CITY COUNCIL STAFF REPORT
Meeting: October 6, 2020

Subject
Authorize the City Manager to execute an agreement with OpenGov, Inc. to renew a contract for budgeting, performance, communications, and reporting software for a total amount of $318,520 over five years.

Recommended Action
Authorize the City Manager to execute an agreement with OpenGov, Inc. to renew a contract for budgeting, performance, communications, and reporting software for a total amount of $318,520 over five years.

Discussion
OpenGov Overview
OpenGov is an integrated cloud-based Software-as-a-Service ("SaaS") solution for budgeting, performance, communications, and reporting. Founded in 2012, OpenGov has over 1,000 customers in the nation across cities, counties, state agencies, special districts, and higher education. Based in Redwood City, OpenGov has over 230 customers in California alone including Menlo Park, San Jose, Palo Alto, Milpitas, Campbell, Portola Valley, Redwood City, and many others in the Bay Area.

OpenGov and Cupertino History
In 2014, the City wanted to be able to provide both the public and City Council with on-demand access to accurate financial information. After evaluating multiple vendors, the City partnered with OpenGov to launch a transparency portal. Since then, the City has implemented additional OpenGov products, as OpenGov offers the only integrated solution for reporting, budgeting, workforce planning, communications, and citizen engagement. The City's use of OpenGov products has helped the City achieve the following strategic goals:

- Accuracy and Collaboration
- Timeliness and Efficiency
- Transparency
- Community Engagement

The following provides a brief timeline of the City's use of OpenGov products:

- November 2014
    - o The City implemented an OpenGov transparency portal to provide both the public and City Council with on-demand access to financial information.

- September 2016
    - o The City entered into a four-year contract for both Reporting and Transparency and Budgeting and Planning. The City added the Budgeting and Planning module to improve collaboration, increase efficiency, and give staff on-demand access to the budget.

- December 2016
    - o The City added Integrations to automatically synchronize data with the City's enterprise resource planning system.

- January 2019
    - o The City added Workforce Planning to help the City calculate personnel costs efficiently and accurately.

- September 2019
    - o The City added Open Town Hall to help the City to gather feedback from the public.

- December 2019
    - o The City added Stories to add narrative context to budget and financial data.

OpenGov Products Overview
The goal of using OpenGov products is to increase collaboration, efficiency, transparency, and engagement. The following section provides a brief overview of the City's OpenGov products and how they help the City achieve its goals.

Reporting and Transparency Platform

Reporting and Analytics
The Reporting and Analytics module allows the City to create and share financial and non-financial data with staff, residents, and City Council. The public-facing transparency portal can be accessed at https://www.cupertino.opengov.com/. Since the launch of the transparency portal, the City has received positive feedback from staff, residents, and City Council regarding the platform's ease of use and transparency. In 2016, the City earned a First Place Best of OpenGov award for its use of OpenGov for reporting.

Integrations
OpenGov integrates directly with the City's New World enterprise resource planning system, which contains all of the City's financial and human resources data. The integration increases reporting timeliness and efficiency, while improving data quality and integrity.

Stories and Dashboards
The Stories module enables the City to easily create and share content that combines data with images, maps, and narrative context. Over the past year, the City has used the Stories module to create interactive quarterly financial reports and an interactive Budget at a Glance. Over the next year, City plans to use Stories to provide more narrative context around the City's financial information.

Open Town Hall
The Open Town Hall module enables the City to broaden citizen engagement. The City has used Open Town Hall to gather public feedback with digital surveys and budget simulations.

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Budgeting and Planning Platform

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Operating Budgets and Capital Planning
The Budgeting and Planning platform enables the City to build budgets with greater collaboration, efficiency, and accuracy. The platform enables a collaborative, coordinated budget process by offering a central place for departments to submit proposals, budget teams to review submissions, and management to present the budget to City Council. The City has been using this product to build the budget since 2017.

Workforce Planning
The Workforce Planning module allows the City to calculate personnel costs efficiently and accurately. Staff can calculate the fully burdened labor costs of an individual or overall workforce, perform scenario analysis to inform budget decisions, and request new positions using accurate, updated costs.

OpenGov Contract
The City's current contract with OpenGov began on September 1, 2016 and ended on September 1, 2020. The recommended new contract with OpenGov would renew all of the City's products until June 30, 2025 and align the billing dates for all products with the start of the fiscal year. The contract would include the following products:

- Reporting and Transparency
  - Reporting and Analytics
  - Integration
  - Stories and Dashboards
  - Open Town Hall

- Budgeting and Planning
  - Operating Budgets
  - Capital Planning
  - Workforce Planning.

Next Steps
If the contract is renewed, the City will be able to continue leveraging OpenGov products to increase collaboration, efficiency, transparency, and engagement. The City plans to keep residents, Council, and staff informed and engaged through increased use of reports, stories, and surveys.

Sustainability Impact
No sustainability impact.

Fiscal Impact
The total cost of the five year contract is $318,520, with an annual cost of $67,188. There are sufficient funds budgeted for year one in the FY 2020-21 Adopted Budget. The costs for years two through five will be included in future budgets.

Fiscal Year	Billing Date	Term	Amount
FY 2020-21	September 1, 2020	Pro-rated	$35,250
FY 2020-21	December 1, 2020	Pro-rated	$14,518
FY 2021-22	July 1, 2021	Annual	$67,188
FY 2022-23	July 1, 2022	Annual	$67,188
FY 2023-24	July 1, 2023	Annual	$67,188
FY 2024-25	July 1, 2024	Annual	$67,188
Total			**$318,520**

No additional funding is needed.

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Prepared by: Thomas Leung, Senior Management Analyst
Reviewed by: Kristina Alfaro, Administrative Services Director
Approved for Submission by: Dianne Thompson, Assistant City Manager
Attachments:
A – Renewal Agreement with OpenGov, Inc.