



The Corporation of the City of Temiskaming Shores
Regular Meeting of Council
Tuesday, May 19, 2020 – 6:00 p.m.
Electronic Meeting

Agenda

1. **Call to Order**
2. **Roll Call**
3. **Review of Revisions or Deletions to Agenda**
4. **Approval of Agenda**

Draft Resolution

Moved by: Councillor Jelly
Seconded by: Councillor Laferriere

Be it resolved that City Council approves the agenda as printed/amended.

5. **Disclosure of Pecuniary Interest and General Nature**
6. **Review and adoption of Council Minutes**

Draft Resolution

Moved by: Councillor Foley
Seconded by: Councillor Whalen

Be it resolved that City Council approves the following minutes as printed:

- a) Special meeting of Council – May 4, 2020;
- b) Regular meeting of Council – May 5, 2020;

7. **Public Meetings pursuant to the Planning Act, Municipal Act and other Statutes**

7.1. *Potential Disposition of Land*

Property: Haileybury Public Library, 545 Lakeshore Road

Purpose: The City is considering the disposition of the Haileybury Public Library.

7.2. *Potential Disposition of Land*

Property: New Liskeard Public Library, 50 Whitewood Avenue

Purpose: The City is considering the disposition of the New Liskeard Public Library.

7.3. *Potential Disposition of Land*

Property: 673 Browning Street

Purpose: The City is considering the disposition of 673 Browning Street.

8. **Question and Answer Period**

9. **Presentations / Delegations**

10. **Communications**

a) Timiskaming Health Unit

Re: Consultation for a new Ontario Poverty Reduction Strategy, 2020-04-30

Reference: Received for Information

b) Ministry of the Environment, Conservation and Parks

Re: Notice of Project, Farr Creek Dam Rehabilitation Project, 2020-05-04

Reference: Received for Information

- c) Sarah Kim, Town Clerk - Town of Grimsby

Re: Support – Commercial Rent Assistance Program, 2020-05-06

Reference: Received for Information

- d) AMO Communications

Re: COVID-19 Update: Emergency Orders Extended to May 19th, CMOH Direction on Seasonal Residences, More Businesses to Open, 2020-05-06

Reference: Received for Information

- e) AMO Communications

Re: COVID-19 Update – Pandemic Pay Information, 2020-05-07

Reference: Received for Information

- f) AMO Communications

Re: COVID-19 Update – Municipal Financial Stabilization Needed, Safe Reopening – Guidelines & Webinar, and Long-Term Care Review Coming, 2020-05-08

Reference: Received for Information

- g) AMO Communications

Re: COVID-19 Update: Child Care, Enforcement Reporting and Provincial Parks, 2020-05-11

Reference: Received for Information

- h) AMO Communications

Re: COVID-19 Update: Emergency period extended and Building Code amendments, 2020-05-12

Reference: Received for Information

- i) AMO Communications

Re: Continued Fiscal Stabilization Request + Re-opening Start, 2020-05-14

Reference: Received for Information

Draft Resolution

Moved by: Councillor McArthur

Seconded by: Councillor Hewitt

Be it resolved that City Council agrees to deal with Communication Items 10. a) to 10.i) according to the Agenda references.

11. Committees of Council – Community and Regional

Draft Resolution

Moved by: Councillor Whalen

Seconded by: Councillor Foley

Be it resolved that the following minutes be accepted for information:

- a) Minutes of the Timiskaming Health Unit Board of Health meeting held on March 4, 2020.

12. Committees of Council – Internal Departments

Draft Resolution

Moved by: Councillor Jelly

Seconded by: Councillor Hewitt

Be it resolved that the following minutes be accepted for information:

- a) Minutes of the Building Maintenance Committee meeting held on April 30, 2020;
- b) Minutes of the Corporate Services Committee meeting held on April 30, 2020;
- c) Minutes of the Public Works Committee meeting held on April 30, 2020; and
- d) Minutes of the Transit Committee meeting held on April 29, 2020.

13. Reports by Members of Council

14. Notice of Motions

15. New Business

a) Memo No. 008-2020-CS – 2020 Budget

Draft Resolution

Moved by: Councillor McArthur

Seconded by: Councillor Laferriere

Be it resolved that the Council of the City of Temiskaming Shores hereby acknowledges receipt of Memo No. 008-2020-CS; and

That Council directs the Treasurer to prepare the Water/Sewer Rate By-law and the 2020 Budget By-law, for consideration at the June 2, 2020 Regular Council Meeting.

b) Administrative Report No. CS-019-2020 – Mini Putt Land Lease Agreement

Draft Resolution

Moved by: Councillor Whalen

Seconded by: Councillor Hewitt

Be it resolved that the Council of the City of Temiskaming Shores acknowledges receipt of Administrative Report No. CS-019-2020;

That Council directs staff to repeal By-law 2018-093 and prepare the necessary By-law to enter into a ten (10) year lease agreement with Kyle and Maria Overton for the use of land located at the Spurline for the operation of the New Liskeard Waterfront Mini Putt, for consideration at the May 19, 2020 Regular Council meeting; and

That Council directs staff to amend By-law 2019-155 to include a renewal clause of five (5) years in the lease agreement with Kyle and Maria Overton for the use of the Spurline Concession, for Consideration at the May 19, 2020 Regular Council meeting.

c) Administrative Report No. CS-020-2020 – Website Accessible Upgrades

Draft Resolution

Moved by: Councillor Foley

Seconded by: Councillor Jelly

Be it resolved that the Council of the City of Temiskaming Shores acknowledges receipt of Administrative Report CS-020-2020; and

That Council directs staff to prepare the necessary by-law and agreement with eSolutions Group Limited to award the Website Accessible Upgrades and Redesign, as detailed in Request for Proposal CS-RFP-001-2020, for a total upset limit of \$17,500.00 plus applicable taxes, for consideration at the May 19, 2020 Regular Council Meeting.

d) Memo No. 001-2020-PPP – Amendment to Firework’s By-law

Draft Resolution

Moved by: Councillor Laferriere

Seconded by: Councillor Whalen

Be it resolved that the Council of the City of Temiskaming Shores hereby acknowledges receipt of Memo No. 001-2020-PPP; and

That Council directs staff to prepare the necessary by-law to amend By-law No. 2009-161, as amended, being a By-law to Regulate the Sale, Display and Discharge of Fireworks and Firecrackers in the City of Temiskaming Shores, to restrict the discharge of fireworks during a Municipal Fire Ban or during a Provincial Restricted Fire Zone declaration, for consideration at the May 19, 2020 Regular Council Meeting.

e) Memo No. 002-2020-PPP – Waiver of Fees

Draft Resolution

Moved by: Councillor Hewitt

Seconded by: Councillor McArthur

Be it resolved that the Council of the City of Temiskaming Shores hereby acknowledges receipt of Memo No. 002-2020-PPP; and

That Council hereby agrees to waive the fees collected for Open Air Burning Permits and False Alarm Response Fees for 2020 as outlined in By-law No. 2012-039, being a By-law to Adopt Schedule of Departmental User and Service Charges for the City of Temiskaming Shores; and

That Council further agrees that no refunds will be issued for permits that have been issued for 2020, or for fees collected for false alarm responses.

f) Memo No. 009-2020-PW – Cancellation of Orange Drop Event

Draft Resolution

Moved by: Councillor Jelly

Seconded by: Councillor Foley

Be it resolved that the Council of the City of Temiskaming Shores hereby acknowledges receipt of Memo No. 009-2020-PW; and

That Council approves the Public Works Committee's recommendation to cancel the June 6th, 2020 Orange Drop Event until 2021, and directs staff to advertise the rescheduled event.

g) Memo No. 010-2020-PW – Haileybury Landfill Operations Update

Draft Resolution

Moved by: Councillor Laferriere

Seconded by: Councillor Foley

Be it resolved that the Council of the City of Temiskaming Shores hereby acknowledges receipt of Memo No. 010-2020-PW; and

That Council approves staff's recommendation to open the Haileybury Landfill with normal operations, effective May 20th, 2020.

h) Administrative Report No. PW-015-2020 – Transition of Blue Box to Full Producer Responsibility

Draft Resolution

Moved by: Councillor McArthur

Seconded by: Councillor Jelly

Be it resolved that the Council of the City of Temiskaming Shores acknowledges receipt of Administrative Report PW-015-2020; and

That Council agrees the best time for the City of Temiskaming Shores to transition the Blue Box Program to Full Producer Responsibility is January 1st, 2025 based on expiration dates within the collection and processing contracts; and

That Council agrees to consider providing collection services to Producers once the Blue Box wind-up plan and Regulations are developed; and

That Council agrees any questions regarding this resolution be directed to the Technical and Environmental Compliance Coordinator for the City of Temiskaming Shores; and

That Council directs Staff to forward this resolution to the Association of Municipalities of Ontario and the Ontario Ministry of the Environment, Conservation and Parks.

i) Administrative Report No. RS-005-2020 – COVID-19 Trails, Paths & Walkways Closures

Draft Resolution

Moved by: Councillor Foley

Seconded by: Councillor Hewitt

Be it resolved that the Council of the City of Temiskaming Shores acknowledges receipt of Administrative Report No. RS-005-2020; and

That Council direct staff to remove all notices of closure for trails, paths and walkways within the municipality, provide public health notices requiring physical distancing at these facilities and monitor usage to ensure the public is following recommended public health practices.

j) Administrative Report No. RS-006-2020 – Haileybury Arena Dehumidifier Replacement

Draft Resolution

Moved by: Councillor Jelly

Seconded by: Councillor Laferriere

Be it resolved that the Council of the City of Temiskaming Shores acknowledges receipt of Administrative Report No. RS-006-2020 and;

That Council directs staff to prepare the necessary by-law to enter into an agreement with CIMCO Refrigeration for the replacement of the dehumidifier at the Shelley Herbert-Shea Memorial Arena as detailed in Request for Quotation RS-RFQ-002-2020 at a total upset cost of \$30,000, plus applicable taxes for consideration at the May 19, 2020, Regular Council Meeting.

16. By-laws

Draft Resolution

Moved by: Councillor Hewitt
Seconded by: Councillor Whalen

Be it resolved that:

By-law No. 2020-051 Being a by-law to authorize a Lease Agreement with Kyle and Maria Overton for the operation of the Temiskaming Shores Waterfront Mini-Putt for the period of May 1, 2020 to December 31, 2029

By-law No. 2020-052 Being a by-law to amend By-law No. 2019-155, as amended, to enter into a lease agreement with Kyle and Maria Overton for the operation of the Spurline Concession at the Waterfront

By-law No. 2020-053 Being a by-law to authorize an Agreement with eSolutions Group Limited for the Website Resign and Development for the City of Temiskaming Shores

By-law No. 2020-054 Being a by-law to amend By-law No. 2009-161 to Regulate the Sale, Display and Discharge of Fireworks and Firecrackers in the City of Temiskaming Shores

By-law No. 2020-055 Being a by-law to authorize an Agreement with CIMCO Refrigeration for the Dehumidifier Replacement at the Haileybury Arena

be hereby introduced and given first and second reading.

Draft Resolution

Moved by: Councillor McArthur
Seconded by: Councillor Jelly

Be it resolved that

By-law No. 2020-051;
By-law No. 2020-052;
By-law No. 2020-053;
By-law No. 2020-054; and
By-law No. 2020-055

be given third and final reading, be signed by the Mayor and Clerk and the corporate seal affixed thereto.

17. Schedule of Council Meetings

- a) Regular – Tuesday, June 2, 2020 at 6:00 p.m.
- b) Regular – Tuesday, June 16, 2020 at 6:00 p.m.

18. Question and Answer Period

19. Closed Session

Draft Resolution

Moved by: Councillor Laferriere
Seconded by: Councillor Foley

Be it resolved that Council agrees to convene in Closed Session at _____ p.m. to discuss the following matters:

- a) **Adoption of the May 5, 2020 – Closed Session Minutes**
- b) **Under Section 239 (2) (b) of the Municipal Act, 2001 – Personal matter about an identifiable individual – Human Resources Update**

Draft Resolution

Moved by: Councillor Whalen
Seconded by: Councillor Hewitt

Be it resolved that Council agrees to rise with report from Closed Session at _____ p.m.

Matters from Closed Session:

- c) **Adoption of the May 5, 2020 Closed Session Minutes**

Draft Resolution

Moved by: Councillor McArthur
Seconded by: Councillor Jelly

Be it resolved that Council approves the May 5, 2020 Closed Session Minutes as printed.

- d) **Under Section 239 (2) (b) of the Municipal Act, 2001 – Personal matter about an identifiable individual – Human Resources Update**

20. Confirming By-law

Draft Resolution

Moved by: Councillor Laferriere

Seconded by: Councillor Hewitt

Be it resolved that By-law No. 2020-056 being a by-law to confirm certain proceedings of Council of The Corporation of the City of Temiskaming Shores for its Regular meeting held on **May 19, 2020** be hereby introduced and given first and second reading.

Draft Resolution

Moved by: Councillor McArthur

Seconded by: Councillor Foley

Be it resolved that By-law No. 2020-056 be given third and final reading, be signed by the Mayor and Clerk and the corporate seal affixed thereto.

21. Adjournment

Draft Resolution

Moved by: Councillor Jelly

Seconded by: Councillor Whalen

Be it resolved that City Council adjourns at _____ p.m.

Mayor – Carman Kidd

Clerk – Logan Belanger



The Corporation of the City of Temiskaming Shores
Special Meeting of Council
Monday, May 4, 2020 – 6:00 p.m.
Electronic Meeting

Minutes

1. Call to Order

The meeting was called to order by Mayor Kidd at 6:00 p.m.

2. Roll Call

Council: Mayor Carman Kidd; Councillors Jesse Foley, Patricia Hewitt, Doug Jelly, Jeff Laferriere, Mike McArthur and Danny Whalen

Present: Christopher W. Oslund, City Manager
Logan Belanger, Municipal Clerk
Shelly Zubyck, Director of Corporate Services
Doug Walsh, Director of Public Works
Mathew Bahm, Director of Recreation
Laura-Lee MacLeod, Treasurer
Brad Hearn, IT Administrator

Regrets: None

3. Approval of Agenda

Resolution No. 2020-254

Moved by: Councillor Whalen

Seconded by: Councillor McArthur

Be it resolved that City Council approves the agenda as printed.

Carried

4. Declaration of Special Council Meeting

Resolution No. 2020-255

Moved by: Councillor Jelly

Seconded by: Councillor Laferriere

Be it resolved that the Council of the City of Temiskaming Shores declares this meeting a "Special Meeting of Council" in accordance to Section 7 of Procedural By-law No. 2008-160.

Carried

5. Disclosure of Pecuniary Interest and General Nature

None.

6. New Business**a) Presentation – 2020 Capital Budget Presentation**

City Manager, Christopher Oslund and Treasurer, Laura-Lee McLeod presented revisions to the 2020 General & Environmental Capital Budget for Council review and consideration.

Resolution No. 2020-256

Moved by: Councillor Laferriere

Seconded by: Councillor Jelly

Whereas Council adopted in-principle the 2020 Operating and Capital Budget for the City of Temiskaming Shores on February 27, 2020; and

Whereas the COVID-19 Pandemic has resulted in financial hardships for businesses, organizations and residents; and

Whereas the City of Temiskaming Shores has also experienced revenue losses and increased operating costs due to the COVID-19 Pandemic.

