



Legislation Text

File #: 12-0186, **Version:** 1

Resolution to Approve Amendment No.1 to the Professional Services Agreement with The Understanding Group (Amendment \$38,500.00/Total Project NTE \$48,000.00)

The attached resolution requests authorization to amend the existing Professional Services Agreement with The Understanding Group for the development of an information architecture for the City's website, A2Gov.org.

In August 2011, the City signed a contract with The Understanding Group to perform a full website usage and heuristic assessment where website analytics and user behaviors were collected, analyzed and compared against results from a best practice control group. The assessment's findings indicate a need to address global information architecture and usability deficiencies related to A2gov.org including the overall usability of the City's homepage, the website's search reliability and usefulness, the presentation of information, and the underlying organization of information on the website.

The scope of work covered by this amendment includes the delivery of new information architecture standards for A2Gov.org, structural designs for the homepage and global site navigation and, a sub-site design for Parks and Recreation, including functional specifications for addressing the deficiencies identified in the original assessment.

The Understanding Group received Human Rights approval on February 6, 2012, and complies with the Living Wage Ordinance.

Prepared by: Kathleen McMahon, Information Technology

Reviewed by: Tom Crawford, Chief Financial Officer

Approved by: Steven D. Powers, City Administrator

Whereas, In August 2011, the City signed a contract with The Understanding Group to perform a site usage and heuristic assessment;

Whereas, Website analytics and user behaviors were collected, analyzed and compared against results from a best practice control group;

Whereas, The assessment's findings indicate a need to address global information architecture and usability deficiencies related to A2gov.org;

Whereas, The scope of work covered by this amendment includes the delivery of new information architecture standards for A2Gov.org, structural designs for the homepage and global site navigation and, a sub-site design for Parks and Recreation;

Whereas, The proposed amendment will increase the cost of The Understanding Group contract and project budget by \$38,500.00;

Whereas, The additional \$38,500.00 is approved and budgeted in the FY2012 IT Fund; and

Whereas, The Understanding Group received Human Rights approval on February 6, 2012, and complies with the Living Wage Ordinance;

RESOLVED, That City Council approve Amendment No. 1 to the Agreement with The Understanding Group at a cost of \$38,500.00, for a total project not to exceed amount of \$48,000.00 the term of the contract;

RESOLVED, That the Mayor and City Clerk be authorized and directed to execute the Amendment 1 to the Agreement between the City and The Understanding Group following approval as to substance by the City Administrator, and approval as to form and content by the City Attorney; and

RESOLVED, That City Council authorize the City Administrator to take necessary administrative actions to implement this resolution regardless of fiscal year.