

COUNCIL COMMUNICATION

DATE: 07/20/2026	SUBJECT: MOTION(S) Authorizing the City Manager to renew the annual subscription with Granicus Government at Carahsoft in the amount of \$178,843.50. Service Cloud is a Granicus solution that combines most of the City of Laredo's Granicus software solutions. Agreement is for year two of a three-year agreement through Carahsoft under DIR Contract No. 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 amended and approved 10/06/2025.		
BACKGROUND: Granicus Service Cloud yearly support and maintenance renewal. Service Cloud is a Granicus solution that combines most of the Granicus software solutions CoL uses, such as website content management, Legistar, 311 software, and chatbot, under one agreement. • GovAccess Developer Toolkit • Legistar • GovMeetings Live Cast • Granicus Live Cast Encoding Software • eComment • Boards and Commissions • Open Platform Suite • Send Agenda (Legistar) • govDelivery for Integrations • OneView • Government Experience Service Cloud Advanced VI • Granicus Experience Services (Operations Cloud) • Government Experience Agent • This is for year two of a three-year agreement as per quote dated 06/09/25 #56068942. 05/2026: \$178,843.50 05/2027: \$205,670.00		
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 – 101-1270-513-5588.		
COMMITTEE RECOMMENDATION: N/A		STAFF RECOMMENDATION: Staff recommends approval.