Now therefore be it resolved that the Council of the City of Temiskaming Shores hereby approves a revised 2020 General & Environmental Capital Budget in the amount of \$4,900,245 as follows:

	ORIGINAL (FEB 27, 2020)	REVISED (MAY 5, 2020)
Corporate Services	\$55,000	\$15,000
Public Works	\$1,920,610	\$1,405,610
Recreation	\$637,650	\$105,650
Property Maintenance	\$3,085,000	\$1,520,000
Fleet	\$395,485	\$320,485
Transit	\$624,367	\$433,500
Environmental	\$2,500,000	\$1,100,000
TOTAL	\$9,218,112	\$4,900,245

Carried**b) Memo No. 005-2020-PW – 2020 Roads Rehabilitation Program**Resolution No. 2020-257

Moved by: Councillor Jelly

Seconded by: Councillor Foley

Be it resolved that the Council of the City of Temiskaming Shores hereby acknowledges receipt of Memo No. 005-2020-PW; and

That Council approves the 2020 Roads Rehabilitation Program as detailed in Appendix 01 to Memo No. 005-2020-PW to an upset limit of \$1,000,000 as approved in the revised 2020 Capital Budget.

Carried

c) Rotary Splash Pad – Ontario Trillium Foundation Funding Agreement

Resolution No. 2020-258

Moved by: Councillor Laferriere

Seconded by: Councillor Whalen

Whereas Council considered Memo No. 007-2020-RS at the April 21, 2020 Regular Council meeting and directed staff to investigate the deferral of the Rotary Splash Pad Project to 2021; and

Whereas Council adopted a revised 2020 Capital Budget at its May 4, 2020 Regular Council meeting which included the deferral of the Rotary Splash Pad Project.

Now therefore be it resolved that Council of the City of Temiskaming Shores hereby directs staff to advise the Ontario Trillium Foundation of its decision to defer the Rotary Splash Pad Project to 2021 and respectfully requests a 1 year extension to the grant (Project # CP105993).

Carried

7. Adjournment

Resolution No. 2020-259

Moved by: Councillor Laferriere

Seconded by: Councillor Jelly

Be it resolved that City Council adjourns at 6:41 p.m.

Carried

Mayor – Carman Kidd

Clerk – Logan Belanger



The Corporation of the City of Temiskaming Shores
Regular Meeting of Council
Tuesday, May 5, 2020 – 6:00 p.m.
Electronic Meeting

Minutes

1. Call to Order

The meeting was called to order by Mayor Kidd at 6:00 p.m.

2. Roll Call

Council: Mayor Carman Kidd; Councillors Jesse Foley, Patricia Hewitt, Doug Jelly, Jeff Laferriere, Mike McArthur and Danny Whalen

Present: Christopher W. Oslund, City Manager
Logan Belanger, Municipal Clerk
Shelly Zubyck, Director of Corporate Services
Doug Walsh, Director of Public Works
Mathew Bahm, Director of Recreation
James Franks, Economic Development Officer
Tim Uttley, Fire Chief
Mitch Lafreniere, Manager of Physical Assets
Brad Hearn, IT Administrator

Regrets: None

3. Review of Revisions or Deletions to Agenda

None.

4. Approval of Agenda

Resolution No. 2020-260

Moved by: Councillor Jelly

Seconded by: Councillor Whalen

Be it resolved that City Council approves the agenda as printed.

Carried

5. Disclosure of Pecuniary Interest and General Nature

None.

6. Review and adoption of Council Minutes

The Clerk noted a correction to the April 21, 2020 regular Council meeting minutes, Section 2. Roll Call, Fire Chief Tim Uttley was present.

Resolution No. 2020-261

Moved by: Councillor McArthur

Seconded by: Councillor Foley

Be it resolved that City Council approves the following minutes as amended:

- a) Regular meeting of Council – April 21, 2020

Carried

7. Public Meetings pursuant to the Planning Act, Municipal Act and other Statutes

None.

8. Question and Answer Period

None.

9. Presentations / Delegations

None.

10. Communications

- a) Michel Emile Dupuis, former resident

Re: Request to rename Underpass “Fern Dupuis Underpass”

Reference: Referred to Senior staff

b) Ashley Sage, Clerk – Township of North Dumfries

Re: Support – Tourism Orientated Destination Signage Fee Increase

Reference: Received for Information

c) Melanie Haki, Administrative Clerk – Town of Gravenhurst

Re: Support – Community Gardens, Garden Centres and Nurseries as essential services

Reference: Received for Information

d) Louise Briere, Secretary - BIA

Re: Letter of Resignation - Sean Mackey

Reference: Received for Information

e) James Franks, Economic Development Officer – City of Temiskaming Shores

Re: COVID-19 Business Impact Survey Results

Reference: Received for Information

f) Carman Kidd, Chair – Earlton-Timiskaming Regional Airport Authority

Re: ETRAA OMERS Request

Reference: Motion to be presented under New Business

Resolution No. 2020-262

Moved by: Councillor Laferriere

Seconded by: Councillor Hewitt

Be it resolved that City Council agrees to deal with Communication Items 10. a) to 10. f) according to the Agenda references.

Carried

11. Committees of Council – Community and Regional

Resolution No. 2020-263

Moved by: Councillor McArthur

Seconded by: Councillor Jelly

Be it resolved that the following minutes be accepted for information:

- a) Minutes of the District of Timiskaming Social Services Administration Board meeting held on December 18, 2019.

Carried

12. Committees of Council – Internal Departments

Resolution No. 2020-264

Moved by: Councillor Whalen

Seconded by: Councillor Hewitt

Be it resolved that the following minutes be accepted for information:

- a) Minutes of the Corporate Services Committee meeting held on April 15, 2020;
and
- b) Minutes of the Public Works Committee meeting held on April 16, 2020.

Carried

13. Reports by Members of Council

None.

14. Notice of Motions

None.

15. New Business

- a) **Memo No. 007-2020-CS – Appointment of Logan Belanger as Municipal Clerk**

Resolution No. 2020-265

Moved by: Councillor Laferriere

Seconded by: Councillor Foley

Be it resolved that the Council of the City of Temiskaming Shores hereby acknowledges receipt of Memo No. 007-2020-CS; and
That Council directs staff to prepare the necessary by-law for the appointment of Logan Belanger as Municipal Clerk for the City of Temiskaming Shores for consideration at the May 5, 2020 Regular Council meeting.

Carried

b) Administrative Report No. CS-018-2020 – Markey Service Contracts CIM 2021-23

Resolution No. 2020-266

Moved by: Councillor McArthur

Seconded by: Councillor Jelly

That Council for the City of Temiskaming Shores acknowledges receipt of Administrative Report No. CS-018-2020; and

That Council agrees to waive the Request for Proposal process and directs staff to prepare the necessary by-law to enter into an agreement with Markey Consulting for event coordination services for the Northern Ontario Mining Showcase events at the Canadian Institute of Mining, Metallurgy and Petroleum (CIM) Conventions in 2021, 2022 and 2023 conditional on the City attaining funding support from Fed Nor for consideration at the May 19, 2020 Regular Council meeting.

Carried

c) Memo No. 006-2020-PW – Radley Hill Road / ONR Crossing Updates

Resolution No. 2020-267

Moved by: Councillor Hewitt

Seconded by: Councillor Whalen

Be it resolved that the Council of the City of Temiskaming Shores hereby acknowledges receipt of Memo No. 006-2020-PW; and

That Council directs staff to proceed with further investigations related to engineering (design, run-off control, mitigation and advanced warning lights / controller) with an Administrative Report for consideration at a future Council meeting.

Carried

d) Memo No. 007-2020-PW – Farmers Market – 2020 Operations

Resolution No. 2020-268

Moved by: Councillor Jelly

Seconded by: Councillor Laferriere

Be it resolved that the Council of the City of Temiskaming Shores hereby acknowledges receipt of Memo No. 007-2020-PW; and

That Council authorizes the Farmer's Market to commence operations as per normal schedule in accordance with guidelines developed by Farmer's Market Ontario and approved by the Timiskaming Health Unit.

Carried

e) Memo No. 008-2020-PW – Municipal Boat Launches

Resolution No. 2020-269

Moved by: Councillor Foley

Seconded by: Councillor Hewitt

Be it resolved that the Council of the City of Temiskaming Shores hereby acknowledges receipt of Memo No. 008-2020-PW; and

That Council directs staff to open all municipal boat launches once the water level has risen to an acceptable level for proper access between the boat launches and the lake.

Carried

f) Administrative Report No. PW-011-2020 – Bi-annual Bridge Inspections & Roof Inspections

Resolution No. 2020-270

Moved by: Councillor McArthur

Seconded by: Councillor Jelly

Be it resolved that the Council of the City of Temiskaming Shores hereby acknowledges receipt of Administrative Report No. PW-011-2020; and

That Council, in accordance with By-law No. 2017-015, Purchasing Policies and Procedures, Section 3.5 Approval Authority directs staff to prepare the necessary by-law and agreement with D. M. Wills Associates Limited to conduct the bi-annual bridge inspection as well as selected roof inspections as detailed in Request for Proposal PW-RFP-002-2020 for a total upset limit of \$10,888.00 plus applicable taxes for consideration at the May 5, 2020 Regular Council meeting.

Carried

g) Administrative Report No. PW-012-2020 – Tender Award – Crushing & Stockpiling Granular M

Resolution No. 2020-271

Moved by: Councillor Laferriere

Seconded by: Councillor Whalen

That Council for the City of Temiskaming Shores acknowledges receipt of Administrative Report No. PW-012-2020; and

That Council directs staff to prepare the necessary by-law and agreement with *Alvin Caldwell Sand & Gravel Ltd.* for the Crushing and Stockpiling of Granular “M” in the Contractors Pit location, at a unit price of \$6.35 per tonne (with a maximum of 15,000 tonnes) plus HST, for consideration at the May 5, 2020 Regular Council meeting.

Carried

h) Administrative Report No. PW-013-2020 – Tender Award – Concrete Sidewalk & Curb Repairs

Resolution No. 2020-272

Moved by: Councillor Jelly

Seconded by: Councillor Foley

Be it resolved that Council for the City of Temiskaming Shores acknowledges receipt of Administrative Report No. PW-013-2020; and

That Council directs staff to prepare the necessary by-law and agreement with *Pedersen Construction (2013) Inc.* for the 2020 Concrete Sidewalk and Curb Repair contract, at unit costs of \$169.00 per square metre of sidewalk and \$169.00 per linear metre of concrete curb and gutter plus applicable taxes, for consideration at the May 5, 2020 Regular Council Meeting.

Carried

i) Administrative Report No. PW-014-2020 – Tender Award – 2020 Asphalt Patching

Resolution No. 2020-273

Moved by: Councillor Hewitt

Seconded by: Councillor McArthur

Be it resolved that Council for the City of Temiskaming Shores acknowledges receipt of Administrative Report No. PW-014-2020; and

That Council directs staff to prepare the necessary by-law and agreement with

Miller Paving Ltd. for the award of the 2020 Asphalt Patching contract at the unit price of \$51.30 per square metre for 50 mm thickness and \$92.30 per square metre for 90 mm thickness plus applicable taxes for consideration at the May 5, 2020 Regular Council Meeting.

Carried

j) Request – Earlton-Timiskaming Regional Airport Authority OMERS Request

Resolution No. 2020-274

Moved by: Councillor Laferriere

Seconded by: Councillor Whalen

Be it resolved that Council for the City of Temiskaming Shores acknowledges receipt of correspondence dated April 29, 2020, from the Earlton-Timiskaming Regional Airport Authority; and

That Council hereby authorizes staff to provide the requested Letter of Guarantee to OMERS.

Carried

16. By-laws

Resolution No. 2020-275

Moved by: Councillor Foley

Seconded by: Councillor Jelly

Be it resolved that:

By-law No. 2020-044 Being a by-law to appoint Logan Belanger as Municipal Clerk for the City of Temiskaming Shores

By-law No. 2020-045 Being a by-law to enter into an Agreement with D.M. Wills Associates Limited for the performance of Bi-annual Bridge Inspection Services and roof inspections at the New Liskeard Pool Fitness Centre as well as the Don Shepherdson Memorial and Haileybury Arenas

By-law No. 2020-046 Being a by-law to enter into an agreement with Alvin Caldwell Sand & Gravel Ltd. for the Crushing and Stockpiling of Granular “M”

By-law No. 2020-047 Being a by-law to enter into an agreement with Pedersen Construction (2013) Inc. for Concrete Sidewalk and Curb Repair Services

By-law No. 2020-048 Being a by-law to enter into an agreement with Miller Paving Limited for Asphalt Patching Services

By-law No. 2020-049 Being a by-law to enter into an agreement with Miller Paving Limited for the 2020 Roadway Surfacing Program

be hereby introduced and given first and second reading.

Carried

Resolution No. 2020-276

Moved by: Councillor Whalen

Seconded by: Councillor Hewitt

Be it resolved that

By-law No. 2020-044;

By-law No. 2020-045;

By-law No. 2020-046;

By-law No. 2020-047;

By-law No. 2020-048; and

By-law No. 2020-049

be given third and final reading, be signed by the Mayor and Clerk and the corporate seal affixed thereto.

Carried

17. Schedule of Council Meetings

a) Regular – Tuesday, May 19, 2020 at 6:00 p.m.

b) Regular – Tuesday, June 2, 2020 at 6:00 p.m.

18. Question and Answer Period

None.

19. Closed Session

Resolution No. 2020-277

Moved by: Councillor McArthur

Seconded by: Councillor Laferriere

Be it resolved that Council agrees to convene in Closed Session at 7:00 p.m. to discuss the following matters:

a) Adoption of the April 7, 2020 – Closed Session Minutes

- b) Under Section 239 (2) (c) of the Municipal Act, 2001 – proposed or pending acquisition or disposition of land by the municipality – Portion of Paget Street**

Carried

Resolution No. 2020-278

Moved by: Councillor Jelly

Seconded by: Councillor Hewitt

Be it resolved that Council agrees to rise with report from Closed Session at 7:07 p.m.

Carried

Matters from Closed Session:

- a) Adoption of the April 7, 2020 Closed Session Minutes**

Resolution No. 2020-279

Moved by: Councillor Whalen

Seconded by: Councillor Foley

Be it resolved that Council approves the April 7, 2020 Closed Session Minutes as printed.

Carried

- b) Under Section 239 (2) (c) of the Municipal Act, 2001 – proposed or pending acquisition or disposition of land by the municipality – Portion of Paget Street**

Council provided direction to staff in the closed session.

20. Confirming By-law

Resolution No. 2020-280

Moved by: Councillor McArthur

Seconded by: Councillor Hewitt

Be it resolved that By-law No. 2020-050 being a by-law to confirm certain proceedings of Council of The Corporation of the City of Temiskaming Shores for its Regular meeting held on **May 5, 2020** be hereby introduced and given first and second reading.

Carried

Resolution No. 2020-281

Moved by: Councillor Foley
Seconded by: Councillor Whalen

Be it resolved that By-law No. 2020-050 be given third and final reading, be signed by the Mayor and Clerk and the corporate seal affixed thereto.

Carried

21. Adjournment

Resolution No. 2020-282

Moved by: Councillor Jelly
Seconded by: Councillor Laferriere

Be it resolved that City Council adjourns at 7:08 p.m.

