

**BOARD OF UTILITIES COMMISSIONERS**

1800 E. Wardlow Road, Long Beach, CA 90807
562.570.2300 | LBUtilities.org

January 19, 2023

Subject

Adopt Resolution WD-1471 authorizing the General Manager to enter into an agreement with SHI for website services provided by Granicus OpenCities platform, under the purchase conditions specified in the Omnia Partners Master Agreement (Contract # 2018011-02) for website development and design, hosting, security and support for a four-year term for a total aggregate amount not to exceed \$112,290 plus 20 percent contingency.

Executive Summary

The Long Beach City Charter provides an alternative procurement method by permitting the Long Beach Utilities Department to obtain services, supplies, materials, equipment and labor through other governmental agencies. Long Beach Utilities can purchase under these other agency's contracts on a voluntary and selective basis when authorized by a Resolution of the Board of Utilities Commissioners.

Staff has begun the process of consolidating water, sewer, and gas utilities into one unified Long Beach Utilities Department. A major part of the consolidation is public outreach and communications, as we roll out our new Long Beach Utilities name, logo, and branding while ensuring customers continue to receive uninterrupted reliable utility services. Our department website forms the foundation for many of our public communications, as well as important functions such as bill pay, conservation programs, and rebates.

The contract with Granicus OpenCities will allow us to successfully and efficiently merge water, gas, and sewer content to an updated, streamlined, and easy-to-use Long Beach Utilities website. This agreement also includes design and development of unique webpages/websites for LiveH2OLB, Lawn to Garden, and Certified Blue Restaurants, all of which currently have separate websites.

Granicus is an industry leader in digitizing government services while providing a highly secure web platform. This agreement will ensure the websites are hosted securely and provide 99.9 percent uptime.

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The OpenCities platform is the civic engagement arm of Granicus' operation and will provide new communication and engagement tools to expand outreach to our customers. The platform supports digital self-service options that can reduce wait times for residents, providing user-friendly tools and templates to help residents get targeted assistance quickly. These tools will streamline and enhance our customer service.

Granicus provides ongoing product design and security enhancements based on continuous local government research. This will allow us to continue to enhance our outreach, engagement and communications with customers going forward.

Recommendation

Adopt Resolution WD-1471 authorizing the General Manager to enter into an agreement with SHI for website services provided by Granicus OpenCities platform, under the purchase conditions specified in the Omnia Partners Master Agreement (Contract # 2018011-02) for website development and design, hosting, security and support for a four-year term for a total aggregate amount not to exceed \$112,290 plus 20 percent contingency.

Fiscal Impact: The cost to the incurred in FY 23 is \$55,414 which will be split between the Water and Gas Funds, with the total amount not to exceed the contract total of \$112,290. These costs can be absorbed within both funds in the FY 23 Budget and will be included in future financial projections.



B. Anatole Falagan
Assistant General Manager



Christopher J. Garner
General Manager

Attachment

RESOLUTION NO. WD-1471

A RESOLUTION OF THE BOARD OF PUBLIC UTILITIES COMMISSIONERS OF THE CITY OF LONG BEACH AUTHORIZING THE GENERAL MANAGER TO EXECUTE AN AGREEMENT WITH SHI INTERNATIONAL, CORP. FOR WEBSITE SERVICES, ON THE SAME TERMS AND CONDITIONS AFFORDED TO THE CITY OF MESA, ARIZONA THROUGH OMNIA PARTNERS, PUBLIC SECTOR, FOR A PERIOD OF FOUR YEARS IN A TOTAL AMOUNT NOT TO EXCEED \$112,290, PLUS A TWENTY PERCENT CONTINGENCY

WHEREAS, the Charter of the City of Long Beach, Section 1802, permits the Board of Public Utilities Commissioners ("Board") to purchase services, supplies, materials, equipment, and labor with other government agencies by purchasing under their contracts on a voluntary and selective basis when authorized by resolution; and

WHEREAS, the Board desires to purchase website services; and

WHEREAS, the City of Mesa, Arizona through Omnia Partners, Public Sector, has a contract with SHI International, Corp. for information technology solutions, and services, Contract No. 2018011-02 ("Omnia Contract"); and

WHEREAS, the Board's participation in the Omnia Contract will facilitate timely acquisition of the website services as well as provide considerable cost benefits to the Board; and

WHEREAS, if the Board had to go to formal bid rather than participate in the Omnia Contract considerably more funds would be required;

NOW, THEREFORE, the Board of Public Utilities Commissioners of the City of Long Beach resolves as follows:

Section 1. The above recitals are true and correct and are incorporated herein by this reference.

Section 2. The Board is hereby authorized to enter an agreement with SHI International, Corp. to provide website services on substantially the same terms afforded to the City of Mesa, Arizona through Omnia Partners, Public Sector, Contract No. 2018011-02, in the amount of One Hundred Twelve Thousand Two Hundred Ninety Dollars (\$112,290), plus a twenty percent (20%) contingency for a period of four (4) years.

Section 3. This Resolution shall take effect immediately upon its adoption by the Board, and the Secretary to the Board shall certify the vote adopting this Resolution.

I hereby certify that this Resolution was adopted by the Board of Public Utilities Commissioners of the City of Long Beach at its meeting on _____, 2023 by the following vote:

Ayes: Commissioners: _____

Noes: Commissioners: _____

Absent: Commissioners: _____

Secretary
Board of Public Utilities Commissioners