



Office of the City Manager

CONSENT CALENDAR

October 13, 2026

To: Honorable Mayor and Members of the City Council

From: Paul Buddenhagen, City Manager

Submitted by: Kevin Fong, Director, Information Technology

Subject: Contract No. 31900122-1 Amendment: Rolling Orange, Inc. Website Maintenance and Support

RECOMMENDATION

Adopt a Resolution authorizing the City Manager to execute an amendment to Contract No. 31900122-1 with Rolling Orange, Inc. for additional website maintenance and support for an amount not-to-exceed \$115,000 over two years, and a total contract value not-to-exceed \$909,300 from March 1, 2019 to June 30, 2028. The City intends to conduct an RFP at the end of FY2027 to establish a new contract by July 1, 2028.

FISCAL IMPACTS OF RECOMMENDATION

Funding for the additional professional services is available in the Fiscal Year (FY) 2027 and 2028 IT Cost Allocation Fund as outlined below. Spending in future years for this amendment is subject to Council approval of the proposed citywide budget and annual appropriation ordinances.

\$62,000 FY 2027: Professional Services
Budget Code: 680-35-361-000-0000-000-472-612990-
(IT Cost Allocation, Business Applications, Professional Services)

\$53,000 FY 2028: Professional Services
Budget Code: 680-35-361-000-0000-000-472-612990-
(IT Cost Allocation, Business Applications, Professional Services)

\$115,000 FY 2027 and FY 2028: Total Professional Services

CURRENT SITUATION AND ITS EFFECTS

BerkeleyCA.gov is the City's primary public-facing website and serves as a critical resource for accessing City information, programs, services, and online transactions. In 2025, the website served more than 1.1 million users and averaged approximately 5,500 sessions per day.

The website operates on Drupal, an open-source content management system that requires specialized technical expertise to maintain its security, architecture, accessibility,

performance, and functionality. City staff manage website content, communications, and day-to-day administration; however, existing staff do not have the capacity or specialized Drupal development and engineering expertise necessary to perform advanced software maintenance, security updates, system architecture, deployments, custom development, accessibility remediation, and complex technical troubleshooting.

The City therefore relies on Rolling Orange to provide specialized Drupal maintenance and technical support for BerkeleyCA.gov. The annual maintenance agreement provides security and software updates, technical troubleshooting, accessibility and usability improvements, deployment and development support, and emergency assistance for issues affecting website availability, performance, or functionality.

A significant current priority is ensuring that BerkeleyCA.gov meets new federal digital accessibility requirements under Title II of the Americans with Disabilities Act (ADA), which become applicable to the City in April 2027. The City contracted with the Blind Institute of Technology (BIT), an organization specializing in digital accessibility, to independently assess BerkeleyCA.gov and identify areas requiring remediation.

The assessment identified several accessibility issues that Rolling Orange has begun to address. Rolling Orange has prioritized those issues with the greatest accessibility impact. Continued specialized Drupal development and accessibility services are necessary to complete this work and support the City's compliance with applicable federal requirements by April 2027. Selecting a new vendor would be disruptive to the solution in place and would require excessive time and effort to conduct the vendor change.

Maintaining ongoing technical support is also important to the security and reliability of the website. Drupal and its associated software modules require regular security patches, upgrades, testing, and maintenance. Without specialized support, the City would face increased risk of security vulnerabilities, website outages, degraded functionality, delayed accessibility remediation, and disruptions to online services relied upon by the community.

Additional spending authority is requested to continue Rolling Orange's Drupal maintenance and technical support services, complete priority accessibility remediation, and maintain a secure, reliable, and accessible City website.

Effective January 1, 2026, local agencies are required to satisfy notice requirements for certain service contracts that meet the criteria established under Government Code Section 3504.1, as amended by AB 339. The City has satisfied this requirement and determined that this work is exempt.

This work supports the City's Strategic Plan priority to be a customer-focused organization that provides excellent, timely, and easily accessible services and information to the community.

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BACKGROUND

In February 2018, the City issued Request for Proposals (RFP) No. 17-1118-C for the redesign of the City's website and implementation of a new web content management system with secure, high-performance offsite hosting.

The City received 25 proposals. A multi-departmental evaluation team reviewed the proposals and conducted two rounds of interviews and software demonstrations. Rolling Orange received the highest overall evaluation scores and was selected to implement the new website and content management system.

In October 2018, through Resolution No. 68,651-N.S., the City Council authorized the City Manager to enter into a contract with Rolling Orange for website redesign, web content management system implementation, and ongoing support.

Beginning in 2019, Rolling Orange worked with the Communications Division of the City Manager's Office and City departments to design and develop a new public-facing website focused on improving access to City information and services. The redesigned BerkeleyCA.gov website, built on the Drupal content management system, launched in May 2022.

Since the launch, Rolling Orange has provided ongoing maintenance, development, and technical support for BerkeleyCA.gov. This work has included security and software updates, troubleshooting, accessibility improvements, maintenance of custom website functionality, and enhancements to online tools and services.

