

**Agenda Item:**

2.c

**Meeting Date:**

October 23, 2025

## MEMORANDUM

**To:** City Commission

**Through:**

**From:** Sue Burness

**Date:** 2025-09-22

**Subject:** Contract Addendum for Granicus Open Cities Website and Advanced Government Cloud Package for GovDelivery newsletters

**Presenter(s):** Sue Burness

**Staff Recommendation:** Approval of Contract Addendum for Enhanced level of Contact Management System, Advanced Cloud Management System for the Website, Training/Experience Partner

**Strategic Themes:** Communications & Technology

**Boards & Committees:** NA

**Budget Impact:** Annual increase: \$49,505.35 – \$40,719.46 = \$8,786.89 year. This contract replaces the current contract and continues for an additional 24 months thereafter. We will eventually be able to reduce the annual cost of Zencity \$11,800 by integrating the Engage Platform with Granicus.

**Past Action:** N/A

**Next Action:** Approval

**Attachments:** [Granicus Amended Contract for Dunedin\\_Q-482214.pdf](#)

**Background:** New: Government Experience Service Cloud – Enhanced + Communications Cloud Advanced Package – new annual total: \$49,505.35. This is our city’s website platform, online services, a community engagement hub, and advanced email/SMS communications so residents can find, do, and stay informed about City services in one place. It provides clear information with fewer clicks and 24/7 online options, plus timely, relevant updates tailored by topic, neighborhood, or interest. For the City, it enables faster publishing, reduces phone calls and walk-ins, while strengthening accessibility and records

compliance, delivering decision-ready data, and supporting transparent engagement reporting.

One-time implementation (professional services): This is for the set-up, configuration, training of the new Engagement platform. \$3,500 total, paid on milestones 40% / 30% / 30%  
â€“ ~\$1,400 at kickoff, ~\$1,050 at homepage design approval, ~\$1,050 at go-live.