Carried

Mayor – Carman Kidd

Clerk – Logan Belanger



Potential Disposition of Municipal Land

Haileybury Public Library
545 Lakeshore Rd.

Potential Disposition of Municipal Land



Background

- **1920s** – The building was constructed of concrete block walls and concrete foundation. The building's original use was industrial (manufacturing/warehouse).
- **June 1972** - The Haileybury Library building was donated by former Mayor John McKay-Clements.
 - There is a stipulation on Title stating if it was not longer used as a Library, the building would revert back to heirs of the Estate. The City has been in contact with Mayor McKay-Clements' heir, and he has decided to donate the building to the City.
- **January 2014** - The City received a Library Building Condition Survey from Mitchell Architects.

Potential Disposition of Municipal Land



Background

- **May 15, 2019** - Public Library Board, recommended consolidating library services under one roof (NL Medical Centre) while providing a satellite location in Haileybury. Council supported the recommendation on June 4, 2019.
- **December 17, 2019** - Council adopted By-law No. 2019-189 to enter into a Memorandum of Understanding with Northern College (Haileybury Campus) to provide library services (satellite location). The satellite office at Northern College is tentatively scheduled to open in June 2020.
- **August 13, 2019** - Council adopted By-law No. 2019-131 to enter into a agreement with Venasse Building Group for upgrades to the former New Liskeard Medical Centre, for the relocation of the Public Library (tentative opening in early July 2020).

Potential Disposition of Municipal Land

Key Map



This map has been produced for illustrative purposes only.

Potential Disposition of Municipal Land



Facebook Summary:

Notice of Public Meeting for New Liskeard and Haileybury Public Libraries (As of Friday, May 15, 2020 12:00 noon)

Viewed:	7,741
Engagements:	2,243
Shares:	66
Reactions:	357
Number of Comments Total:	170
- Number of Comments on City's Page:	48

Potential Disposition of Municipal Land



Facebook Questions (Synopsis):

Question No. 1:

“I was under the assumption that the Haileybury library would go back to the family that donated the building.”

Response to Question No 1:

“The Haileybury Library building was donated by former Mayor John McKay-Clements. There is a stipulation on Title stating if it was not longer used as a Library it would go back to heirs of the Estate. The City has been in contact with Mayor McKay-Clements' heir. He has decided to give it back to the City.”

Potential Disposition of Municipal Land



Facebook Comment Summary (As of Friday, May 15, 2020 12:00 noon):

Category	Number of Comments (approx.)
Accessibility	2
Condition of Building (New Liskeard)	4
Future Location of the Library	11
Haileybury Library	3
Historical Designation (New Liskeard)	5
Other (General)	23

Potential Disposition of Municipal Land



Additional Information

- Prior to disposition, the City would investigate the easement providing legal access over neighbouring lands.

Next Steps

- Accepting additional written comments up until Tuesday, June 2, 2020.
- Council to consider additional comments and public input at the June 2, 2020 Regular Council meeting, and for staff to prepare a follow-up report for Council consideration.



Potential Disposition of Municipal Land

New Liskeard Public Library
50 Whitewood Ave.

Potential Disposition of Municipal Land



Background

- **1910** - The New Liskeard Public Library was constructed.
- **January 1985** - Designated by the Town of New Liskeard as a property of architectural and historical value under the Ontario Heritage Act. This municipal designation was registered on Title at the Land Titles Office.
- **January 2014** - The City received a Library Building Condition Survey from Mitchell Architects. Report outlined multiple recommendations including stabilization of the building, accessibility upgrades and lack of space requirements for a library. Also recommended that the Parapet structure above the main entrance should be deconstructed and rebuilt, due to signs of bulging (no longer vertical).
- **February 25, 2016** - New Liskeard Library Building Committee recommended proceeding with an RFP to engage an engineer for design and cost estimates to stabilize the New Liskeard Library building.

Potential Disposition of Municipal Land



Background

- **May 17, 2016** - RFP for engineering services closed. Due to limited submissions and the high costs, the Library Board Committee opted to cancel the building stabilization RFP, and recommended reissuing an RFP for the repair of the parapet wall and other minor repairs.
- **August 2, 2016** – Awarded work to EXP Services for Engineering Services – Investigation of Parapet.
- **September 19, 2017** - Awarded the work to Rivard Bros. Ltd. for the repair of the Parapet Wall (upset limit of \$188,897.50, and partially funded through Canada 150 - \$100,000). Alternative repair methods were considered; however, the Library's Municipal Heritage Designation would require removal.
- **April 2018** - Based on significant costs to repair the Library, create barrier-free features and maintain the Municipal Heritage designation, public consultations were held to gather information on the future of library services in the community.

Potential Disposition of Municipal Land



Background

- **April 3, 2018** - Council approved the request to hire an architectural firm (Mitchell Jensen Architects) to investigate the feasibility of relocating the New Liskeard Library to the former New Liskeard Medical Centre (285 Whitewood Avenue).
- **May 15, 2019** - Public Library Board, recommended consolidating library services under one roof (NL Medical Centre) while providing a satellite location in Haileybury. Council supported the recommendation on June 4, 2019.
- **December 17, 2019** - Council adopted By-law No. 2019-189 to enter into a Memorandum of Understanding with Northern College (Hlby Campus) to provide library services (satellite location).
- **August 13, 2019** - Council adopted By-law No. 2019-131 to enter into a agreement with Venasse Building Group for upgrades to the former New Liskeard Medical Centre, for the relocation of the Public Library (tentative opening in early July 2020).

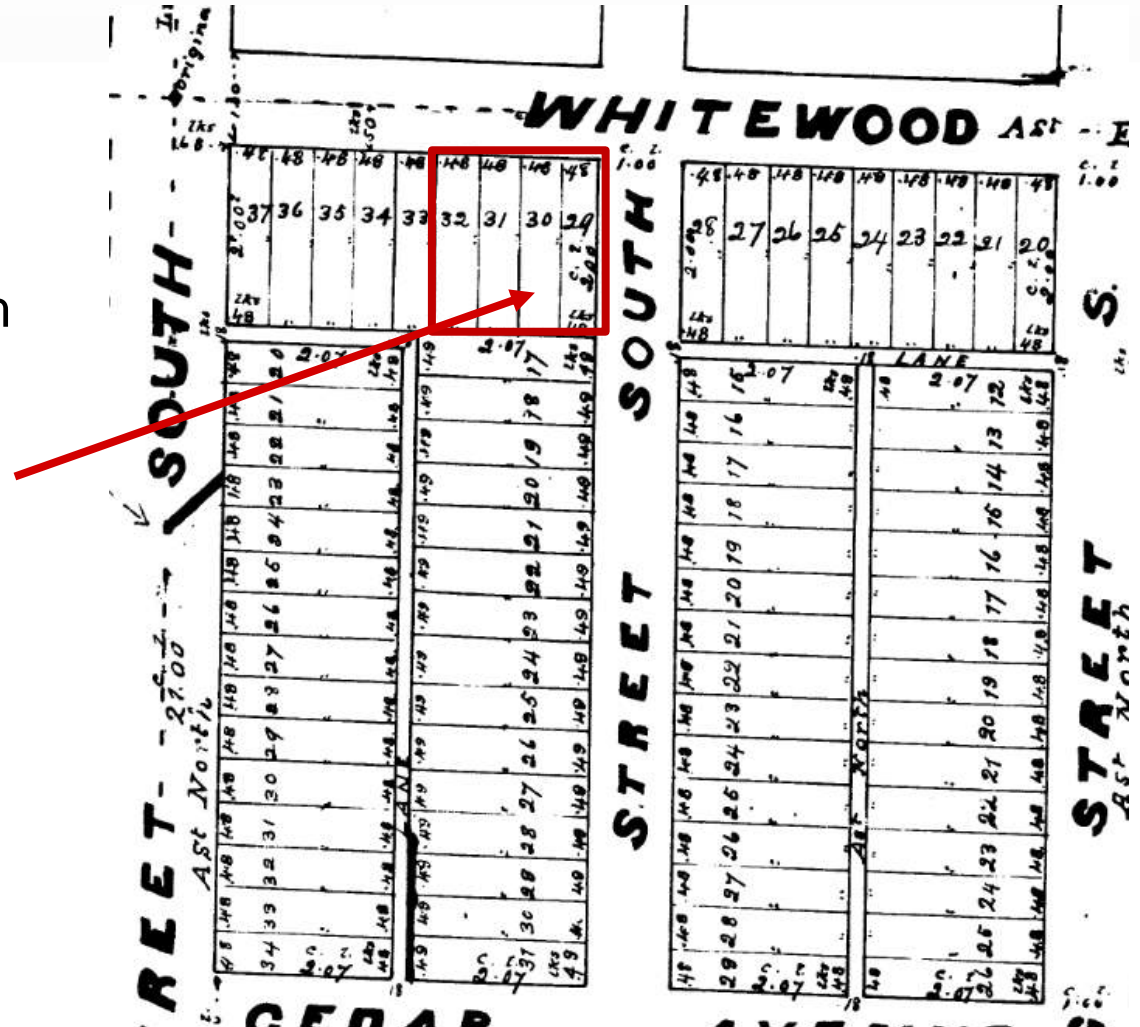
Potential Disposition of Municipal Land



Plan of Subdivision: M-22 NB

The Library and Cenotaph are on located on Parcel 1487NND Lots 29-32 on Plan M22-NB, at the corner of Whitewood Avenue and Wellington Street.

The proposed sale would not include the Cenotaph Park.



Potential Disposition of Municipal Land

Key Map



This map has been produced for illustrative purposes only.

Potential Disposition of Municipal Land



Facebook Summary:

Notice of Public Meeting for New Liskeard and Haileybury Public Libraries (As of Friday, May 15, 2020 12:00 noon)

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Number of Comments Total:	170
- Number of Comments on City's Page:	48

Potential Disposition of Municipal Land



Facebook Questions (Synopsis):

Question No. 1:

“Isn't liskeards a historical landmark”

Question No. 1 Response:

“The New Liskeard Library was designated by the Town of New Liskeard in January 1985 as a property of architectural and historical value under the Ontario Heritage Act. This municipal designation was registered on Title at the Land Titles Office...”

Question No. 2:

“I don't like the idea of selling the local libraries can they be used to promote tourism somehow? or other local function”

Potential Disposition of Municipal Land



Facebook Questions (con't):

Question No. 3:

“Why was there no talk about issues with the library “sinking” until the last year. During this time when people cannot get out to a public meeting I would like to see a motion that this be tabled for one year til we can have a regular public meeting. The building has been there this long, don’t slide a sale through when people are at a disadvantage. Not everyone is on social media”

Question No. 3 Response:

“In January of 2014, the City received a Library Building Condition Survey from Mitchell Architects, and within this report, there were multiple recommendations including stabilization of the building, accessibility upgrades and lack of space requirements for a library.

Since then, we have had multiple discussions with the Library board about the above-mentioned report and how to proceed with some of the recommendations. As part of the 2018 budget deliberations, Council approved the request for city staff to hire an architectural firm to look at costs associated with relocating the New Liskeard Library to the former New Liskeard Medical Centre located at 285 Whitewood Avenue.”

Potential Disposition of Municipal Land



Facebook Questions (con't):

Question No. 4:

“I am wondering, please correct me if I don't have this right. I believe the building has a Heritage or Historical designation that prevented the city from adding a handicap accessibility entrance, as it would change the building somehow. Will this designation continue, should the city sell the building?”

Question No. 4 Response:

“The New Liskeard Library was designated by the Town of New Liskeard under the Ontario Heritage Act in January 1985. The designation was registered on Title and remains with the building whether the City owns it or not. There is nothing in the designation by-law that would prevent interior renovations, however the exterior of the building and it's architectural features must remain intact. You are correct that the installation of an accessible entrance at the front of the building would have been contrary the intent of maintaining the heritage characteristics of the building's facade. We explored the possibility of an elevator/entrance at the rear of the building, however, there were space limitations and cost considerations that prevented this option from being explored further.”

Potential Disposition of Municipal Land



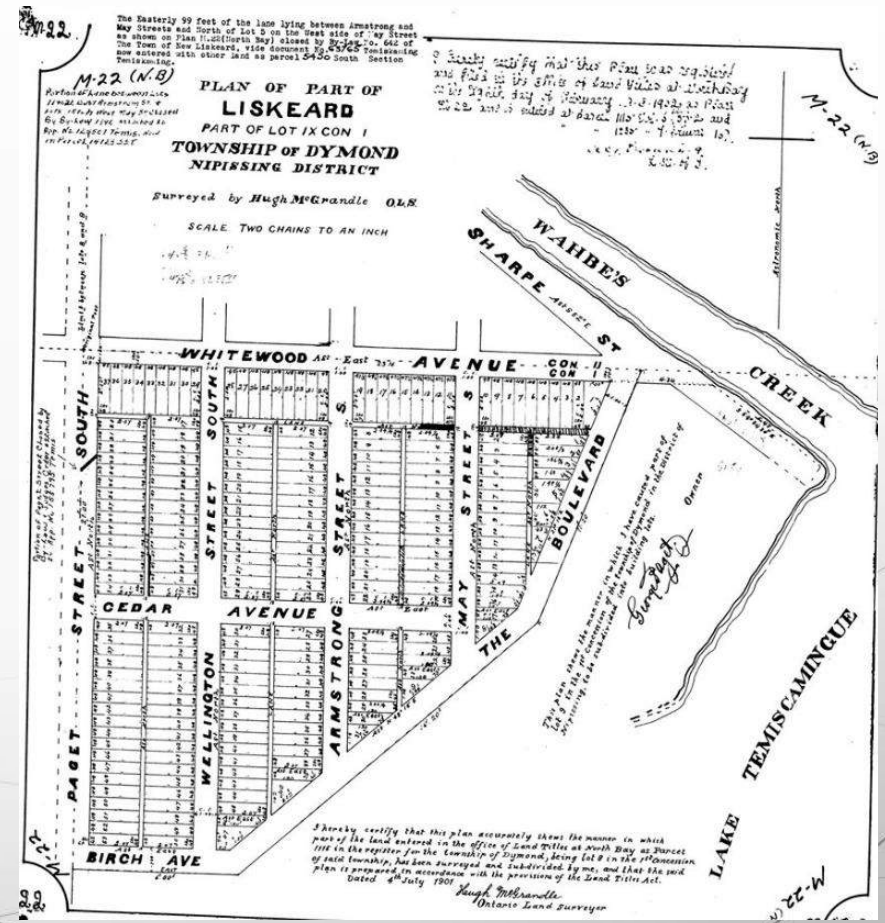
Facebook Questions:

Question No. 5:

“Where are the lot lines for the property?”

Question No. 5:

“The Library and Cenotaph are on Lots 29-32 on this plan (M22-NB) at the corner of Whitewood Avenue and Wellington Street. The proposed sale would not include the Cenotaph Park.”



