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From: Douglas W. Rex, Executive Director  
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Meeting Date	Agenda Category	Agenda Item #
March 20, 2019	Action	4

#### SUBJECT

This action is related to renewal of a website vendor contract for maintenance of the DRCOG Area Agency on Aging (AAA) Network of Care website.

#### PROPOSED ACTION/RECOMMENDATIONS

DRCOG staff recommends adopting a resolution authorizing the Executive Director to renew its contract with Trilogy Integrated Resources (Trilogy) to provide maintenance support for the AAA's Network of Care website through June 30, 2020, with options for two one-year extensions, at an increased amount of approximately \$109,300 pursuant to recent expansion of the database.

#### ACTION BY OTHERS

N/A

#### SUMMARY

DRCOG's AAA serves as an Aging and Disabilities Resource Center (ADRC) for the Denver metro region. The primary purpose of the ADRC is to help older adults, people with disabilities, family members and caregivers by providing them with information, counseling and access assistance regarding long-term services and supports. One of the ADRC's most effective means for communicating information has been through its Network of Care (NOC) website. The NOC database currently houses over 2,000 resources and receives an average of 37,000 site visits monthly.

Trilogy has developed and provided maintenance for the DRCOG NOC Aging and Disabilities site database for the past 10 years. Over the past fifteen months, DRCOG has expanded the NOC with the purchase, along with maintenance, of three additional databases including the Developmental Disabilities, Veterans, and Public Health modules. The annual maintenance for the original Aging and Disabilities site is due for renewal in April 2019. Maintenance is typically prepaid annually for one year of service and ranges from \$15,000 to \$32,400 for each database module. At this upcoming renewal period, the maintenance periods for all four database sites will be aligned to co-terminate at the end of the next state fiscal year ending June 30, 2020. The prorated total amount of the maintenance is about \$109,300.

Apart from providing technical support and hosting services, site maintenance ensures that the NOC is updated with current links to service providers, relevant news articles, health related information, current and pending legislation at the local, regional and national levels, among other important information. The maintenance scope of services also includes direct customer support, with personal responses by phone and e-mail to site visitors' online requests for information.

#### PREVIOUS DISCUSSIONS/ACTIONS

N/A













