

# South Bay Cities Council of Governments

November 21, 2019

TO: SBCCOG Board of Directors  
FROM: SBCCOG Steering Committee  
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 the increased demand on staff time 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.

Kalanea Group, LLC has submitted a scope of services with a regular hourly rate of \$95/hour (and an emergency rate of \$125) (see attached scope/agreement). 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. SBCCOG staff is estimating 2-3 hours a month based on historical need (2 hours at regular rate \$95 and 1 hour at emergency rate \$125). Budgets for these services are estimated for not to exceed amounts based on historical website service hours.

### **RECOMMENDATION**

SBCCOG Board approve the following:

- Budget not to exceed \$2,850 (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 \$315.00/month (approximately 2-3 hours) for as-needed managed and emergency services for SBCCOG websites

# Website Support

## *South Bay Cities Council Of Governments*

**DELIVERED ON:**

**November 6, 2019**

**SUBMITTED BY:**

**KALANEA GROUP**



## Migration Scope

Kalanea Group will install new Drupal system and migrate South Bay Cities Council of Governments (SBCCOG) and South Bay Environmental Services Center (SBESC) websites as they are configured currently to a new hosting provider. Kalanea Group will also assist in finding 3rd party hosting vendor if needed.

Table below is estimated hours for website migration to 3<sup>rd</sup> party hosting environment at hourly rate of \$95/hour.

Tasks	Hours	Total
Project Management	2 to 3	\$190 to \$285
Download and verify backup files for two sites. Also review documents provided with previous developer.	2 to 3	\$190 to \$285
Work with client for 3rd party hosting vendor to setup two sites	4	\$380
Drupal installation/configuration and restore two sites	15 to 17	\$1,425 to \$1,615
Test/QA new site and DNS changes	2 to 3	\$190 to \$285
<b>Estimated Total Hours</b>	<b>25 to 30 hours</b>	<b>\$2,375 to \$2,850</b>

## Migration Timeframe

Current estimates is based on completion of the migration within 6 weeks of signed agreement.

To meet this deadline, the client needs to:

- Select and Signup for 3<sup>rd</sup> party hosting environment on timely manner.
- Provide access to current Drupal installation files and database.
- Provide documentation for current setup for any custom modules.
- Have access to DNS to make final changes.

# Ongoing Support

After site launch all none emergency support work will be provided month to month as needed basis on hourly rate of \$95/hour.

# Payments & Assumptions

## PAYMENTS

\$1,200 required to start project

Remaining due after site launch

## ASSUPMTIONS

- Hosting will provided by 3<sup>rd</sup> party and client can contact them directly if needed.
- Project start date will be from date of the first payment.
- 3rd party fees not included including hosting and Google, etc.
- After site launch all support work will be provided month to month as needed basis on hourly rate of \$95/hour.
- For any emergency support hourly rate will be billed at \$125/hour that requires response time within 24 hours.

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Authorized Agent

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Artin Mirzaian, Kalanea Group, LLC