Potential Disposition of Municipal Land



Facebook Comments (Synopsis):

Comment No. 1:

“The Ontario Association of Architects notes that the New Liskeard Carnegie Public Library is one of the few that has remained true to its original plans. Of all the libraries built with association to the Carnegie foundation, it is our library that is pictured, recognizing this important fact”

Comment No. 2:

“I agree with [REDACTED], this should be tabled to a later date”

Potential Disposition of Municipal Land



Facebook Comment Summary (As of Friday, May 15, 2020 12:00 noon):

Category	Number of Comments (approx.)
Accessibility	2
Condition of Building (New Liskeard)	4
Future Location of the Library	11
Haileybury Library	3
Historical Designation (New Liskeard)	5
Other (General)	23

Potential Disposition of Municipal Land

Additional Information

- Prior to disposition, the City would determine the footprint of the Library in relation to Lots 29 to 32 on Parcel 1487NND. The intent is for the disposition of the library building only, and not the cenotaph.
- The Municipal Heritage designation remains in place, and would impose limitations on any future owners with respect to renovations to the building.

Next Steps

- Accepting additional written comments up until Tuesday, June 2, 2020.
- Council to consider additional comments and public input at the June 2, 2020 Regular Council meeting, and for staff to prepare a follow-up report for Council consideration.

Potential Disposition of Municipal Land



Background

- The property is located at 673 Browning Street (former Town of Haileybury).
- At the November 5, 2019 meeting, council approved staff to proceed with the Notice of Vesting following an unsuccessful tax sale.
- A derelict residential building is located on the property.
- No concerns were received from staff related to the potential disposition.
 - Fire Department commented: In 2018, an order was issued to secure the building due to unauthorized entries.

Potential Disposition of Municipal Land

Property Information

Roll No.	5418-030-007-15300
PROPERTY LOCATION	673 Browning Street
LEGAL DESCRIPTION	BUCKE CON 4 PT LT 11 PCL 23001SST
SIZE	50.00' FRONTAGE 209.22' DEPTH
OFFICIAL PLAN DESIGNATION	RESIDENTIAL NEIGHBOURHOOD
ZONING	LOW DENSITY RESIDENTIAL (R2)
MUNICIPAL SERVICES	WATER AND SANITARY SERVICES ARE AVAILABLE AT PROPERTY LINE
ACCESS	YEAR-ROUND ACCESS FROM BROWNING STREET
PRESENT USE	301 – SINGLE FAMILY DETACHED
ASSESSMENT	RTEP – 95,000 (2020)

Potential Disposition of Municipal Land

Key Map



This map has been produced for illustrative purposes only.

Potential Disposition of Municipal Land



Additional Information

- No public comments received to date.
- Notice via Community Bulletin and City Website.

Next Steps – conditional on public input

- Depending on comments received this evening, staff would recommend disposition of the subject property in accordance with Disposal By-law 2015-160.
- Staff to prepare a follow-up report at the June 2, 2020 Regular meeting for Council consideration.



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Kirkland Lake Tel.: 705-567-9355 Fax: 705-567-5476

www.timiskaminghu.com

April 30, 2020

Hon. Todd Smith, Minister of Children, Community and Social Services
Ministry of Children, Community and Social Services, Hepburn Block, 6th Floor
80 Grosvenor St,
Toronto, ON M7A 1E9

Sent via e-mail: Todd.smithco@pc.ola.org

Dear Minister Smith,

Re: Consultation for a new Ontario Poverty Reduction Strategy

The Timiskaming Health Unit (THU) commends the Government of Ontario's interest in poverty reduction and applauds its public consultation to inform the development of a new provincial strategy.

THU recognizes that the prolonged stress of continually struggling to satisfy basic needs negatively impacts the physical and mental health of entire families; however, poverty doesn't just affect those experiencing it. Poverty costs the Ontario economy over \$27 billion annually, with the cost of maintaining poverty far outweighing the cost of addressing it.¹ Currently, there are 1.57 million Ontarians, including 382,000 children living in poverty.¹ Despite previous declines in childhood poverty, much work remains. In the district of Timiskaming, 18% of people continue to live in low-income households, including 20% of children under the age of 18 years.³

Poverty persists in the presence of low unemployment rates. While a strong economy and job creation are essential combatants of poverty, low educational attainment, precarious employment, low wages, disability, as well as a lack of affordable housing and child care contribute to its maintenance. A comprehensive poverty reduction strategy must address an entire gamut of issues - from a lack of individual resources and supports to political and economic structures.⁴

Poverty is a multi-dimensional phenomenon and requires a multi-dimensional approach. Based on this premise, we have included our recommendations for Ontario's new poverty reduction strategy in Schedule A. We are confident that implementation of these recommendations will have a positive impact on reducing poverty in Ontario. Thank you for providing us with the opportunity to contribute to this worthwhile endeavour.

Sincerely,

Carman Kidd
Board of Health Chair

Enclosure

c.c. Mr. John Vanthof, MPP, Timiskaming-Cochrane
Ontario Boards of Health

ISSUE	RATIONALE	RECOMMENDATIONS
<p style="text-align: center;">INCOME</p>	<p>Jobs that pay a living wage are essential. Income is a significant determinant of health as it influences overall living conditions, including psychological functioning, health-related behaviours, food security, housing, and other prerequisites of health.⁵ Poor health is both the cause and the result of poverty. At present, poverty costs the Ontario health care system \$3.9 billion annually.¹ In the district of Timiskaming, 18% of people continue to live in low-income households, including 20% of children under the age of 18 years.³ Chronic stress resulting from the struggles to satisfy basic needs such as food, and shelter impacts the physical and mental health of low-income families. Increasing incomes for those living in poverty results in a reduction of stress, mental illness, and chronic disease resulting in overall health care spending⁶</p>	<p>THU recommends that the province of Ontario reinstate the guaranteed basic income pilot projects and an increase in the minimum wage for Ontario workers. We endorse Bill 60 and call for increases to income assistance rates for Ontario Works (OW), as well as Ontario Disability Supports Program (ODSP) recipients to sufficiently cover basic needs (i.e., shelter, food, clothing, and transportation). THU further recommends that future adjustments to minimum wages and social assistance rates align with inflation.</p>
<p style="text-align: center;">EDUCATION</p>	<p>Education invariably leads to better health as it is associated with higher incomes, increased civic engagement, and healthier lifestyles.⁵ Post-secondary education is protective against poverty. Compared to the rest of Ontario, residents in Timiskaming are less likely to complete high school or university.³ The Ontario Student Assistant Program (OSAP) financially assists students in obtaining a post-secondary education through loans and grants. While we commend the Government of Ontario's 10 percent decrease in tuition fees, the elimination of free tuition for low-income students is troublesome. Recent changes to the OSAP program may deter low-income students from pursuing post-secondary education and thus limiting their socioeconomic mobility.</p>	<p>THU recommends increasing access to post-secondary programs for low-income students through free tuition, a return to previous grant/loan amounts, and reinstatement of the six-month interest-free grace period following graduation.</p>

ISSUE	RATIONALE	RECOMMENDATIONS
<p>ASSET & CAPACITY BUILDING</p>	<p>Generational poverty is more than the mere absence of monetary resources and often includes insufficient support systems, role models, and coping strategies. A lack of resources hinders socioeconomic mobility while increasing the likelihood of remaining in poverty.⁴ Asset building programs have the potential to assist individuals to transition out of poverty through the use of mentors and peer support. These programs can save Ontarians a substantial amount of money but more research is required.⁷ It is essential for the Government of Ontario to continue to build capacity within Public Health Ontario and local public health that will facilitate the data collection, assessment and evaluation of unique initiatives such as the Bridges Out of Poverty – Circles program to assist and support individuals leaving poverty.</p>	<p>THU recommends that the Government of Ontario invest in the creation, expansion, and evaluation of asset building programs (e.g., Bridges Out of Poverty- Circles). It is also recommended that the Province of Ontario continue to invest in Public Health Ontario and local public health initiatives to permit the necessary data collection, and evidence gathering to understand, prevent, and mitigate poverty.</p>
<p>CHILD CARE & EARLY CHILDHOOD EDUCATION</p>	<p>Early childhood experiences influence later physical, social, emotional, and cognitive development, which impacts future learning, educational achievement, employment, and health. In 2018/19, throughout Ontario there were 446,596 spaces in licensed child care facilities – enough for 22.4% of Ontario’s children age 0-12 years.⁸ Ontario has the highest median full-time child care infant fees in the country at \$1,758 per month or \$21,096 annually.⁹ In rural northern Ontario, pre-school child care fees are approximately \$825 per month or \$9,900 per year.⁹ In 2019, approximately 29% of children in licensed child care centres qualified for subsidies compared to 68% of children in licensed home child care.⁸ Child care must be affordable, accessible, and of high-quality to permit parents to engage in paid work, ensure the attainment of developmental milestones, and address child & family poverty in Ontario.¹⁰</p>	<p>THU recommends the creation of a universal, high-quality, accessible, and affordable child care system provided by a well-trained and well-paid workforce.</p>
<p>HOUSING</p>	<p>Adequate housing is vital to one’s dignity, safety, and ability to contribute to society. Without proper shelter, people are not able to maintain employment, recover from mental illness, be part of their community, maintain custody of their children, leave abusive relationships, or escape situations involving human trafficking.¹¹ Rates of public assistance and minimum wage have not kept pace with rising rents in Ontario, which excludes vulnerable individuals from the rental market. In Timiskaming, 21% of households live in unaffordable housing, spending 30% or more of their income on shelter cost.¹²</p>	<p>THU recommends the province work with municipalities to develop a strategy to address affordable housing shortages and chronic homelessness, which includes the creation of new affordable housing. Further recommendations include an increase in provincial funding for the repair and maintenance of social housing units.</p>

ISSUE	RATIONALE	RECOMMENDATIONS
<p>DISABILITIES</p>	<p>One in seven Ontarians (15%) live with a disability.¹³ People with disabilities continue to face barriers to education and employment opportunities. They are more likely to have low-income status, and less likely to live in adequate, affordable housing than people without disabilities.¹³ The Ontario government has proposed changing the definition of disability to align with the Federal government’s much more stringent definition used to determine eligibility for Canada Pension Plan Disability Benefits.¹⁴ The change in definition would lead to a large number of Ontarians being ineligible for ODSP benefits. This change would lead to a greater dependence on OW, which pays much less and does not provide disability supports.</p>	<p>THU recommends the Ontario government maintain its current definition of disability to determine eligibility for ODSP benefits.</p>
<p>PHARMACARE</p>	<p>Approximately 2.2 million Ontarians have no prescription drug coverage.¹⁵ Too frequently, cost restrictions force Ontarians to fail to fill or renew their prescriptions, skip doses, or split pills to make their medications last longer.¹⁶ In 2015, 24% of Ontarians reported that they or someone in their household failed to take their medication as prescribed due to cost.¹⁶ Women are particularly disadvantaged as they are more likely to be prescribed medication than men, but are less likely to have medication coverage through paid work.¹⁷ Illness and disability prevent people from working, force many to live in poverty, and increase health care expenses.</p>	<p>THU recommends the Ontario government work with the Government of Canada to create and implement a universal and comprehensive Pharmacare program for all Ontarians.</p>
<p>ORAL HEALTH</p>	<p>Poor oral health negatively impacts general health and is associated with various health risks ranging from poor nutritional intake¹⁸ to coronary heart disease.¹⁹ Individuals in the lowest income group are less likely to receive preventive treatment and more likely to decline dental services due to costs compared to those with higher incomes.²⁰ In Timiskaming, only 56.7% of residents reported having insurance coverage for dental expenses,²¹ and a mere 54.9% of residents reported visiting the dentist in the past year.²² While THU recognizes the value of the Healthy Smiles Ontario program and commends the Government of Ontario for the implementation of the Ontario Seniors Dental Care Program, the dental needs of low-income workers age 18 to 64 years remain unmet. Facial pain, infection, and illness are barriers to employment and cost our health care system.</p>	<p>THU recommends the Government of Ontario create a publicly funded system for oral health care that is accessible to all individuals living in low-income households regardless of age.</p>

ISSUE	RATIONALE	RECOMMENDATIONS
<p>PAID SICK LEAVE</p>	<p>When employees go to work sick, they not only risk their health, but they risk the health of their co-workers as well as the general public through the spread of infectious diseases (e.g., COVID-19). However, most low-income earners have a minimal choice due to a lack of paid sick days and financial obligations. Low-income earners such as those working in the food and hospitality industry are of particular importance because illnesses such as Norovirus, Samonella Typhi, Hepatitis A, etc., are transmittable to the general public during the food production and handling process.²³ Currently, in Ontario, employers are only required to provide three “<u>unpaid</u>” sick days per year. The average number of sick days taken in Canada by workers in the private sector is nine days per year.²⁴</p>	<p>THU recommends the Government of Ontario amend the Employment Standards Act to include a minimum of Seven (7) “paid” sick days per year for employees regularly scheduled to work 30 hours or more per week. Part-time and seasonal workers to receive paid sick days based on a pro-rata basis.</p>

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Ministry of the Environment,
Conservation and Parks
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Telephone: 705-235-1500
Facsimile: 705-235-1520

Ministère de l'Environnement, de la Protection de
la nature et des Parcs
Bureau du district de Timmins
Complexe du gouvernement de l'Ontario
5520 Route 101 Est
C/P service de sacs 3080
South Porcupine ON P0N 1H0
Téléphone: 705-235-1500
Télécopieur: 705-235-1520

May 4, 2020

Douglas Walsh, CET
Director of Public Works
Corporation of the City of Temiskaming Shores
325 Farr Drive | PO Box 2050 | Haileybury, ON | P0J 1K0
Email: dwalsh@temiskamingshores.ca

Re: Notice of Project, Farr Creek Dam Rehabilitation Project

Dear Mr. Walsh;

Please be informed that the Ministry of the Environment, Conservation and Parks (the Ministry) has retained Pedersen Construction (2013) Inc. to perform a rehabilitation of the Farr Creek Dam.

The dam is located on Farr Creek between the communities of Cobalt and North Cobalt in the City of Temiskaming Shores, as shown on the attached map. The dam was constructed to control the migration of mine tailings into Lake Temiskaming. A dam inspection determined that the twin steel culverts are failing, and replacement is required.

Rehabilitation will consist of replacing existing twin culverts and existing concrete headwall and wingwalls. This work will require dewatering of the construction area, which will include the placement of erosion and sedimentation controls. In order to accommodate the design storm, the earth weir above the culverts will be lowered to create an emergency spillway. Pedersen will be applying for an Environmental Compliance Approval for the treatment of seep water related to construction dewatering. The planned system is designed to remove solids, metals and to adjust pH.

The construction phase of this project is expected to take approximately 25 working days to complete, which is anticipated to include 15 days of in-water work. The construction is expected to begin in August and be completed by no later than August 31, 2020.

