

REPORT TO THE BOARD OF MAYOR & ALDERMEN

DATE: January 26, 2026

FROM: Jennifer Preston, Public Information Officer

SUBJECT: Contract Renewal for Website Management and Digital Communication Services

INTRODUCTION:

The purpose of this agenda item is to request approval for the renewal of the Town-wide website, agenda management, and digital communication services. These services serve as the Town's "digital Town Hall," providing residents with accessible government information, live-streamed meetings, and efficient electronic communication.

BACKGROUND:

In August 2020, the Board of Mayor and Aldermen approved a contract with Carahsoft Technology Corporation (an authorized reseller of Granicus) to implement a new Town website and Communications Cloud suite. This transition integrated several disparate services into a single, cloud-based platform.

The Town has utilized Granicus products since 2012 for live streaming and archiving, and since 2016 for agenda management. The current suite of tools allows staff to manage meeting minutes, collect citizen comments via eComment, and broadcast public meetings in a high-quality format.

DISCUSSION:

The proposed renewal ensures the continued operation of the Town's core digital infrastructure. The contract includes the following renewing subscriptions:

- Open Platform Suite: Provides the searchable view page for media archives and documents.
- Peak Agenda Management: Streamlines the creation of agendas and recording of minutes for public meetings.
- eComment: Manages electronic citizen input on agenda items.
- CaptionPM: Provides closed captioning services for Video On-Demand (VOD) to ensure accessibility compliance.
- Aviort 50 & AVIOR Control: Managed services for remote camera management of streamed meetings.

The renewal maintains the high standards of service established in 2020, including unlimited technical support, disaster recovery, and data replication.

BUDGET IMPACT:

The contract renewal with Carahsoft Technology Corporation (Quote No: 57883579) has a total cost of \$53,042.86 for the one-year period of performance from September 13, 2025, to September 12, 2026. This represents the annual subscription fees for the Town's integrated digital services suite.

The fee breakdown for the 2025-2026 term is as follows:

Service	Description	Annual Fee
Open Platform Suite	Searchable media archives and document publishing	\$0.00*
Peak Agenda Management	Streamlined agenda creation and minutes recording	\$11,850.93
Aviort™ 50	Managed remote switching for up to 50 meetings per year	\$27,048.39
CaptionPM	100 hours of VOD closed captioning (English)	\$9,215.00
eComment	Digital citizen input and speaker sign-up management	\$3,260.86
AVIOR Control	Software license annual subscription	\$1,667.68
TOTAL		\$53,042.86

ATTACHMENTS:

[Granicus at Carahsoft Quote.pdf](#)

PROPOSED MOTION:

To approve the contract renewal with Carahsoft Technology Corporation for Granicus website and agenda management services for the period of September 13, 2025, to September 12, 2026.

Board Action: Motion By _____ Seconded By _____

Vote Total	Hall	Jordan	Robbins	Marshall	Stamps	Fraser
Yes						
No						
Abstain						