



Staff Report for Committee of the Whole Meeting

Date of Meeting: October 2, 2024

Report Number: SRCFS.24.028

Department: Corporate and Financial Services

Division: Information Technology

Subject: SRCFS.24.028 - Renewal and Support Services with GHD Digital to sustain the City Website

Purpose:

The Information Technology Division (IT) is seeking Council approval for a non-competitive acquisition greater than \$100,000, in accordance with the Procurement By-law 116-13.

Recommendation(s):

- a) That staff report SRCFS.24.028 be received;
- b) That the sole source renewal of the City website (RichmondHill.ca) hosting license, maintenance and support be awarded non-competitively to GHD Digital (Canada) Limited for a contract duration of an initial term of two (2) years which may be extended for up to three (3) one (1) year optional terms, and a cost not exceeding \$279,300 exclusive of taxes, pursuant to Appendix "B" Part I, Section (c) of the Procurement By-law No. 113-16 in order to ensure compatibility with existing GHD Digital (Canada) Limited software used and maintained by the City of Richmond Hill staff.
- c) That the Commissioner of Corporate and Financial Services, and upon the recommendations of the Chief Information Officer, be authorized to execute any necessary documentation to effect the contract(s).

Contact Person(s):

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- Sherry Adams, Commissioner of Corporate and Financial Services, sherry.adams@richmondhill.ca

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Report Approval:

All reports are electronically reviewed and/or approved by the Division Director, Treasurer (as required), City Solicitor (as required), Commissioner, and City Manager. Details of the reports approval are attached.

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Background:

The City of Richmond Hill (the City) started its journey with GHD Digital (Canada) Limited (GHD) (previously called eSolutions Group) in 2016 to update, improve and modernize the City’s public web presence: RichmondHill.ca.

The current contract between the City and GHD for the website (RichmondHill.ca) hosting license, maintenance and support is coming to the end of its term on October 17, 2024.

Procurement By-law No. 113-16, Appendix “B”, Part I - Sole Source Acquisition clause (c) stipulates that sole source acquisitions may be made:

- To ensure compatibility with existing products, to recognize exclusive rights such as patents, copyrights, or licenses, or to maintain specialized products that must be maintained by the manufacturer or its representative.

Staff are recommending that the City enter into a non-competitive contract with an initial term of two (2) years which may be extended for up to three (3) one (1) year optional terms, commencing November 1, 2024 with GHD as a direct partnership to support business continuity for the City’s website, pursuant to Appendix “B” Part I, Section (c) of the Procurement By-law No. 113-16.

Discussion:

Maintaining an operational relationship with GHD enables the City to operate the website efficiently. Work is underway this year to deliver features expected of a modern website. The sustainment of the City website enables staff to deliver a variety of valuable digital services and communicate effectively with members of the public, bolstering the City’s digital and web presence.

Additionally, by working directly with GHD, the City continues to follow industry best practices and avoids unnecessary expenditures.

Financial Implications:

The total of the proposed five-year (5) contract (initial term of two (2) years which may be extended for up to three (3) one (1) year optional terms) awarded to GHD in the amount of \$279,300, exclusive of taxes, is broken down in accordance with the following table:

Proposed Five-Year Forecast

	2024	2025	2026 (Optional)	2027 (Optional)	2028 (Optional)
Cost	\$ 51,800	\$ 54,200	\$ 55,900	\$ 57,700	\$ 59,700

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Relationship to Strategic Plan 2024-2027:

Working directly with GHD allows the City to adhere to the “Strengthening Foundations” pillar by focusing on quality customer service and a continuous improvement mindset to support innovation and be responsive to residents.

Attachments:

No attachments.

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Report Approval Details

Document Title:	SRCFS.24.028 - Renewal and Support Services with GHD.docx
Attachments:	
Final Approval Date:	Sep 18, 2024

This report and all of its attachments were approved and signed as outlined below:

Rob Jones - Sep 17, 2024 - 9:10 AM

Gigi Li - Sep 17, 2024 - 3:04 PM

Sherry Adams - Sep 17, 2024 - 3:06 PM

Darlene Joslin - Sep 18, 2024 - 8:27 AM