

COUNCIL COMMUNICATION

DATE: 10/06/2025	SUBJECT: MOTION(S) Consideration to enter into a contract with Granicus through Carahsoft for Service Cloud program. Service Cloud bundles most of the current Granicus solutions that the City of Laredo is currently subscribed to and adds two additional products, Experience Agent (website chatbot) and OneView (311 solution). Bundling of the software licensing results in overall cost reductions and co-termination of contract dates. This is a three-year contract. Current FY 24-25 payment credits have been applied to year one of the restructured Service Cloud agreement. A remaining one-time payment of \$44,548.56 is due for implementation services for both Experience Agent and the OneView software. Agreement is through Carahsoft under DIR Contract #DIR-CPO-5687. Funding is available in the Information Services and Telecommunication department's, Support Services division and the City Manager's Office department.
INITIATED BY: Steve Landin; Assistant City Manager	STAFF SOURCE: Joe Rivera; Information Services & Telecommunications Director
PREVIOUS COUNCIL ACTION: Current contract approved April 22, 2025.	
BACKGROUND: IST is recommending that we restructure our service/maintenance agreement under Granicus' Service Cloud program. Under this program we will consolidate the following solutions into one agreement, which allows us to leverage discounted pricing and co-termination of contract dates. <ul style="list-style-type: none">• GovAccess Developer Toolkit• Legistar• GovMeetings Live Cast• Granicus Live Cast Encoding Software• eComment• Boards and Commissions• Open Platform Suite• Send Agenda (Legistar)• Open Platform Suite• govDelivery for Integrations• Experience Agent• OneView We are mid-year into the current service agreement, which means that the City will receive pro-ration credits for the remaining service payments already made. Under Service Cloud the City will introduce two new software solutions, Experience Agent (website chatbot) and OneView (a new 311 software solution). This is a three-year agreement. The yearly payment for Service Cloud, even with the addition of these new software solutions, has cost savings from the current agreement.	

09/20/2025: \$44,548.56 (includes pro-rated credits and one-time implementation fees)
05/2026: \$133,421.30
05/2027: \$142,760.78

FINANCIAL IMPACT:

Funding for this purchase is available in the Information Services and Telecommunication department, Support Services division – 595-5525-513.55-88 and the City Manager’s Office department.

COMMITTEE RECOMMENDATION: N/A

STAFF RECOMMENDATION:

Approval of contract purchase of \$44,548.56.