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MEMORANDUM

To: CMAP Board

From: Jennie Vana, Deputy of Communications and Engagement

Date: May 29, 2024

Subject: Authorization to enter into a sole source contract with Granicus, LLC, for a package of public engagement services (GovDelivery, EngagementHQ, Legistar, and Project Finder) for a term of 24 months with three, one-year optional renewals, for an amount not to exceed \$461,000

Action Requested: Approval

Purpose

The Chicago Metropolitan Agency for Planning (CMAP) seeks to enter into a contract with Granicus, LLC, for CMAP's for a package of public engagement services:

- EngagementHQ (online engagement platform)
- GovDelivery (communications/email subscription service)
- Legistar (public agenda management), and
- Project Finder (add-on service to connect EngagementHQ to CMAP's website).

Background

CMAP uses several services provided by Granicus as integral tools in the agency's communications and engagement strategy and seeks to renew and consolidate the following contracts to the same billing cycle and one contract. CMAP also seeks to upgrade its EngagementHQ service to the "Enterprise" level to enable the agency to create "hubs" for county-specific sites as part of CMAP's Safe Streets For All program. CMAP proposes a two-year contract with Granicus with the option for three one-year renewals that may include up to 7% price increases. The proposal includes Granicus-provided trainings.

Service	Original contract	Proposed pricing	Description
EngagementHQ (formerly Bang the Table)	June 28, 2019 (CMAP contract C-20-0019), \$45,000/year	Combined \$76,242.50/year for	Online engagement platform, plus training

GovDelivery	Subscription in June 2022, renewed in 2023, \$12,198	“Engagement Cloud”	Communications/email subscription service, plus training
Legistar	June 25, 2021 (CMAP Contract C-21-0046), renewed July 2023, \$17,077.33	\$18,272.74/ year	Public agenda management service, plus training
Project Finder (new)	Annual fee	\$1,981.21	Connects CMAP’s EngagementHQ platform to its website
		\$96,496.45	TOTAL (year 1)

EngagementHQ is CMAP’s online engagement platform for two-way communication between the agency and its constituencies for individual projects and larger agency initiatives. EngagementHQ offers a suite of engagement tools for each site, including surveys, mapping, project newsletters and updates, calendars, resources, and documents. The agency currently has 41 project sites active or archived on the site (<https://engage.cmap.illinois.gov/>) and saw over 5,000 site visits just in Q3/2024. With the switch to the “Enterprise” level for EngagementHQ, the site will be useable by counties participating in CMAP’s Safe Streets for All program, in addition to other CMAP initiatives.

GovDelivery is a subscription service that the agency uses for newsletters and public notifications. CMAP sent nearly 200 bulletins last year, with 30K subscribers and 50K subscriptions. These range from topic focused newsletters (transportation, climate, regional economy, accessibility, data, and more) to board and committee engagement to RFP and vendor and job applicant notifications. It is the agency’s go-to resource for keeping its stakeholders and communities engaged and informed about the work CMAP does. GovDelivery also includes SMS notifications.

Legistar handles CMAP’s legislative processes, agenda preparation, agenda item review and approvals. Legistar also publishes the agency’s public meeting agendas, minutes and videos for 13 agency committees and two working groups. CMAP used Legistar to support 75 meetings in 2023, 86 meetings in 2023, and anticipates 71 public meetings in 2024. CMAP’s Legistar site: <https://cmap.legistar.com/Calendar.aspx>.

Project Finder is an add-on service that will connect CMAP’s EngagementHQ platform to its new website.

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