



---

MEMO

TO: Cass County Commission  
FROM: Bob Henderson, IT Director  
DATE: 11/28/2022  
SUBJECT: Website Redesign and Hosting

---

Dear Commissioners,

Enclosed is a quote for Website Design and updates to from Granicus, our current Website vendor.

**Background:** Our current website was designed and implemented in 2018. Since that time, incremental, minor updates have been done to update content and maintain functionality, but no considerations of design changes or need adjustment has been considered.

Since the initial website creation, Cass County has created the position of Public Information Coordinator, whom has been quite successful in modernizing and redeveloping many of our communication toolsets throughout the county. Due to this success, the next logical phase is to leverage this skillset along with our vendor to revamp our website into a more functional, modern tooling.

I have met with a total of 4 vendors in this space, discussing our needs and requirements. Catlin and I also have met with Granicus, the incumbent vendor, numerous times to discuss our needs and expectations. Due to our long-term relationship with Granicus, as well as discussion of how our needs have changed, they have provided a discount of approx. **54%** to their redesign fee in an effort to regain our trust and business. In addition, our annual maintenance fee would be reverted to the same rate it was when we signed up with the service, a savings of approx. \$2000. This is reflected in the attached quote. The hosting fee of \$18000 was inline, if slightly higher, then competition.

**This is a non-budgeted request. However, existing IT budget can be utilized to cover the expense of redesign**

**SUGGESTED MOTION:**

Approve proposal from Granicus for website redesign and new annual subscription fee in the amounts of \$7,300 for redesign and \$18,000 annually for hosting.

Bob Henderson  
Information Technology Department



408 Saint Peter Street, Suite 600  
Saint Paul, MN 55102  
United States

**THIS IS NOT AN INVOICE**

Order Form  
Prepared for  
Cass County ND

## Granicus Budgetary Proposal for Cass County ND

This quote is for budgetary purposes only. Please do not submit a Purchase Order against this document. Pricing is subject to change based on the scope, reseller, or contract utilized. Please contact your Granicus representative for an official quote, which will include a period of performance, final pricing, and terms and conditions.

### ORDER DETAILS

**Prepared By:** Allyson Bidy  
**Phone:** (832) 415-6090  
**Email:** allyson.bidy@granicus.com  
**Order #:** Q-233287  
**Prepared On:** 11/23/2022  
**Expires On:** 11/27/2022

### ORDER TERMS

**Currency:** USD  
**Payment Terms:** Net 30 (Payments for subscriptions are due at the beginning of the period of performance.)  
**Period of Performance:** The term of the Agreement will commence on the date this document is signed and will continue for 60 months.

**The subscription includes the following domain(s) and subdomain(s):**  
<https://www.casscountynd.gov/>

## PRICING SUMMARY

The pricing and terms within this Proposal are specific to the products and volumes contained within this Proposal.

One-Time Fees			
Solution	Billing Frequency	Quantity/Unit	One-Time Fee
govAccess – Website Design and Implementation – Innovator	Milestones - 40/20/20/20	1 Each	\$16,100.00
Site Improvement Credit	Up Front	80 Each	(\$8,800.00)
<b>SUBTOTAL:</b>			<b>\$7,300.00</b>

New Subscription Fees			
Solution	Billing Frequency	Quantity/Unit	Annual Fee
govAccess - Maintenance, Hosting, & Licensing Fee - Core	Annual	1 Each	\$18,000.00
<b>SUBTOTAL:</b>			<b>\$18,000.00</b>

## FUTURE YEAR PRICING

Solution(s)	Period of Performance			
	Year 2	Year 3	Year 4	Year 5
govAccess - Maintenance, Hosting, & Licensing Fee - Core	\$18,000.00	\$18,900.00	\$19,845.00	\$20,837.25
<b>SUBTOTAL:</b>	<b>\$18,000.00</b>	<b>\$18,900.00</b>	<b>\$19,845.00</b>	<b>\$20,837.25</b>

## PRODUCT DESCRIPTIONS

Solution	Description
govAccess – Website Design and Implementation – Innovator	govAccess Website Design and Implementation - Innovator provides a citizen focused website and includes: <ul style="list-style-type: none"> <li>• UX consultation, which may include one (1) or more of the following:</li> <li>• One (1) site analytics report</li> <li>• One (1) heatmap analysis</li> <li>• One (1) internal stakeholder survey</li> <li>• Modular homepage wireframe based on predefined building blocks</li> <li>• Fully responsive design</li> <li>• Custom mobile homepage or standard mobile responsive homepage</li> <li>• Video background or standard rotating image carousel (switchable at any time)</li> <li>• One (1) customer experience feature - Choose from Granicus' library that includes service finder or data visualization banner</li> <li>• Programming/CMS implementation</li> <li>• Migrate up to 200 webpages</li> <li>• Up to five (5) forms converted into the new CMS</li> <li>• One (1) day of web-based training</li> </ul>
govAccess - Maintenance, Hosting, & Licensing Fee - Core	The govAccess Maintenance, Hosting, and Licensing plan is designed to equip the client with the technology, expertise and training to keep the client's website relevant and effective over time. <p>Services include the following:</p> <ul style="list-style-type: none"> <li>• Ongoing software updates</li> <li>• Unlimited technical support (6:00 AM - 6:00 PM PT, Monday - Friday)</li> <li>• Access to training webinars and on-demand video library</li> <li>• Access to best practice webinars and resources</li> <li>• Annual health check with research-based recommendations for website optimization</li> <li>• DDoS mitigation</li> <li>• Disaster recovery with 90-minute failover (RTO) and 15-minute data replication (RPO)</li> </ul>

Solution	Description
Site Improvement Credit	<p>Site Improvement Credits may only be used towards the cost of govAccess site improvement projects. Site Improvement Credits are non-refundable and may not be redeemed as partial credits. Site Improvement Credits are redeemed as of the date of signature of this document for the products noted only and may not be substituted for other Solution(s).</p> <p><i>Note: Cancellation of Order does not reactivate Site Improvement Credits redeemed.</i></p>