on over 10 years of experience building local government websites and uses data-driven features such a predictive search and prioritized top tasks to connect people to services they need. The solution also uses a code-free, drag & drop approach, reducing time and effort of a traditional web update project and meets the [WCAG 2.1 Level AA for ADA Compliance](#), which is one of the Village of Pinecrest strategic objectives.

To the Village's advantage, our existing vendor (Granicus), is able to provide the OpenCities platform and has agreed to reduce the remaining portion of the existing contract towards the website re-design fee leveraging OpenCities or what they call the "Government Experience".



The cost for the upgrade is \$41,806.06 which includes the one-time configuration fee plus the recurrent yearly subscription. If approved, the website redesign project can begin in June 2022 and be completed within 6-9 months.

<b>One-Time Fees</b>			
<b>Solution</b>	<b>Billing Frequency</b>	<b>Quantity/Unit</b>	<b>One-Time Fee</b>
Government Experience Cloud (SERVE) – Set-up & Config	Up Front	1 Each	\$21,750.00
Government Experience Cloud (SERVE) – Training	Up Front	1 Each	\$0.00
<b>SUBTOTAL:</b>			<b>\$21,750.00</b>

<b>New Subscription Fees</b>					
<b>Solution</b>	<b>Period of Performance</b>	<b>Billing Frequency</b>	<b>Quantity/Unit</b>	<b>Annual Fee</b>	<b>Prorated Fee</b>
Government Experience Cloud (SERVE)	6/9/2022 to 9/30/2023	Annual	1 Each	\$22,250.00	\$29,153.59
<b>SUBTOTAL:</b>				<b>\$22,250.00</b>	<b>\$29,153.59</b>
<b>CREDIT FOR TERMINATION SUBSCRIPTONS:</b>					<b>\$(9,097.53)</b>
<b>SUBTOTAL (6/9/2022-9/30/2023):</b>					<b>\$41,806.06</b>

The new website, when completed, will help the Village realize high-quality delivery of Village services and digital citizen engagement.

CC:  
YG/zv