If you would like information concerning this project, please contact either of the following:

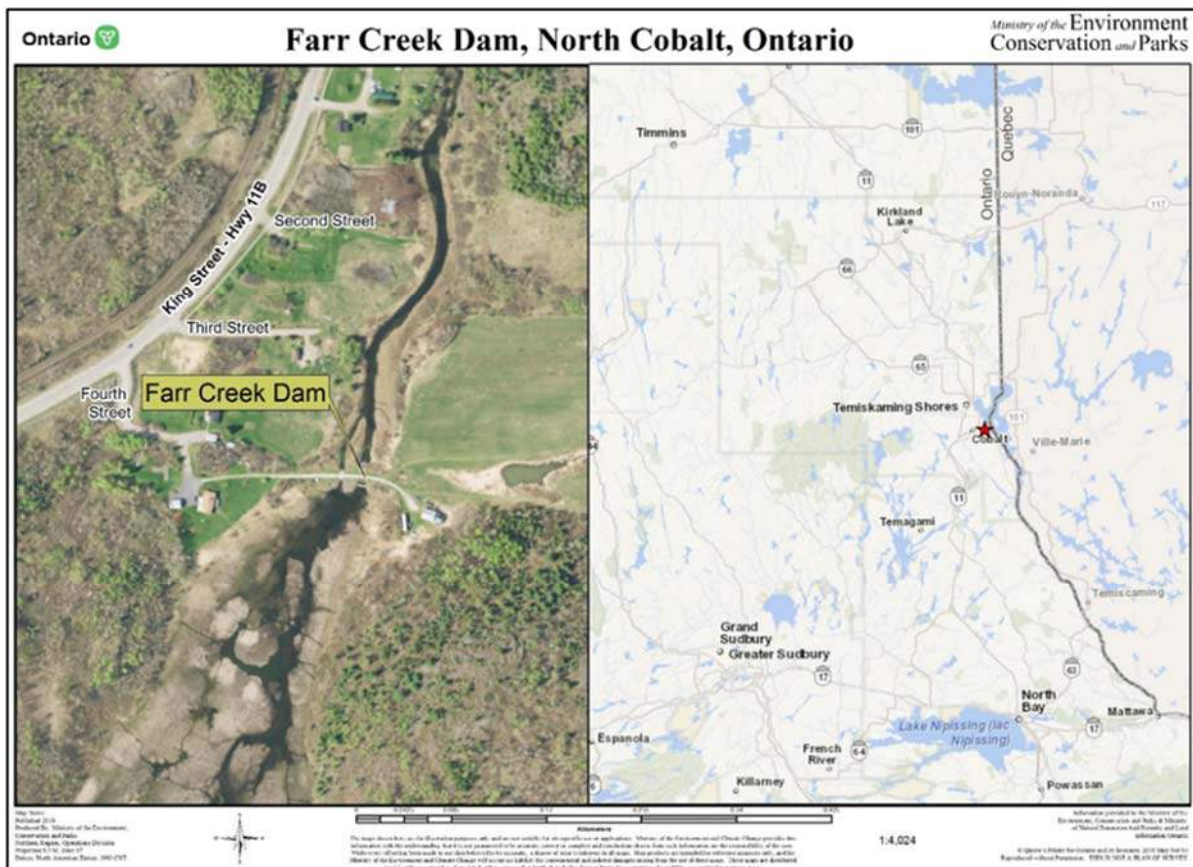
Scott Beeson, P.Eng.
Project Engineer
Pedersen Construction (2013) Inc.
177246 Bedard Road
New Liskeard, Ontario P0J 1P0
Telephone: 705-647-6223
Email:
sbeeson@pedersenconstruction.ca

Simon Haslam, P.Eng.
Timmins District Engineer
Ministry of the Environment, Conservation and Parks
5520 Highway 101 East
PO Bag 3080
South Porcupine ON P0N 1H0
Telephone: 807-708-3404
Email: simon.haslam@ontario.ca

Sincerely,

Carroll Leith
Timmins District Manager

Attachment:





**The Corporation of the Town of Grimsby
Administration**

Office of the Town Clerk
160 Livingston Avenue, P.O. Box 159, Grimsby, ON L3M 4G3
Phone: 905-945-9634 Ext. 2015 | **Fax:** 905-945-5010
Email: skim@grimsby.ca

May 6, 2020

SENT VIA EMAIL

The Honourable Justin Trudeau
Prime Minister of Canada
80 Wellington Street
Ottawa, ON K1A 0A2

The Honourable William Francis Morneau
Minister of Finance
90 Elgin Street
Ottawa, ON K1A 0G5

The Honourable Doug Ford
Premier of Ontario
Legislative Building
Queen's Park
Toronto, ON M7A 1A1

Dear Prime Minister Trudeau, Minister of Finance Morneau and Premier Ford:

Re: Support for Commercial Rent Assistance Program

At its meeting of May 4, 2020, the Town of Grimsby Council passed the following resolution:

*Moved by Councillor Ritchie; Seconded by Councillor Vaine;
Whereas these are unprecedented times that have not been seen in generations;
and,
Whereas on April 16, 2020 the Canadian Federal Government announced a new
program called the Canada Emergency Commercial Rent Assistance; and,
Whereas this program is to be developed in unison with the Provincial and
Territorial counterparts; and,*



**The Corporation of the Town of Grimsby
Administration**

Office of the Town Clerk

160 Livingston Avenue, P.O. Box 159, Grimsby, ON L3M 4G3

Phone: 905-945-9634 Ext. 2015 | **Fax:** 905-945-5010

Email: skim@grimsby.ca

*Whereas this program is to provide relief to small business (in Grimsby and throughout Canada) with their rent for the months of April, May, and June; and,
Whereas many Provincial programs have been announced to date but have generally aimed at the residential, rather than the commercial, rent markets; and,
Whereas many small businesses in the Town of Grimsby have been affected financially due to COVID-19, thus making rent payments difficult;*

Therefore be it resolved that the Town of Grimsby endorse this program whole heartedly, and request the Federal Government of Canada to work with its Provincial and Territorial Partners to expedite this program and offer this program as soon as possible; and,

Be it further resolved that the Town of Grimsby ask the Federal Government, and Provincial and Territorial Partners look at the possibility of extending this program if the impacts of COVID-19 continue past the month of June; and,

Be it further resolved that the Town of Grimsby ask the Federal Government and its Provincial, and Territorial Partners to make this program 100 percent forgiving to the small businesses effected; and,

Be it further resolved that this motion be distributed to the Right Honourable Prime Minister of Canada, the Honourable Minister of Finance, the Honourable Premier of Ontario, and all municipalities in Ontario

Regards,

Sarah Kim
Town Clerk

SK/dk

Cc: Ontario Municipalities



**The Corporation of the Town of Grimsby
Administration**

Office of the Town Clerk

160 Livingston Avenue, P.O. Box 159, Grimsby, ON L3M 4G3

Phone: 905-945-9634 Ext. 2015 | **Fax:** 905-945-5010

Email: skim@grimsby.ca

Logan Belanger

From: AMO Communications <Communicate@amo.on.ca>
Sent: Wednesday, May 6, 2020 5:01 PM
To: Logan Belanger
Subject: AMO COVID-19 Update: Emergency Orders Extended to May 19th, CMOH Direction on Seasonal Residences, More Businesses to Open

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May 6, 2020

AMO COVID-19 Update – Emergency Orders Extended to May 19th, CMOH Direction on Seasonal Residences, More Businesses to Open

Extended Emergency Orders

The Ontario government is extending all emergency orders that have been put in place to date under s.7.0.2 (4) of the *Emergency Management and Civil Protection Act* until **May 19, 2020** based on the [advice of Dr. David Williams, Chief Medical Officer of Health](#).

Chief Medical Officer of Health's Direction on Seasonal Residences

On May 3, Dr. David Williams, Chief Medical Officer of Health, provided [his recommendation](#) to local Medical Officers of Health on access to secondary residences. His recommendation is to not prohibit access to secondary residences through legal order, but he will continue to provide public communications that discourage their use. He further recommends that local medical officers of health do not issue Section 22 class orders under the *Health Protection and Promotion Act* (HPPA) prohibiting access to these residences. AMO became aware of the memo yesterday and then received a copy of it from the Ministry of Health.

Additional Businesses to Open

The Premier announced that [select businesses](#) can reopen as long as they comply with all public health measures and safety guidelines. This includes garden centres and nurseries, hardware stores, retail stores with a street entrance (via curbside

pickup), and central and residential construction sites and related demolition work. Opening dates will begin this Friday, May 8.

AMO's [COVID-19 Resources](#) page is being updated continually so you can find critical information in one place. Please send any of your municipally related pandemic questions to covid19@amo.on.ca.

*Disclaimer: The Association of Municipalities of Ontario (AMO) is unable to provide any warranty regarding the accuracy or completeness of third-party submissions. Distribution of these items does not imply an endorsement of the views, information or services mentioned.



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Logan Belanger

From: AMO Communications <Communicate@amo.on.ca>
Sent: Thursday, May 7, 2020 10:31 AM
To: Logan Belanger
Subject: COVID-19 Update – Pandemic Pay Information Now Available

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May 7, 2020

COVID-19 Update – Pandemic Pay Information Now Available

The Ontario government launched a new pandemic pay website last night. It can be accessed [here](#).

At this time, we have little information on the program for the employers which includes municipal governments. We do know that employers are not required to apply for pandemic pay and we are told that eligible employers will be contacted by May 15.

Under this temporary program, municipal governments have eligible full and part-time front-line staff who work in the following program areas: public health, paramedic services, long-term care homes, and housing and shelters. This will involve three ministries and four program areas. We are concerned that the administration of this program may be complex given this broad array of municipal front-line services, so we are urging simplicity as the provincial program details are worked out.

Although the full range of eligible staff may be continuing to be considered, the Province has made it clear that this will not apply to management, even those who have or are working in providing front-line services to residents, patients, or the public.

We will continue to work with the Province and many municipal staff associations, such as the Ontario Municipal Human Resources Association, as the provincial program design is being finalized so that its implementation for those eligible municipal staff goes well.

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Logan Belanger

From: AMO Communications <Communicate@amo.on.ca>
Sent: Friday, May 8, 2020 4:38 PM
To: Logan Belanger
Subject: AMO COVID-19 Update - May 8th, 2020

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May 8, 2020

COVID-19 Update – Municipal Financial Stabilization Needed, Safe Reopening – Guidelines & Webinar, and Long-Term Care Review Coming

Municipal Fiscal Stabilization and Economic Recovery

Today, AMO President Jamie McGarvey, wrote [a letter](#) to Prime Minister Trudeau and Premier Ford to urge them, and their governments, to work together to invest in the financial stabilization of municipal governments and the needed recovery of local economies.

Province Announces Post-Pandemic Review of Long-Term Care

The government is planning a post-pandemic review of long-term care, both to examine lessons learned from the COVID-19 response and long-term issues. Further details are to be announced soon. AMO welcomes the review and expects to engage with the government to address longstanding municipal asks.

Thinking About How to Reopen Your Municipal Offices Safely?

Over the past week, the government has begun easing restrictions on workplaces that can operate safely by following public health and safety guidelines. To help prepare your organization, the Ministry of Labour, Training, Skills and Development developed [guidelines](#) to inform employers and workers.

AMO's Webinar Series (Part 2): Municipal Labour Relations During COVID-19

On Wednesday May 13 at 3:30 pm, AMO, the Ontario Municipal Human Resources Association (OMHRA) and Hicks Morley will be having their 2nd webinar on COVID-19 human resources issues. Panel discussion will include what we know to date on pandemic pay as well as a discussion on recovery obligations and guidelines for employers. Access to this upcoming [webinar](#) is available on AMO's [COVID-19 Resources](#) page, under Webinars.

AMO's [COVID-19 Resources](#) page is being updated continually so you can find critical information in one place. Please send any of your municipally related pandemic questions to covid19@amo.on.ca.

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Logan Belanger

From: AMO Communications <Communicate@amo.on.ca>
Sent: Monday, May 11, 2020 3:32 PM
To: Logan Belanger
Subject: AMO COVID-19 Update: Child Care, Enforcement Reporting and Provincial Parks

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May 11, 2020

AMO COVID-19 Update: Child Care, Enforcement Reporting and Provincial Parks

Province [Announces](#) Funding Plan to Sustain Child Care and Early Learning Services

The future viability of many operators in the child care and early learning sector is threatened as a result of the COVID-19 closures. In response, the Ontario government is implementing a plan with municipal service managers that will provide funding support to the licensed child care sector and EarlyON Child and Family Centres. The goal is to ensure that centres remain sustainable and ready to open when parents return to work.

EMCPA Enforcement Reporting now required

For municipal governments that have decided to enforce orders under the *Emergency Measures and Civil Protection Act* (EMCPA), the Ministry of the Solicitor General is now requesting that all provincial offences officers enforcing the emergency orders under the EMCPA, including municipal by-law enforcement officers, submit data weekly to the ministry related to their enforcement of the EMCPA. Data requested includes EMCPA enforcement individual action taken, complaints/calls made to municipality, and the number of individuals who received education from officers related to EMCPA emergency orders. See the Ministry's [memo](#) to municipal by-law enforcement heads for more information.

Provincial Parks [reopen](#) for day use

Today 520 provincial parks and conservation reserves across the province are open, and the remaining 115 will open on the following Friday for limited day-use activities in

time for the long weekend. Currently camping and other activities are not permitted at any provincial park or conservation reserve. All buildings and facilities including washrooms, water taps, all campgrounds, playgrounds, and beaches are closed to use. Park access is free until the end of the month.

In Other News:

Ontario Funding 2020-21 Connecting Links Projects in 24 Municipalities

Ontario Transportation Minister, the Honourable Caroline Mulroney, [announced](#) \$30 million for the 2020-21 Connecting Links [program](#), providing funding to 24 municipalities. Connecting Links are municipal roads that connect provincial highways in a municipality, acting as an important part of the provincial transportation network. The Ministry of Transportation provides up to 90 per cent of project funding to a maximum of \$3 million for the design, construction, renewal, rehabilitation and replacement of connecting links infrastructure. [Eligible municipal governments](#) are encouraged to apply for 2021-22 funds later this year.

AMO's [COVID-19 Resources](#) page is being updated continually so you can find critical information in one place. Please send any of your municipally related pandemic questions to covid19@amo.on.ca.

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From: AMO Communications <Communicate@amo.on.ca>
Sent: Tuesday, May 12, 2020 4:16 PM
To: Logan Belanger
Subject: AMO COVID-19 Update: Emergency period extended and Building Code amendments

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May 12, 2020

AMO COVID-19 Update: Emergency period extended and Building Code amendments

Ontario Emergency Order Extension and Re-opening Plans

The Legislative Assembly of Ontario [extended](#) the Emergency Declaration and all [orders](#) under the *Emergency Management and Civil Protection Act* related to the COVID-19 pandemic until **June 2, 2020**. The extension was passed during a special sitting of the Legislature and marks almost two months since the first order was made on March 17, 2020.

Premier Doug Ford noted in his update today that as of this Thursday the province will begin Phase 1 of its re-opening strategy under provincial [guidelines](#). At this point, information on what Phase 1 of the re-opening strategy entails has not been shared. Retail businesses such as garden centres and hardware stores have been able to re-open to the public while observing health and safety protocols since last week while retail stores with a street entrance have been able to open for curbside pick-up and delivery since May 11, 2020. This news comes as Ontario's COVID-19 cases have been trending downward in recent days with 361 new cases reported today, a 1.8 per cent increase.

Building Code Amendments – Permit Applications and Inspections to Continue

On May 11, 2020, the Province made amendments to Ontario's Building Code under [O. Reg 209/20](#). As a result, municipal building officials must continue to review permit applications and conduct inspections for all construction projects. All time periods set out in the Building Code remain in effect, regardless of whether a municipal office is closed because of the COVID-19 outbreak. Conditional permits can be issued for non-essential construction projects during the outbreak. The amendment

remains in effect until municipal building department offices are opened to the public for in-person services.

AMO's [COVID-19 Resources](#) page is being updated continually so you can find critical information in one place. Please send any of your municipally related pandemic questions to covid19@amo.on.ca.

