

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 enewsletters

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%
~\$1,400 at kickoff, ~\$1,050 at homepage design approval, ~\$1,050 at go-live.