



City Council Staff Report

Subject: Agreement with CivicPlus, LLC for Website Redesign, Hosting, and Ongoing Support Services - Amendment No. 1

Date: April 28, 2026

Submitted By: Haley Reid, Management Analyst
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Department: City Manager's Office

Recommendation:

Adopt a Resolution of the City Council of the City of Rocklin Authorizing Amendment No. 1 to the Professional Services Agreement with CivicPlus, LLC for Website Redesign, Hosting, and Ongoing Support Services.

Background:

In early 2026 the City of Rocklin entered into an agreement with CivicPlus, LLC (CivicPlus) to provide a comprehensive website redesign and hosting solution (Resolution No. 2025-258). This project supports the City's 2025 - 2027 Strategic Plan, and is intended to improve accessibility, transparency, and usability while modernizing the City's digital presence.

Following project kickoff and further evaluation of existing website functionality, staff identified a need to enhance security features available to the City in the new website, specifically related to encrypted online forms that collect sensitive and personally identifiable information. Enabling encrypted forms requires an upgraded security package from the current contract. This enhanced package (the Platinum Package) includes encrypted form capabilities as well as additional bundled security features that strengthen overall system protection.

City departments currently utilize a variety of online forms that collect sensitive information, and demand for these services continues to grow. Without encryption, these forms present a potential risk related to data protection and privacy. Upgrading to the Platinum Package addresses these concerns by ensuring secure data transmission and strengthening the City's overall cybersecurity posture. This upgrade represents a proactive measure to safeguard resident information while aligning with best practices for municipal digital services. The annual cost is \$8,747 (prorated in the first year).

In addition to the scope enhancement, the amendment includes minor administrative updates to improve clarity and ensure consistency with existing agreement language.

Fiscal Impact:

Sufficient appropriations are available within the existing budget for fiscal years (FYs) 2025/26 & 2026/27 to cover the initial cost of the amendment. Ongoing annual costs associated with the security upgrade will be incorporated into future budget cycle.

The proposed upgrade will result in an increase to the existing contract with CivicPlus.

- Prorated Cost (FY 2025–2026): \$5,568.89
- Ongoing Annual Increase (Beginning FY 2026–2027): \$8,747.00

The original five-year contract total of \$243,670.30 would increase to \$288,825.15, representing a total increase of \$45,154.85 over the life of the contract.

ATTACHMENTS:

1. [Resolution](#)
2. [Amendment No. 1 to Agreement with CivicPlus, LLC](#)
3. [Agreement with CivicPlus, LLC.pdf](#)