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Logan Belanger

From: AMO Communications <Communicate@amo.on.ca>
Sent: Thursday, May 14, 2020 4:06 PM
To: Logan Belanger
Subject: AMO COVID-19 Update: Continued Fiscal Stabilization Request + Re-opening Start

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May 14, 2020

AMO COVID-19 Update: Continued Fiscal Stabilization Request + Re-opening Start

Municipal Fiscal Stabilization Requests:

Today, AMO wrote to the Prime Minister and Premier of Ontario to reinforce the call for immediate [fiscal stabilization](#) for municipalities and our support for [FCM](#) in its fiscal stabilization and economic recovery plan. This request built on our [May 8th letter](#) to Prime Minister Trudeau and Premier Ford.

In April, [AMO called](#) for immediate fiscal stabilization of municipal governments through provincial funding as well as long-term federal, provincial and municipal partnership investments in local services that can increase economic efficiency and prosperity. This includes housing and childcare, environmental infrastructure, transit, and wireless and internet connectivity.

Ontario Announces Stage 1 of COVID Re-Opening:

As widely expected, Premier Doug Ford announced today that Ontario would begin [Stage 1](#) of its re-opening plan to gradually reduce the lockdown restrictions in response to COVID-19. **Stage 1 will begin on Tuesday, May 19, 2020.** The news comes as Ontario prepares to increase virus testing as well as several days of declining new cases in the province, with 258 new cases as of May 14, 2020, an increase of 1.2 % over the previous day.

Stage 1:

Earlier in the week, the Premier hinted at a significant announcement on Thursday regarding re-opening Ontario's economic and social activity. According to the

province's [framework](#), Stage 1 can begin when several criteria are in place, including a sustained decline in new COVID-19 cases over a 2-4 week period, availability of personal protective equipment (PPE) and acute and critical care capacity (ventilator access) to respond to a potential surge in new cases.

When those criteria are met, workplaces eligible to re-open must be able to put in place practices that can limit transmission of the disease such as on-going physical distancing, cleaning and disinfection protocols, and limited customer access amongst others. AMO understands that the specific activities the province is taking to ease the lock down [include](#):

- removing restrictions on construction
- limited retail (no shopping malls and separate, street-front entrances)
- vehicle dealerships
- some media operations
- veterinary services, stables and pet grooming
- cleaning and maintenance services

Certain in-person medical services such as counselling are also able to resume as are surgeries.

Marinas and golf courses were notified they could begin to prepare for the current season previously and may now begin to operate as of **Saturday, May 16, 2020**. The Premier also announced private parks and campgrounds can begin preparations for the upcoming season.

Stage 1 and Municipal Governments:

For municipal governments, Stage 1 means the ability to allow a return of residents to boat launches, off-leash parks and picnic areas, multi-use sport fields for non-team sports and allowing limited non-spectator sporting events such as water sports on lakes and outdoor bodies of water, track and field and tennis. Libraries offering pick-up and delivery may resume operations. Transit services will also need to accommodate safely an increase in riders due to a return to work for public and private sector workers.

Municipal governments may have changed staffing arrangements in response to the emergency. Some municipal staff have been re-deployed or laid off and seasonal hiring may have been cancelled or delayed. This could affect the quick resumption of municipal services in Stage 1. In addition, municipal cost pressures associated with reduced revenues or deferred fees and taxes during the lockdown period may mean that some municipalities will need to reduce staffing or services until revenues stabilize and recover.

Additional Re-Opening Stages- should start to plan:

The provincial re-opening guidelines has three Stages with each stage triggered every 2-4 weeks. With the declaration of Stage 1 beginning next Tuesday, AMO encourages

municipal governments to review the guidelines and begin planning for the next stages of re-opening in Ontario's plan.

Access to Personal Protective Equipment:

Minister of Economic Development, Job Creation and Trade, the Honourable Vic Fedeli today announced a new Ontario [portal](#) to connect businesses to PPE suppliers. AMO's LAS corporation also has [group buying](#) arrangements for PPE that can help municipal governments access needed supplies.

AMO's [COVID-19 Resources](#) page is being updated continually so you can find critical information in one place. Please send any of your municipally related pandemic questions to covid19@amo.on.ca.

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MINUTES

Timiskaming Health Unit Board of Health

Regular Meeting held on March 4, 2020 at 6:30 P.M.

New Liskeard – Timiskaming Health Unit Boardroom

1. The meeting was called to order at 6:30 p.m.

2. **ROLL CALL**

Board of Health Members

Carman Kidd	Chair, Municipal Appointee for Temiskaming Shores
Patrick Kiely	Vice-Chair, Municipal Appointee for Town of Kirkland Lake
Mike McArthur	Municipal Appointee for Temiskaming Shores
Jesse Foley	Municipal Appointee for Temiskaming Shores (arrived at 7:39 pm, attended first part of meeting via teleconference)
Maria Overton	Provincial Appointee
Casey Owens	Municipal Appointee for Town of Kirkland Lake
Paul Kelly	Municipal Appointee for Township of Larder Lake, McGarry & Gauthier
Kim Gauthier	Municipal Appointee for Township of Armstrong, Hudson, James, Kerns & Matachewan

Regrets

Caroline Gilbert	Municipal Appointee for Township of Chamberlain, Charlton, Evanturel, Hilliard, Dack & Town of Englehart
Sue Cote	Municipal Appointee for Town of Cobalt, Town of Latchford, Municipality of Temagami, and Township of Coleman
Vacant	Municipal Appointee for Township of Brethour, Harris, Harley & Casey, Village of Thornloe

Timiskaming Health Unit Staff Members

Dr. Glenn Corneil	Acting Medical Officer of Health/CEO
Randy Winters	Director of Corporate Services
Kerry Schubert-Mackey	Director of Community Health
Rachelle Cote	Executive Assistant

3. Presentation: **Land Control Program**
by Ryan Peters, Program Manager & John Dickinson, Chief Building Officer

Ryan and John presented an overview of the program, challenges, fees and program revenues.

They left the meeting at 7:05 p.m.

4. Briefing Note: **2019 NFB Costing Results and Interventions to Address Food Insecurity**

by Kerry Schubert-Mackey. Also in attendance: Laura Dias, Public Health Dietitian and Jacob Carver, Dietetic Intern. Laura and Jacob left the meeting at 7:09 p.m.

MOTION #8R-2020

Moved by: Kim Gauthier

Seconded by: Paul Kelly

Be it resolved that the Board of Health:

- receives the 2019 Nutritious Food Basket Costing Results and Household Food Insecurity Action briefing report; and
- supports the motion from KFL&A Public Health – *Monitoring of Food Insecurity and Food Affordability*.

CARRIED

5. **APPROVAL OF AGENDA**

MOTION #9R-2020

Moved by: Maria Overton

Seconded by: Mike McArthur

Be it resolved that the Board of Health adopts the agenda for its regular meeting held on March 4, 2020, as presented.

CARRIED

6. **DISCLOSURE OF PECUNIARY INTEREST AND GENERAL NATURE**

None.

7. **APPROVAL OF MINUTES**

MOTION #10R-2020

Moved by: Casey Owens

Seconded by: Mike McArthur

Be it resolved that the Board of Health approves the minutes of its regular meeting held on January 29, 2020, as amended.

CARRIED

8. **BUSINESS ARISING**

None

9. **REPORTS OF MOH/CEO**

a. **MOH-CEO ACTIVITY REPORT**

Dr. Corneil reviewed his report with the board for information purposes.

A media release was issued yesterday in regard to COVID-19. The IMS structure currently in place for the Pertussis outbreak will now be maintained for COVID-19. More meetings are being scheduled for MOHs and primary care partners. Lots of information being

shared daily. It has not been declared a global pandemic yet but Public health and hospitals are preparing for the next phase – mitigation response. Pandemic response plans are being reviewed and updated as required. The ministry is working on statement for mass gatherings and other special events. As the information keeps changing very quickly, everyone is being advised to follow the updated travel advisories and other reliable resources provided by the Ministry and Public Health.

b. **PUBLIC HEALTH MODERNIZATION**

Dr. Corneil, Kerry Schubert-Mackey and Chair Kidd attended the alPHa Conference on February 20-21 in Toronto.

The NEMOHs also met with Mr. Jim Pine, Special Advisor, to discuss ongoing collaboration opportunities and further partnerships for the north east region. The meeting was very engaging, open and useful. Mr. Pine is continuing to report to the Ministry on an ongoing basis. There are still pressures to delay the consultations in light of the COVID-19. A meeting date has been confirmed for March 24, 2020 in Timmins. Still awaiting for formal invitation from the Ministry.

c. **ONTARIO HEALTH TEAMS UPDATE**

Ongoing meetings occurring locally between partners. THU is remaining engaged as an associate partner.

10. **CORRESPONDENCE**

MOTION #11R-2020

Moved by: Kim Gauthier

Seconded by: Casey Owens

The Board of Health acknowledges receipt of the correspondence for information purposes.

CARRIED

11. **IN-CAMERA**

MOTION #12R-2020

Moved by: Patrick Kiely

Seconded by: Paul Kelly

Be it resolved that the Board of Health agrees to move in-camera at 7:41 p.m. to discuss the following matters under section 239 (2):

- a. Confidential Matter

CARRIED

12. **RISE AND REPORT**

MOTION #13R-2020

Moved by: Casey Owens

Seconded by: Kim Gauthier

Be it resolved that the Board of Health agrees to rise without report at 8:00 p.m.

CARRIED

13. **DATES OF NEXT MEETINGS**

The next Board of Health meeting will be held on April 22, 2020 at 6:30 p.m. in Kirkland Lake.

14. **ADJOURNMENT**

MOTION #14R-2020

Moved by: Paul Kelly

Seconded by: Jesse Foley

Be it resolved that the Board of Health agrees to adjourn the regular meeting at 8:01 p.m.

CARRIED

Carman Kidd, Board Chair

Rachelle Cote, Recorder

1.0 CALL TO ORDER

The meeting was called to order at 10:40 a.m.

2.0 ROLL CALL

- Mayor Carman Kidd
- Chris Oslund, City Manager
- Councillor Doug Jelly
- Mitch Lafreniere, Manager of Physical Assets
- Councillor Danny Whalen
- Doug Walsh, Director of Public Works
- Steve Burnett, Technical and Environmental Compliance Coordinator
- Kelly Conlin, Executive Assistant

3.0 REVIEW OF REVISIONS OR DELETIONS TO AGENDA

Under New Business: 9.3 – Farmers Market
 9.4 – City Hall Boilers

4.0 DISCLOSURE OF PECUNIARY INTEREST AND GENERAL NATURE

None

5.0 ADOPTION OF AGENDA

Recommendation BM-2020-005

Moved by: Mayor Carman Kidd

Be it resolved that:

The Building Maintenance Committee Meeting Agenda for the April 30, 2020 meeting be adopted as amended.

Carried

6.0 REVIEW AND ADOPTION OF PREVIOUS MINUTES

Recommendation BM-2020-006

Moved by: Councillor Doug Jelly

Be it resolved that:

The Building Committee Meeting previous meeting minutes of February 27, 2020 be adopted as presented.

Carried

7.0 CORRESPONDENCE

8.0 UNFINISHED BUSINESS

8.1 Library Update

Discussion:

The New Liskeard library relocation project has experienced some delays due to COVID-19, but overall is progressing well. Opening could be as early as the 3rd week of June if the COVID-19 measures permit being open to the public.

The Haileybury library is nearly empty and is ready for surplus as the owner of the building has donated it back to the municipality, therefore we are able to dispose of the building and the New Liskeard Library building in accordance with the Disposal of Property By-Law. The Committee spoke about the need for public consultation, specifically with the New Liskeard building.

Recommendation BM-2020-007

Moved by: Councillor Doug Jelly

Be it resolved that:

The Building Maintenance Committee hereby directs staff to commence proceedings in accordance with the Disposal of Real Property By-Law for both the Haileybury and New Liskeard Library branches.

Carried

8.2 New Liskeard Marina Building

Discussion:

Mitch Lafreniere has received a quote for an engineering review of the marina building for approximately \$3,500. In an effort to reduce spending, staff is putting that review on hold for now.

8.3 Shoreline stabilization

Discussion:

Shoreline repairs have been completed as scheduled, as well as a section of gabion baskets at the end of Montgomery Avenue.

9.0 NEW BUSINESS

9.1 Covid-19 safety measures

Discussion:

Mitch reviewed the current safety measures taking place in municipal buildings, such as disinfecting facilities. The staff are also using this opportunity to paint facilities, wax floors and undertake major cleanups.

For the time being, marinas are to remain closed, however, individual Councils are able to decide whether or not they will open municipally owns boat launches. Mitch will prepare a report for Council's consideration at the next regular Council meeting.

9.2 Budget 2020 (Department)

Discussion:

Mitch made the Committee aware that the Building Maintenance Department is being diligent in watching spending during this time and will be recommending the deferral of projects within the 2020 Capital budget.

9.3 Farmers Market

Discussion:

As per the Province of Ontario, Farmers Markets have been deemed Essential Services. The local Farmers Market group have been given guidelines from the Temiskaming Health Unit as to how they are to operate with the COVID 19 measures in place. As the Riverside Place is owned by the municipality, Council will be presented with a memo outlining options on how to proceed with allowing or not allowing the Farmers Market group to operate.

9.4 City Hall Boilers

Discussion:

Mitch made the Committee aware that one of the boilers at City Hall has failed and will need to be replaced before next winter. Cost for replacement will be approximately \$15,000.

10.0 NEXT MEETING

The next meeting of the Building Maintenance Committee will be scheduled for May 13, 2020 10:30 a.m.

11.0 ADJOURNMENT

Recommendation BM-2020-008

Moved by: Councillor Doug Jelly

Be it resolved that:

The Building Maintenance Committee, be hereby adjourned at 11:18 a.m.

Carried

COMMITTEE CHAIR

COMMITTEE SECRETARY

1. CALL TO ORDER

Meeting called to order at 5:57 p.m.

2. ROLL CALL

Mayor Carman Kidd

Christopher W. Oslund, City Manager

Councillor Jeff Laferriere

Shelly Zubyck, Director of Corporate Services

Councillor Danny Whalen

Laura Lee MacLeod, Treasurer

Logan Belanger, Municipal Clerk Kelly Conlin, Executive Assistant

3. REVIEW OF REVISIONS OR DELETIONS TO AGENDA

None

4. DISCLOSURE OF PECUNIARY INTEREST AND GENERAL NATURE

None

5. APPROVAL OF AGENDA

Recommendation CS-2020-011

Moved by: Councillor Danny Whalen

Be it resolved that:

The Corporate Services Committee agenda for the April 30, 2020 meeting be approved as printed.

Carried

6. REVIEW AND ADOPTION OF PREVIOUS MINUTES

Recommendation CS-2020-012

Moved by: Mayor Carman Kidd

Be it resolved that:

The Corporate Services Committee minutes of the April 15, 2020 meeting be approved as presented.

Carried

7. INTERNAL/EXTERNAL CORRESPONDENCE

None

8. UNFINISHED BUSINESS

8.1 Operating and Capital Budget 2020

Discussion:

The Committee was presented with a revised Capital Budget for their review and discussion before it is presented to all of Council next week. Chris went through each department and presented the changes or deferrals that staff are recommending in an effort to reduce spending in light of COVID-19. For the Capital portion of the budget, there is a reduction of approximately 4.3 million to the overall budget. Staff are in the process of reviewing Operating budgets as well.