Recent improvements have included:

- Updating the Permit Fee Estimator to reflect new rates;
- Updating address data used by the Council District Lookup tool;
- Implementing accessibility improvements to improve access for people with disabilities; and
- Applying security updates to Drupal and contributed software modules.

In 2026, the City increased its focus on digital accessibility in preparation for new federal requirements under Title II of the Americans with Disabilities Act. The Communications Division engaged the Blind Institute of Technology to conduct an independent accessibility assessment of BerkeleyCA.gov and has also worked with the Commission on Disability to identify opportunities to improve the accessibility and usability of the City's digital services.

Accessibility improvements implemented through the existing Rolling Orange maintenance agreement have included improved keyboard navigation, alternative text for user-interface icons and graphics, and screen-reader labels for navigation controls.

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ENVIRONMENTAL SUSTAINABILITY

The improvements in website ease-of-use and availability of online services helps reduce travel associated with on-site visits to City offices. The improved functionality of the website has increased the efficiency of internal processes by reducing paper-based processes resulting in an environmentally sound and cost-effective information technology infrastructure.

Additionally, moving the website from onsite to offsite hosting has reduced the City's server and storage computing needs as well as ongoing maintenance needed to maintain the equipment. It also provides redundancy in case of a disaster such as earthquake, etc.

RATIONALE FOR RECOMMENDATION

Rolling Orange was selected in an RFP (No. 17-1118-C) by a cross departmental team as the best provider for Website Redesign, Web Content Management System and Support. Rolling Orange has provided excellent implementation services and continues to provide the same level of ongoing technical support. The City intends to conduct an RFP at the end of FY2027 to establish a new contract by July 1, 2028.

ALTERNATIVE ACTIONS CONSIDERED

Alternative actions were not considered as Rolling Orange has provided an expert level of service and the City does not recommend proceeding without support at this time, as selecting a new vendor would be disruptive to the solution in place and would require excessive time and effort to conduct the vendor change.

CONTACT PERSON

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Attachments:
1: Resolution

RESOLUTION NO. ##,###-N.S.

CONTRACT NO. 31900122-1 AMENDMENT: ROLLING ORANGE, INC. FOR WEBSITE REDESIGN, WEB CONTENT MANAGEMENT SYSTEM (CMS), AND SUPPORT

WHEREAS, on February 27, 2018, the City issued a Request for Proposals (RFP) for a website redesign and web content management system and received twenty-five qualifying vendor responses; and

WHEREAS, the RFP evaluation committee evaluated the proposals and determined that Rolling Orange, Inc. best met the City's operational, technological, and fiscal requirements; and

WHEREAS, on October 30, 2018, by Resolution No. 68,651-N.S., the Council authorized the City Manager to execute a contract with Rolling Orange, Inc. for website redesign, web content management system implementation, and support; and

WHEREAS, the City launched the redesigned BerkeleyCA.gov website in May 2022 using the Drupal content management system, and Rolling Orange has continued to provide maintenance, development, and specialized technical support for the website; and

WHEREAS, maintaining BerkeleyCA.gov requires specialized expertise, including software and security updates, system architecture, deployment, custom development, accessibility remediation, and complex technical troubleshooting, and the City does not have sufficient internal staff capacity or specialized Drupal expertise to perform this work; and

WHEREAS, Rolling Orange has specialized knowledge of the architecture, configuration, custom functionality, and technical environment supporting BerkeleyCA.gov, and continued services are necessary to maintain the security, reliability, accessibility, and functionality of the City's public-facing website; and

WHEREAS, continued specialized services are also necessary to support the City's ongoing remediation of identified website accessibility issues and efforts to meet applicable federal digital accessibility requirements under Title II of the Americans with Disabilities Act; and

WHEREAS, selecting a new vendor to provide the same services would be disruptive to the solution in place, and would require excessive time and effort to conduct the vendor change; and

WHEREAS, the City intends to conduct an RFP at the end of FY2027 to establish a new contract by July 1, 2028; and

WHEREAS, effective January 1, 2026, Government Code Section 3504.1, as amended by Assembly Bill 339, establishes notice requirements for certain contracts for services entered into by local public agencies, and the City has reviewed the requirements of Government Code Section 3504.1 and determined that the services provided under this contract are exempt from those requirements; and

WHEREAS, funding for maintenance and support is available in the Fiscal Year 2027 and Fiscal Year 2028 IT Cost Allocation Fund (Fund 680), and expenditures in future fiscal years are subject to Council approval of the applicable citywide budget and annual appropriation ordinances.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the City Manager is authorized to amend Contract No. 31900122-1 with Rolling Orange, Inc. for website redesign, web content management system, maintenance, and support services, increasing the contract amount by \$115,000 for a total amount not to exceed \$909,300 and extending the contract term through June 30, 2028.