
REPORT TITLE: Hosted Web Content Management System (WCMS), Website Redevelopment and Managed Services – Document 2018-305P

FROM: Gary Kent, CPA, CGA, ICD.D, Chief Financial Officer and Commissioner of Corporate Services

RECOMMENDATION

- 1. That the contract (Document 2018-305P) for the Hosted Web Content Management System (WCMS), Website Redevelopment and Managed Services awarded to OPIN Digital Inc. be increased in the amount of \$71,225.00, exclusive of applicable taxes, for a revised total contract amount of \$660,196.19, exclusive of applicable taxes, in accordance with Procurement By-law 30-2018, as amended; and**
- 2. That authority be granted to the Director of Procurement to increase the contract for any upgrades, technical support, implementation services, additional modules, hosting, licenses, and other products and services for the lifecycle of the solution, subject to satisfactory performance, price, and approved budget.**

REPORT HIGHLIGHTS

- In May 2019, on behalf of Corporate Services, Marketing and Communication, Document 2018-305P was awarded for the implementation of a hosted website redevelopment and managed services to OPIN Digital Inc. in the amount of \$435,563.
 - The contract was increased due to the addition of PAMA website redevelopment as well as various upgrades and security updates, and the shifting of priorities and resources towards supporting the Region's COVID-19 responses.
 - The Region's pandemic emergency efforts and staffing challenges caused this project to migrate the Region's website to a Drupal CMS on a hosted service to be placed on hold.
 - During the time that this project was on hold, the Advancing Digital Services Delivery (ADSD) program was initiated, requiring a complete redesign and re-development of the PeelRegion.ca website while leveraging the new Drupal hosted platform.
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DISCUSSION

1. Background

In 2018, the Region of Peel conducted a competitive procurement process to acquire a customized, hosted Web Content Management Solution for Corporate Services that has the capability of scalability, flexibility, and configurability to accommodate future needs of the

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corporation. This procurement also includes the content and redesign of the peelregion.ca website. The contract was awarded to OPIN Digital Inc. in May 2019.

Since March of 2020, the Digital Marketing team has been heavily involved in supporting the Region's Covid communications and marketing efforts. The in-house events application, "Book it Peel", was delayed due to the Region's Covid response and additional work was required from OPIN in order to integrate the PAMA website with the eSolutions calendar functionality. During implementation, the solution also required a version upgrade and security updates in order to remain secure.

The summary below outlines the various increases to the contract:

Original Contract Amount	\$ 435,563.00
Upgrade WCMS to Drupal 9	\$ 77,826.00
PAMA website redevelopment	\$ 45,308.52
Increase due to COVID-19 response	\$ 30,273.67
Requested Increase	\$ 71,225.00
New Total Contract Amount	\$ 660,196.19

While the project to migrate the Region of Peel's website to a Drupal CMS was placed on hold due to the Region's shifting of efforts to COVID-19 emergency responses, the Advancing Digital Services Delivery (ADSD) program was initiated, requiring a complete redesign and re-development of the PeelRegion.ca website while leveraging the new Drupal hosted platform.

This new website direction from ADSD will cause the website to be redesigned using a service model instead of the departmental hierarchy that is present on the current site.

The new service model will require a new Information Architecture, Navigation Principles and Search, and will require significant changes to the existing Landing Page templates.

As the website was redeveloped by OPIN Digital Inc. and based on their prior knowledge of the PeelRegion.ca website and their ongoing website support contract, it is not feasible to have these services delivered by another vendor.

Staff are seeking approval to increase the contract in the estimated amount of \$71,225.00, for a new total contract amount of \$660,196.19, exclusive of applicable taxes.

2. Procurement Process

This report is seeking a financial increase to an existing contract. In accordance with Procurement By-law 30-2018, as amended, Regional Council approval is required.

RISK CONSIDERATIONS

Without the requested contract extension, the ADSD program risks significant delays in redeveloping the PeelRegion.ca website to meet the digitally delivered service needs of the residents of the Region.

FINANCIAL IMPLICATIONS

There are sufficient funds in capital project 22-7612 Digital Service Delivery to carry out the recommendation.

*Authored By: Roger Beatty, IT Project Manager, Corporate Services
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A handwritten signature in black ink that reads "G. Kent." The signature is written in a cursive, flowing style.

Gary Kent, CPA, CGA, ICD.D, Chief Financial Officer and Commissioner of Corporate Services