



AGENDA ITEM EXECUTIVE SUMMARY

Agenda Item number: 4a

Title:

Recommendation to approve an agreement with Advomatic for Website Support Services

Presenter:

Penny Lancor, Enterprise Applications Manager

Meeting: Government Operations Committee

Date: October 5, 2020

Proposed Cost: \$42,600

Budgeted Amount: \$32,000

Not Budgeted:

Executive Summary *(if not budgeted please explain):*

The City maintains several websites as part of its mission to provide services to the community. These websites convey important information to the public, deliver online services to residents and enable collaboration among City staff. There are three core websites that the City maintains: the main City website (www.stcharlesil.gov), the City codebook, and an intranet site.

Because of the importance of ensuring that the City has the resources required to maintain its websites, the Information Systems Department budgeted funds in the current fiscal year to contract with an outsourced technical services provider. This need has increased with the departure of an IS Department staff member that provided support for both the City’s website software and to City staff that maintain website content.

Beginning in November 2019, to meet the City’s needs for website technical support, the IS Department has contracted with a services provider. The support provided by the services provider, Advomatic, has met the City’s needs, and staff would like to continue with their scope of services.

The proposed scope of services that Advomatic will provide includes maintaining security updates to City website software, technical support to IS Department staff and support for staff that maintain content on the City’s websites. The proposed one-year agreement with Advomatic, which is at a reduced annual cost from the previous agreement, will conclude in October 2021. The unbudgeted portion of the cost will come from unspent funds from the IS Department staff salary account.

Attachments *(please list):*

Recommendation/Suggested Action *(briefly explain):*

Recommendation to approve an agreement with Advomatic for website support services for a not-to-exceed cost of \$42,600.