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**Date:** April 20, 2017  
**To:** Mayor and Council  
**Author:** Tony Iacobelli, Manager of Information Technology  
**RE:** Kingsville Website RFP Responses  
**Report No.:** IT 2017-03

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## **AIM**

To provide Council with an overview of results from responses received to the Town of Kingsville Website RFP

## **BACKGROUND**

At the Council meeting held February 27, 2017, Council approved the draft RFP to be used as the template for the replacement of the current Town of Kingsville website. The formal RFP was posted to the Bids and Tenders website March 3, 2017 at 8:30 AM and closed April 7, 2017 at 4 PM

## **DISCUSSION**

The town received 8 responses to the website RFP. All responses were rated against the following criteria:

Completeness of RFP response (15%) – Within the table response of the RFP, the vendor indicating the ability to meet the requirement and details as to how they would be met.

Pricing (20%) – During budget deliberations, Council approved \$40000.00 for the redesign of the website. Vendor pricing reviewed based on that figure and requested itemized price breakdown to determine completeness and areas of possible negotiation.

Security (20%) – Review included measures in place to stop DDOS attacks, anti-virus in place, server patching, server redundancy and software used for the site and CMS (Content management system)

Functionality (15%) – Scored for integration with our current products (example – eScribe), the design of the user interface for those responsible for updating the site, the ability to post items for specific time frames (automatic post and removal), calendar features and must meet Accessibility guidelines

Support Options/Availability (10%) – Scored on options available such as 24/7 versus business hours and response time to request. Methods available for contacting support and training costs

Hosting location (10%) – If the site be hosted in Canada and if there is a redundant site or options for recovery in the event of some form of failure

Annual Costs (10%) – Ongoing year to year costs for items such as hosting, support or potential licensing costs

Based on the above criteria, the vendor that scored the highest was eSolutions Group Ltd of Waterloo, Ontario with 77 of 100 possible points. eSolutions RFP bid was \$49920.00 and this included \$18350 for the assistance in creating an intranet for the Town of Kingsville. The other 7 bids did NOT include this cost within their pricing. Removing this total from the bid brings eSolutions under the approved budgeted cost for the project. The removal of the intranet portion will have no impact on the scope of the website project. eSolutions has experience in creating over 300 websites for the municipal sector.

The RFP includes training to assist staff in creating content that meets Accessibility Standards moving forward and requires staff to review and update current content prior to migration to the new site. It is estimated the project will take approximately 24 – 28 weeks to complete

## **LINK TO STRATEGIC PLAN**

To encourage leadership and management that will provide the direction to achieve our goals and maximize the effectiveness of our strategies.

## **FINANCIAL CONSIDERATIONS**

Kingsville Council approved \$40000.00 in 2017 Capital Budget to complete the replacement of the current town website.

## **CONSULTATIONS**

Senior Management Team

## **RECOMMENDATION**

Council approve Administration award eSolutions Group of Waterloo, Ontario to replace the current Town of Kingsville website at a cost of \$28045.00 plus applicable taxes

*Tony Iacobelli*

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Tony Iacobelli, MCSE, CCEA  
Manager of Information Technology

*Sandra Zwiers*

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Director of Financial Services

*Peggy Van Mierlo-West*

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Peggy Van Mierlo-West, C.E.T.  
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