



# Memorandum

**TO:** CITY COUNCIL

**FROM:** Councilmember Matt Mahan

**SUBJECT:** Amendment to the Agreement with Grancius, Inc. For Webstreaming and Hosting Services

**DATE:** June 8, 2021

---

**APPROVED:**

---

**RECOMMENDATION:**

Adopt Staff's recommendation authorizing the City Manager to execute the Third Amendment to the Agreement with Granicus, Inc., and direct the City Manager to:

1. Solicit from the Mayor's Office, Council Offices, and other relevant stakeholders requests for service improvements related to the streaming and agenda management tools currently provided by Granicus, Inc.
2. Assess, in particular, the value of the streaming services provided by Granicus, Inc. in light of the tools available via Zoom, YouTube and other potential service providers.
3. Provide an update to the Smart Cities and Service Improvements Committee by September 30, 2021, including but not limited to requested service improvements, the assessment of streaming services, and staff's recommended approach to improving these services through future requests for proposal and/or amendments to existing contracts.

**BACKGROUND:**

As technological innovation rapidly increases certain capabilities and reduces their cost of delivery, the City of San José should aggressively seek service improvements for residents and city staff. The City's adoption of Zoom and YouTube for livestreaming meetings and hosting past recordings, for example, has increased accessibility and convenience for the public at a reasonable cost. Many other opportunities exist for improving the user interface and functionality associated with the tools we use to manage meeting agendas and associated documents.

One complaint we frequently hear, for example, is that agenda attachments automatically download to the local device rather than opening in a new browser tab, which would save time and increase the shareability of attachments. I appreciate the need to extend current contacts to ensure service availability, but let's also work in parallel to negotiate service improvement requests and consider alternative service providers who can deliver greater value to residents and staff.