

TO: CHAIR AND MEMBERS
FINANCIAL MANAGEMENT COMMITTEE

DATE: 2020 January 08

FROM: DIRECTOR FINANCE

FILE: 5820-20
Reference: RFP #202-11/18

**SUBJECT: CONTRACT AWARD
CITY WEBSITE REDESIGN AND CONTENT MANAGEMENT SYSTEM
REPLACEMENT PROJECT**

PURPOSE: To request approval to award contracts to Domain7 Solutions Inc. and to Acquia Inc. for the website redesign and replacement of the current content management system (CMS).

RECOMMENDATION:

1. **THAT** the Financial Management Committee recommend Council authorize the Director Finance, upon final contract negotiation, to enter into separate contracts with Domain7 Solutions Inc. for an estimated cost of \$539,700 including GST in the amount of \$25,700, and Acquia Inc. for an estimated cost of \$634,000 including GST and PST in the amount of \$67,929, for a total cost of \$1,173,700, as outlined in this report. Final payment will be based on actual services delivered and unit prices as negotiated.

REPORT

The City's website, burnaby.ca, is so much more than the digital face of the City of Burnaby – it is the first touchpoint for many citizens, where they seek out interaction, information, and engagement with their community. The new burnaby.ca content management system (CMS) will embrace this reality, being the modern era's town hall, notice board, and centre for dialogue at the fingertips of every citizen. This project will not only involve the replacement of the content management system, but also a transformation in the way the City communicates with its citizens – moving from an organizational-centric to a citizen-centric website that sets the foundation for citizen engagement.

Six submissions to a Request for Proposals (RFP) were received by the closing time on 2019 March 18. Based on the RFP's evaluation criteria, Domain7 Solutions Inc. received the highest overall scoring. Total estimated capital costs for consulting services and implementation of the development of the website will be \$539,700 including GST in the amount of \$25,700. Domain7 Solutions Inc. is a digital transformation agency who will facilitate stakeholder sessions, develop the content structure, functionality and navigation

To: Financial Management Committee
From: Director Finance
Re: Contract Award
City Website Redesign and Content Management System Replacement Project
2020 January 15 Page 2

of the website, and have overall responsibility for the project implementation. Acquia Inc. is a software-as-a-service company who will provide the software and ongoing enterprise technical support services for the content management system. Total estimated operating costs over a five year term with Acquia Inc. are an estimated \$634,000 including GST and PST in the amount of \$67,929. The total cost of the two contracts will be \$1,173,700.

The project team will start working with the contractors on the pre-planning and discovery phases pending finalization of the contract terms in order to meet an estimated March 2021 implementation date.

The recommended companies, Domain7 Solutions Inc. and Acquia Inc., have not previously undertaken contracts with the City; however, reference checks and interviews by City staff indicate that they have the necessary resources to successfully complete the work required under these contracts. The Director Corporate Services and the Chief Information Officer concur with the above recommendation.

The majority of the funding has been previously approved by Council. Temporary capital contingency of approximately \$291,000 has been obtained to bridge finance the project until the remaining funding has been requested through a bylaw funding report to Council in February. Sufficient budget for this project work and ongoing operating expenditures will be included in the 2020-2024 Financial Plan under WBS element AEA.0094 (\$514,000) and cost centre 408700000 (\$605,700).



Noreen Kassam, CPA, CGA
DIRECTOR FINANCE

NK:GC:SD / ew:md

Copied to: City Manager
Director Corporate Services
Chief Information Officer