Recommendation CS-2020-013

Moved by: Mayor Carman Kidd

Be it resolved that:

The Corporate Services Committee hereby request that Council consider the Revised Capital Budget for 2020 as presented.

Carried

9. NEXT MEETING

The next Corporate Services Committee Meeting will be scheduled as required.

10. ADJOURNMENT

Recommendation CS-2020-014

Moved by: Councillor Danny Whalen

Be it resolved that:

The Corporate Services Committee meeting is adjourned 6:52 p.m.

Carried

COMMITTEE CHAIR

COMMITTEE SECRETARY

1. CALL TO ORDER

The meeting was called to order at 9:20 a.m.

2. ROLL CALL

- | | |
|---|---|
| <input checked="" type="checkbox"/> Mayor Carman Kidd | <input checked="" type="checkbox"/> Mitch Lafreniere, Manager of Physical Assets |
| <input checked="" type="checkbox"/> Councillor Doug Jelly | <input checked="" type="checkbox"/> Darrell Phaneuf, Environmental Superintendent |
| <input checked="" type="checkbox"/> Councillor Danny Whalen | <input checked="" type="checkbox"/> Jamie Sheppard, Transportation Superintendent |
| <input checked="" type="checkbox"/> Chris Oslund, City Manager | <input checked="" type="checkbox"/> Kelly Conlin, Executive Assistant |
| <input checked="" type="checkbox"/> Doug Walsh, Director of Public Works | |
| <input checked="" type="checkbox"/> Steve Burnett, Technical & Environmental Compliance | |

Other staff members present:

Matt Bahm, Director of Recreation

Laura Lee MacLeod, Treasurer

3. REVIEW OF REVISIONS OR DELETIONS TO AGENDA

Add under New Business: 10.1: Uniboard Lechate

4. DISCLOSURE OF PECUNIARY INTEREST AND GENERAL NATURE

Councillor Doug Jelly stated that he would not participate in the conversation regarding the 2020 Roads Program as his daughter is an employee of Miller Paving. Doug is awaiting further clarification from the Integrity Commissioner.

5. APPROVAL OF AGENDA

Recommendation PW-2020-013

Moved: Councillor Danny Whalen

Be it resolved that:

The Public Works Committee agenda for the April 30, 2020 meeting be approved as amended.

Carried

6. REVIEW AND ADOPTION OF PREVIOUS MINUTES

Recommendation PW-2020-014

Moved by: Mayor Carman Kidd

Be it resolved that:

The Public Works Committee minutes for the April 16, 2020 regular meeting be adopted as presented.

Carried

7. PRESENTATIONS

7.1 Matt Bahm, Director of Recreation –Presentation from Bicycle Friendly Committee

Recommendation from Bicycle Friendly:

Recommendation BFCC-2020-003

MOVED BY: Linda St. Cyr

SECONDED BY: Amanda Mongeon

Be it recommended that the east parking lane of Lakeshore Avenue from Beach Boulevard to Broadwood Avenue be designated as an extension of the STATO trail; that the eastern side of Lakeshore Avenue be designated as a no parking area and that a copy of this recommendation be given to the Public Works Committee.

CARRIED

Discussion:

Matt Bahm provided the Committee with a background as to how and why the section roadway from Lakeshore Road, from Beach Boulevard to Broadwood Avenue was selected in consultation with City staff and the Bicycle Friendly Committee as an area for STATO extension.

The Committee had concerns regarding the elimination of parking spots, traffic travelling speed and the fact that there are areas of the original trail that are not yet linked. The Committee also discussed the need for the Bicycle Friendly Committee to work with City staff to develop a plan for bike paths within the city limits that details what is in existence or under construction and what areas are ideal for future path development.

The Committee also noted that this section of roadway is in need of repair and could be considered as part of the 2021 Roadway Rehabilitation Program, at that time, the Committee will revisit this request.

Recommendation PW-2020-015

Moved by: Councillor Danny Whalen

Be it resolved that:

The Public Works Committee hereby acknowledges the recommendation from the Bicycle Friendly Committee and will review the request as part of the 2021 Roadway Rehabilitation Program; and further supports the development of a Bicycle Path Master Plan.

Carried

8. INTERNAL/EXTERNAL CORRESPONDENCE

9. UNFINISHED BUSINESS

9.1 WOOD - New Waste Management Capacity

Previous Discussion:

Council recently approved the extension agreement with Wood for the monitoring of the landfills. Steve will follow up with Wood regarding the application for the Environmental Compliance Approval for the new landfill.

Discussion:

The pre-submission review has been completed by the Ministry and the comments received will be incorporated by Wood into the final submission. Steve Burnett also reported that a purchase order has been issued for a revised topographic survey of the landfill to better determine remaining capacity. On-going.

9.2 Public Works Department Update

Previous Discussion

Winter Operations plan remains in place until mid-April. There has not been the snow accumulation like last year, which has been helpful.

Discussion:

Winter Control ended approximately 2 weeks ahead of schedule due to safety measures put in place for COVID 19. Spring work is well underway and the department is operating at nearly full complement. The emulsion order for the new spray patcher should arrive late next week which will allow the crew to start working on roadway repairs.

9.3 Full Solid Waste Management Program (Landfill)

Previous Discussion:

Steve Burnett discussed the recent decision to close the landfill to the general public as a result of Covid-19. The Committee discussed options for Amnesty week that would normally be held in early May. For the time being, there will be no set date however, Mayor and

Council are able to make residents aware during the CJTT morning chat and or Facebook posts that there will be something scheduled as soon as provincial restrictions are lifted.

Discussion:

2020 Amnesty will run for 2 weeks starting May 5-9 and May 12-16. Staff is also recommending that the 2020 Orange Drop Event that is scheduled to be held in early June, be cancelled due to the COVID situation,

Recommendation PW-2020-016

Moved by: Mayor Carman Kidd

Be it resolved that:

The Public Works Committee hereby supports cancelling the 2020 Orange Drop event.

Carried

9.4 2020 Roadway Rehabilitation Program

Previous Discussion:

The Committee reviewed the draft 2020 Roadway Rehabilitation program as prepared and provided by Doug Walsh. Doug explained how/why the roadways were selected using data, such as pavement condition from our Street Scan report. The original budget for the program was \$1.2 million. The draft presented totals approximately 1.065 million, leaving a portion of the budget for any emergency road repairs that may be required.

Chris Oslund provide the Committee with a brief summary of the City's current cash flow situation as a result of the Covid-19 pandemic and the significant impacts it will have on the City's available funds to projects.

Doug Walsh will be reaching out to Miller Paving for information in regards to when they may be able to start working, as well as, billing options.

Recommendation PW-2020-010

Moved by: Councillor Danny Whalen

Be it resolved that:

The Public Works Committee hereby requests that Council be provided with and review the draft 2020 Roadway Rehabilitation Program as presented.

Carried

Discussion:

The sections of roadways identified in the 2020 Roadway Rehabilitation Program remains as originally proposed and work could begin as early as May 19, 2020. The formal agreement between the City and Miller Paving will be presented at an upcoming Council meeting.

The Committee is recommending the residential streets identified in the North Cobalt area be repaired using a double surface treatment instead of asphalt. This is a low traffic area and is better suited for surface treatment. This will also reduce the overall budget for the program.

Doug will amend the Administrative Report to reflect this change.

Recommendation PW-2020-017

Moved by: Mayor Carman Kidd

Be it resolved that:

The Public Works Committee hereby recommends that Birch Street, Maple Street and Stewart Avenue in North Cobalt receive a double surface treatment as part of the 2020 Roadway Rehabilitation Program.

Carried

9.5 Highway 65E/ Grant Drive Extension

Previous Discussion:

Special Council meeting – Council approved to enter into an agreement which has since been sent to the Ministry for their review and sign off. As far as timing, the Ministry is still anticipating a construction date of 2022, Doug Walsh is hoping that the Ministry will undertake soil testing which may occur this winter.

Discussion:

The agreement that was sent to the Ministry has yet to be signed and returned. On-going.

9.6 Asset Management Software

Previous Discussion:

No update

Discussion:

Staff will be holding off on researching any further options for asset management software until such time the Committee can sit together in a meeting room demonstration.

9.7 2020 Department Budget

Previous Discussion:

Draft 2 will be reviewed next week by staff, following that, meetings with Council will be scheduled.

Discussion:

Staff recently met to review any cost savings that could be found in the 2020 Operating and Capital budgets. At this point, staff indicate there are potential savings in operating budget in the Training and Travel and as well as Bulk salt. Revisions to the capital budget will be presented at the Special Council meeting next week.

10. NEW BUSINESS

10.1 Uniboard leachate

Discussion:

Staff were contacted by the Ministry of Environment, Conservation and Parks (MECP) inquiring as to whether or not the City would be willing to once again accept leachate from Uniboard. Together with OCWA, an agreement has been drafted to ensure that the City would incur no additional costs associated with the acceptance of the leachate and the requirements for testing. Any such costs would be the responsibility of Uniboard. The leachate would be hauled to the New Liskeard Lagoon site and could generate revenue for the City of approximately \$120,000. Communication between the City, Uniboard, OCWA and the MOE is on going.

11. ADMINISTRATIVE REPORTS and MEMORANDUMS

11.1 005-2020-PW – Memo – Proposed 2020 Roads Program

11.2 006-2020 - Memo - Radley Hill Road / ONR Crossing Upgrades

11.3 PW-011-2020 – Bi-Annual Bridge Inspections / Roof Inspections

11.4 PW-012-2020 – Tender Award – Supply and Stockpile Granular M

11.5 PW-013-2020 – Tender Award – Concrete Sidewalk and Curb Repairs

11.6 PW-014-2020 – Tender Award – Asphalt Patching

Discussion:

The Committee reviewed the administrative reports and memos. No questions or concerns.

12. NEXT MEETING

The next meeting of the Public Works Committee is scheduled for May 13, 2020 via Video Conference to commence at 9:00 a.m.

13. ADJOURNMENT

Recommendation PW-2020-018

Moved by: Mayor Carman Kidd

Be it resolved that:

The Public Works Committee meeting is adjourned at 10:38 a.m.

Carried

1.0 CALL TO ORDER

The meeting was called to order at 9:00 a.m.

2.0 ROLL CALL

Councillor Mike McArthur

Chris Oslund, Temiskaming Shores

Councillor Patricia Hewitt

Mitch Lafreniere, Manager of Physical Assets

Mayor George Othmer, Cobalt

Kelly Conlin, Executive Assistant

Councillor Pat Anderson, Cobalt

3.0 DISCLOSURE OF PECUNIARY INTEREST AND GENERAL NATURE

None

4.0 REVIEW OF REVISIONS OR DELETIONS TO AGENDA

None

5.0 APPROVAL OF AGENDA

Recommendation TC-2020-007

Moved by: Mayor George Othmer

Be it resolved that:

The Temiskaming Transit Committee agenda for the April 29, 2020 meeting be approved as printed.

Carried

6.0 REVIEW AND ADOPTION OF PREVIOUS MINUTES

Recommendation TC-2020-008

Moved by: Councillor Pat Anderson

Be it resolved that:

The Temiskaming Transit Committee minutes for the February 26, 2020 meeting be adopted as printed.

Carried

7.0 CORRESPONDENCE

8.0 UNFINISHED BUSINESS

8.1 Financial update

Discussion:

Chris provided the Committee with a year to date financial update. Given the current COVID-19 situation and the measures that the transit system has put into place such as free use of transit, the financial position is not ideal. On top of the COVID-19 issue, there has also been unexpected and costly repairs required for the buses, which has put the Maintenance budget approximately \$35K over budget for the year so far. Chris will send out a revised contribution summary to the Committee to share with their Councils. It is unknown at this time if the federal government will be allocating funds specifically for transit systems to address losses incurred during the pandemic.

Free transit is continuing for the month of May; however, the Committee will need to discuss options for June.

8.2 Map/brochure update

Discussion:

Mitch Lafreniere recently obtained pricing for the development and printing of new transit brochures.

Recommendation TC-2020-009

Moved by: Councillor Pat Anderson

Be it resolved that:

The Temiskaming Transit Committee hereby approves utilizing the services of Temiskaming Printing for the development and printing of new transit brochures.

Carried

8.3 New transit bus – Verbal update

Discussion:

Mitch Lafreniere advised the Committee that due to the current COVID-19 situation, there will be a delay in the arrival of the new transit bus to the Fall, it was previously schedule to arrive sometime in April.

9.0 NEW BUSINESS

9.1 2020 Gas Tax Allotment

Discussion:

For the Committee's information, the Temiskaming Transit will receive \$136,937 from the gas tax funding.

9.2 Covid 19 (Transit driver discussions)

Discussion:

The Committee recently held two conference calls with the Stock transportation representatives and the transit drivers to discuss any concerns they may have in regards to Covid-19. The Committee wanted to ensure that the drivers were aware that the Committee supports them and will do what we can to ensure that passengers are only using the transit for essentials. The drivers have been given the ability to remove joy riders from the bus, and the Committee recently ramped up messaging to that effect. The drivers were also provided with masks (cloth) to use if they feel there is someone who requires one.

10.0 PUBLIC COMMENTS/COMPLAINTS

Discussion:

None

11.0 CLOSED SESSION

Recommendation TC-2020-010

Moved by: Mayor George Othmer

Be it resolved that:

The Temiskaming Transit Committee convene into Closed Session at 9:28 a.m. discuss the following matters

- Under Section 239 (2) (b) of the Municipal Act, 2001, personal matters about an identifiable individual, including municipal or local board employees.

Carried

Recommendation TS-2020-011

Moved by: Mayor George Othmer

Be it resolved that:

The Temiskaming Transit Committee rise without report at 9:36 a.m.

Carried

12.0 NEXT MEETING

The next meeting of the Transit Committee will be scheduled as needed.

13.0 ADJOURNMENT

Recommendation TC-2020-012

Moved by: Councillor Pat Anderson

Be it resolved that:

The Transit Committee meeting is adjourned at 9:37 a.m.

Carried

COMMITTEE CHAIR

COMMITTEE SECRETARY

Memo

To: Mayor and Council
From: Laura-Lee MacLeod, Treasurer
Date: May 19, 2020
Subject: 2020 Budget
Attachment: 2020 Budget Summary

Mayor and Council:

Due to the recent COVID-19 and its potential impact on municipal operations, the City Manager directed senior staff to review the operating and capital budgets in consideration of these issues.

On May 4th staff presented Council with proposed Capital Budget changes for general and environmental services. Council passed Resolution No. 2020-256 accepting the proposed capital budget estimates for 2020.

Staff provided revised operational budgets to the Treasurer and this information was presented to the Corporate Services Committee on May 13th. The revised budget for general operations reflects an increase in levy requirements to cover estimated changes. The committee discussed the overall impact of the proposed budget changes and are recommending that the tax levy increase and water/sewer rate increases remain at the 2% as previously approved by Council.

The Treasurer respectfully requests that Council consider the following resolution:

“Be it resolved that Council for the City of Timiskaming Shores acknowledges receipt of Memo No. 008-2020-CS; and

Further that Council directs the Treasurer to prepare the Water/Sewer Rate By-law and 2020 Budget By-law for consideration at the June 2nd Regular Meeting of Council.

