



## INNOVATION TECHNOLOGY DEPARTMENT

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### CITY COUNCIL STAFF REPORT

Date: March 17, 2026

#### Subject

Approval of a fifth amendment to agreement with Granicus, LLC., to renew Enterprise Government Experience Cloud Services subscription for \$578,626 plus a contingency of \$57,863 over three years, for a not-to-exceed amount of \$636,489

#### Recommended Action

Authorize the City Manager to execute the Fifth Amendment to the agreement with Granicus, LLC., to renew the Enterprise Government Experience Cloud Services subscription for a three-year not-to-exceed amount of \$636,489, within the total not-to-exceed agreement amount of \$1,334,026.

#### Background

Granicus is a scalable cloud Software as Service (SaaS) Company that offers service in civic, citizen and community engagement, digital communications, digital government services, website content management system, website design services, legislative management, and short-term vacation rental compliance monitoring.

The current Fourth Amendment (Attachment B) to the agreement with Granicus provides access through July 5, 2026 to several City platforms, including govAccess for the City's website content management system, govService for short-term rental compliance monitoring, govMeetings for Legistar agenda management, govDelivery for community opt-in e-notifications, and govRecords for CampaignDocs and DisclosureDocs.

To consolidate the City's Granicus services under a single contract, the City executed a Master Subscription Agreement in June 2021 (Attachment F). Since that time, the agreement has been amended to adjust services as the City's needs evolved:

- **August 2021** – First Amendment: Added VoteCast and eComment services (Attachment E).
- **October 4, 2022** – Second Amendment (Council approved): Replaced the govAccess website CMS with Granicus’ OpenCities platform and added funding to extend the agreement term through July 5, 2026 (Attachment D).
- **July 24, 2023** – Third Amendment: Terminated VoteCast and eComment subscriptions following budget reductions (Attachment C).
- **April 25, 2024** – Fourth Amendment: Added OneView (Cupertino’s 311 service request system) to the Master Subscription Agreement following its acquisition by Granicus (Attachment B).

The Second and Third Amendments were executed within the Council-approved total not-to-exceed amount of \$697,536.98.

The proposed Fifth Amendment will renew the Enterprise Government Experience Cloud Services subscription and allow the City to replace the current unsupported video encoder with Granicus’ updated Operations Cloud – Self-Managed Video solution. This upgrade will ensure continued reliability and enable seamless integration with the City’s newly modernized Council Chambers control room environment.

Reasons for Recommendation and Available Options

Staff is recommending Council approve the proposed Amendment to renew Enterprise Government Experience Cloud Services subscription, rather than seeking alternative solutions (Attachment A). Relacing the old video recorder for the new Granicus Operations Cloud – Self – Managed Video does come with additional ongoing costs. The list of new apps and services being added and their prorated cost in this amendment listed below:

Service	Time Period	Annual Fee	Prorated Fee
Granicus Operations Cloud - Self-Managed Video	31 Mar 2026 - 05 Jul 2026	\$20,550.01	\$5,475.31
24/7 streaming (Granicus Video)	31 Mar 2026 - 05 Jul 2026	\$2,500.02	\$666.10
Experience Services Catalog Accelerator	31 Mar 2026 - 05 Jul 2026	\$7,498.92	\$1,998.00
Upgrade to 1080p Streaming	31 Mar 2026 - 05 Jul 2026	\$5,246.99	\$1,398.00
eComment	31 Mar 2026 - 05 Jul 2026	\$2,617.79	\$697.48
<b>Totals</b>		<b>\$38,413.73</b>	<b>\$10,234.89</b>

This recommendation is based on Granicus’ market dominance in this space. Many of the applications like Legistar, CampaignDocs, DisclosureDocs, Engagement HQ, OneView 311 and Short-Term Rental application were procured from different vendors and now fall under Granicus' portfolio after acquisitions. Some of these applications, like GovDelivery, Legistar, and Media Manager, are tightly integrated into the website

content management system, allowing for single entry of data and proper noticing of website updates and news and events. This efficiently allows updates since updates and changes to one program will be reflected on the City website and on the other Granicus integrated applications dynamically.

Replacing the existing Granicus applications with either internally developed solutions or alternative vendor products would increase costs due to new implementation efforts, create operational inefficiencies, and significantly extend the timeline required to deploy and maintain these systems.

### Sustainability Impact

Utilization of Granicus software solutions has reduced the volume of paper used for customer notifications and transactions, conserving natural resources, and reducing greenhouse gases generated during the production and disposal of paper. Utilization of Legistar in paperless agendas and minutes for all the City meetings is a great example of that initiative. City staff leverages the Granicus software in sending electronic notifications, citizen collaboration and civic engagement digitally. Additionally, more residents are anticipated to collaborate and communicate with the City digitally online, further reducing vehicle travel and use of paper. Implementation of paperless office strategies like this one are prioritized in Cupertino's Climate Action Plan (M-SW-1).

### Fiscal Impact

Existing Granicus subscriptions are funded through the Innovation and Technology Applications base budget. Granicus will provide prorated credits for five subscriptions being terminated, which will offset the one-time implementation fee and enhanced services being added. As a result, \$10,650 will be added to the ongoing annual subscription costs.

### City Work Program (CWP) Item/Description

None

### Council Goal:

Public Engagement and Transparency

### California Environmental Quality Act

No California Environmental Quality Act impacts.

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Floy Andrews, Interim City Attorney

Approved for Submission by: Tina Kapoor, City Manager

Attachments:

A – Draft Fifth Amendment

B – Fourth Amendment

C – Third Amendment

D – Second Amendment

E – First Amendment

F – Base Agreement