Prepared by:

Reviewed and approved by:

Reviewed and submitted for
Council’s consideration by:

“Original signed by”

“Original signed by”

“Original signed by”

Laura Lee MacLeod
Treasurer

Shelly Zubyck
Director of Corporate Services

Christopher W. Oslund
City Manager

Summary by Department

	2020 Final	2020 Final - Revised	Variance B/(W)	% Change
Council	161,871	157,491	4,380	97.3%
Administration	2,265,419	2,349,122	(83,703)	103.7%
Fire & Emergency Management	574,801	570,993	3,808	99.3%
Economic Development	316,870	252,803	64,067	79.8%
Recreation	1,554,989	1,484,821	70,168	95.5%
Public Works	4,620,494	4,601,159	19,335	99.6%
Transit	176,477	380,766	(204,289)	215.8%
Libraries	377,178	361,851	15,327	95.9%
Net Municipal Expenditures	10,048,099	10,159,006	(110,907)	-1.1%
Policing	2,301,258	2,299,106	2,152	99.9%
Health & Social Services	2,746,032	2,746,032	0	100.0%
Total External Agency Expenditures	5,047,290	5,045,138	2,152	0.0%
Capital Financing	874,603	802,296	72,307	8.3%
OMPF	(3,266,100)	(3,266,100)	0	0.0%
Tax Levy Required for Operations	12,703,892	12,740,340	(36,448)	0.3%

	2020 Final	2020 Final - Revised	Variance B/(W)	% Change
Administration	1,091,332	1,091,332	0	0.0%
Sewage Treatment & Collection	948,899	948,899	0	0.0%
Water Treatment & Distribution	1,704,605	1,704,605	0	0.0%
Capital Financing	714,702	714,702	0	0.0%
W/S Revenue Required for Ops	4,459,538	4,459,538	0	0.0%

Subject: Mini Putt Land Lease Agreement

Report No.: CS-019-2020
Agenda Date: May 19, 2020

Attachments

Appendix 01: Draft Lease Agreement (Mini Putt)

Appendix 02: Draft Lease Agreement Amendment (Spurline Concession)

Recommendations

It is recommended:

1. That Council for the City of Temiskaming Shores acknowledges receipt of Administrative Report No. CS-019-2020;
2. That Council directs staff to repeal By-law 2018-093 and prepare the necessary By-law to enter into a ten (10) year lease agreement with Kyle and Maria Overton for the use of land located at the Spurline for the operation of the New Liskeard Waterfront Mini Putt, for consideration at the May 19, 2020 regular meeting of Council; and
3. That Council directs staff to amend By-law 2019-155 to include a renewal clause of five (5) years in the lease agreement with Kyle and Maria Overton for the use of the Spurline Concession, for Consideration at the May 19, 2020 regular meeting of Council.

Background

On October 1, 2019, the City of Temiskaming Shores entered into a lease agreement with Kyle and Maria Overton for the lease of the Spurline Concession for a period five (5) years effective January 1, 2020.

In November of 2019, Kyle and Maria Overton expressed their intent to purchase the New Liskeard Waterfront Mini Putt from Mr. Jacob Laforest. The Mini Putt business sits on municipally owned land; therefore, the owners of the business must have a lease agreement with the City for the use of the land.

City staff have received confirmation from the Overton's that the sale of the Mini Putt business has been complete and they would like to proceed with the lease agreement with the City.

Analysis

In November, City staff received a request from the Overton's for the inclusion of a renewal clause in their current agreement for the use of the Spurline. As their intent at that time was to purchase the Mini Putt, they requested a longer commitment with the City for the operation of the Spur Line Concession in order to refresh and update the location and mini putt infrastructure.

On October 30th, 2019, the Corporate Services Committee met and discussed their request. The Committee passed the following recommendation:

Recommendation CS-2019-057

Moved by: Councillor Danny Whalen

Be it resolved that:

The Corporate Services Committee hereby supports the request for the addition of an extension clause for the rental of the spur line and entering into a long-term agreement for the mini-putt.

Staff is recommending a ten (10) year term with an option to renew for an additional ten (10) years. A fair termination clause is also included in the lease agreement should either party wish to terminate the agreement.

Attached as Appendix 1 is the draft lease agreement for the use of land to operate the Mini Putt.

Financial / Staffing Implications

This item has been approved in the current budget: Yes No N/A

This item is within the approved budget amount: Yes No N/A

Due to COVID-19 and the delay in the opening of the business, the City will collect \$300 plus HST in revenues from the lease of the Mini Putt land in 2020 commencing on the official day of the operation opening.

An increase of 2% per year will be applied to the lease rate over the term of the agreement effective January 1st of each year.

Alternatives

No alternatives were considered.

Submission

Prepared by:

Reviewed and submitted for
Council's consideration by:

"Original signed by"

"Original signed by"

Shelly Zubyck, CHRP
Director of Corporate Services

Christopher W. Oslund
City Manager

The Corporation of the City of Temiskaming Shores

By-law No. 2020-000

Being a by-law to authorize a Lease Agreement with Kyle and Maria Overton for the operation of the Temiskaming Shores Waterfront Mini-Putt for the period of May 1, 2020 to December 31, 2029

Appendix 01
CS-019-2020
May 19, 2020

Whereas under Section 8 of the Municipal Act, 2001, S.O. 2001, c.25, as amended, the powers of a municipality shall be interpreted broadly to enable it to govern its affairs as it considers appropriate and to enhance the municipality's ability to respond to municipal issues;

And whereas under Section 8 of the Municipal Act, 2001, S.O. 2001, c.25, as amended, the powers of a municipality shall be interpreted broadly to enable it to govern its affairs as it considers appropriate and to enhance the municipality's ability to respond to municipal issues;

And whereas under Section 9 of the Municipal Act, 2001, S.O. 2001, c.25, as amended, a municipality has the capacity, rights, powers and privileges of a natural person for the purpose of exercising its authority under this or any other Act;

And whereas under Section 10 (1) of the Municipal Act, 2001, S.O. 2001, c.25, as amended, a single-tier municipality may provide any service or thing that the municipality considers necessary or desirable for the public;

And whereas Council considered Administrative Report No. CS-019-2020 at the May 19, 2020 Regular Council meeting and directed staff to prepare the necessary by-law to authorize a lease agreement with Kyle and Maria Overton for the operation of the Temiskaming Shores Waterfront Mini-Putt for consideration at the May 19, 2020 Regular Council meeting;

Now therefore the Council of The Corporation of the City of Temiskaming Shores hereby enacts the following as a by-law:

1. That the Mayor and Clerk be authorized to enter into a Lease Agreement with Kyle and Maria Overton for the operation of the Temiskaming Shores Waterfront Mini-Putt for the period covering May 1, 2020 to December 31, 2029.
2. That By-law No. 2018-093 be hereby repealed.
3. That the Clerk of the City of Temiskaming Shores is hereby authorized to make any minor modifications or corrections of an administrative, numerical, grammatical, semantically or descriptive nature or kind to the by-law and schedule as may be deemed necessary after the passage of this by-law, where such modifications or corrections do not alter the intent of the by-law.

Read a first, second and third time and finally passed this 19th day of May, 2020.

Mayor – Carman Kidd

Clerk – Logan Belanger

This Lease Agreement made on the 19th day of May, 2020.

Between:

The Corporation of the City of Temiskaming Shores
(the "Landlord")

And:

Kyle and Maria Overton
(the "Tenant")

WHEREAS the Landlord is the owner of the lands in the City of Temiskaming Shores, in the District of Temiskaming, being parts 1 to 11 on Reference Plan 54R-2733, Parcel 22186 S.S.T., upon which the Tenant's premises are situated (the "land").

AND WHEREAS the tenant is desirous of renting certain portions of the land, comprising an area of approximately 10,455 square feet, from the Landlord.

1. Premises

1.1 **Now this agreement witnesses** that in consideration of the rents reserved and the covenants and agreements herein contained on the part of the Tenant, the Landlord hereby leases to the Tenant the area known as the "New Liskeard Waterfront Mini Putt" (the "Mini Putt") in the City of Temiskaming Shores;

1.2 The Landlord grants

- (a) The Tenant and his guests permission to use the washrooms at the adjacent Kiwanis Spur Line Building (the "Kiwanis Building").
- (b) The Tenant and his guests permission to use the parking lots in the area known as the Spur Line;
- (c) The Tenant permission to use the storage room in the Kiwanis Building to store a lawnmower; and
- (d) The Tenant permission to use water from the Kiwanis Building.

2. Term

2.2 This Agreement shall remain in effect for the period commencing on the 1st day of May, 2020 and ending the 31st day of December, 2029.

3. Rent

3.1 Rental shall be at the rate of \$3,600 per annum, payable in equal monthly installments, plus HST, payable in advance on the 1st day of each month,

commencing on the official day of opening of the mini putt operation, for the lease of the land known as “the Mini Putt”.

4. Renewal

- 4.1 At the end of this term, at the option of the Landlord, the agreement may be renewed for a further ten (10) year period, subject to the same terms and conditions of this agreement.

5. Rent Adjustment

- 5.1 The parties agree that rent payable for “the Mini Putt”, hereunder shall be adjusted annually, at a rate of 2% per year effective January 1st of each year.

6. Tenant’s Covenants

- 6.1 The Tenant hereby covenants with the Landlord as follows:

- (a) to pay the rent hereby reserved in the manner and on the days specified herein;
- (b) to use the said land for a Mini Putt and related uses only and not to permit them to be used for any other purpose whatsoever without prior written approval of the landlord;
- (c) not to sublease the “Mini Putt” or any part thereof without the prior consent of the Landlord and such consent will not be unreasonably withheld by the Landlord;
- (d) not to make any alterations or additions to the “Mini Putt” without the prior consent of the Landlord, and to keep the said “Mini Putt” in good repair.
- (e) to permit the Landlord and his agents at all reasonable times to enter and view the state of repair of the “Mini Putt” and promptly to repair and maintain them in accordance with any notice so given by the Landlord or his agents;
- (f) to pay Hydro Charges as they become due; and
- (g) to provide General Liability Insurance for coverage of all areas under this lease in the joint names of the tenant and the City of Temiskaming Shores with the limits of not less than (\$2,000,000) **two million dollars (Canadian)**, inclusive per occurrence for bodily injury, death or damage for property including loss of use thereof. Proof of insurance must be supplied to the Landlord prior to occupying the facilities and thereafter to provide proof of insurance on each anniversary of the date of occupation;

and, to provide proof of insurance forthwith upon request by the City at any time.

- (h) to maintain the washroom facilities in a clean and orderly manner daily; and
- (i) to operate the “Mini Putt” at least for the period from May 14 to Labour Day in each year on a daily basis.

7. Default Conditions

7.1 Should the Tenant fail to perform or observe any of the covenants, agreements, or conditions and provisions contained in this lease, and such failure continues for, or shall not be remedied within 30 days next after the giving of written notice to the Tenant by the Landlord, it shall be lawful for the Landlord to enter upon the lands or any part thereof, and, at the option of the Landlord, terminate this lease.

8. Landlord’s Covenants

8.1 The Landlord hereby covenants with the Tenant as follows:

- (a) to permit the Tenant so long as he pays the rent reserved herein and complies with his covenants, to use the said land without interference from the Landlord;
- (b) to supply toilet tissue and cleaning supplies for the washrooms in the Kiwanis Building as necessary; and
- (c) to pay all present and future rates and taxes in respect of the said land other than those covenanted to be paid by the Tenant.

9. Provisos

9.1 Provided always and it is hereby agreed as follows:

- (a) The Landlord may terminate this lease and re-enter the said land:
 - (i) if any installment of rent or any part thereof is in arrears for thirty (30) days provided that the Landlord has provided at least fifteen (15) days written notice of its intent;
 - (ii) at the end of the term of this agreement the tenant may remove any fixture or improvement provided by him upon the land;
 - (iii) at the end of term of this agreement and where a new agreement has not been entered into the tenant may continue to occupy the land on a month to month basis under the same terms as were previously

agreed to, unless the Landlord gives notice to vacate in writing to the tenant. Such notice shall be a minimum of sixty (60) days;

- (iv) if the Tenant shall be adjudicated bankrupt or judged to be insolvent, or if a receiver or trustees of the Tenant’s property be appointed if the Tenant shall file a Petition in Bankruptcy or Insolvency, or if an execution or attachment shall be issued against the Tenant or any of the Tenant’s property whereby the “Mini Putt” or any part thereof may be taken or occupied by someone other than the Tenant; and
- (v) this agreement may not be modified or amended except by an instrument in writing and signed by the parties hereto or by their successors or assigns.
- (b) Notwithstanding the other conditions above, this lease may be terminated for any reason by the Tenant, by giving sixty (60) days prior written notice or cash in lieu of written notice.
- (c) The Landlord may re-enter and secure the said land to prohibit entry by the public immediately in the event of a lapse of insurance coverage as required under this agreement.
- (d) This agreement shall be binding upon the parties hereto, their heirs, executors, successors and assigns.

Remainder of Page left Blank Intentionally

In witness whereof the parties have executed this Agreement the day and year first above written.

Signed and Sealed in)
the presence of)

Kyle and Maria Overton

Owner – Kyle Overton

Owner – Maria Overton

Municipal Seal)

**Corporation of the City of
Temiskaming Shores**

Mayor – Carman Kidd

Clerk – Logan Belanger

The Corporation of the City of Temiskaming Shores

By-law No. 2020-000

Appendix 02
CS-019-2020
May 19, 2020

Being a by-law to amend By-law No. 2019-155 to enter into a lease agreement with Kyle and Maria Overton for the operation of the Spurline Concession at the Waterfront

Whereas under Section 8 of the Municipal Act, 2001, S.O. 2001, c. 25, as amended, the powers of a municipality shall be interpreted broadly to enable it to govern its affairs as it considers appropriate and to enhance the municipality's ability to respond to municipal issues;

And whereas under Section 8 of the Municipal Act, 2001, S.O. 2001, c.25, as amended, the powers of a municipality shall be interpreted broadly to enable it to govern its affairs as it considers appropriate and to enhance the municipality's ability to respond to municipal issues;

And whereas under Section 9 of the Municipal Act, 2001, S.O. 2001, c.25, as amended, a municipality has the capacity, rights, powers and privileges of a natural person for the purpose of exercising its authority under this or any other Act;

And whereas under Section 10 (1) of the Municipal Act, 2001, S.O. 2001, c.25, as amended, a single-tier municipality may provide any service or thing that the municipality considers necessary or desirable for the public;

And whereas Council considered Administrative Report No. CS-019-2020 at the May 19, 2020 Regular Council meeting and directed staff to prepare the necessary by-law to amend By-law No. 2019-155, for the inclusion of a renewal clause of five (5) years in the lease agreement for the use of the Spurline Concession, for consideration at the May 19, 2020 Regular Council meeting;

Now therefore the Council of The Corporation of the City of Temiskaming Shores hereby enacts the following as a by-law:

1. That Council hereby amends Schedule "A" to By-law No. 2019-155 being a by-law to enter into a lease agreement with Kyle and Maria Overton for the operation of the Spurline Concession at the Waterfront, by adding the following section in numerical sequence, as follows:

4. Renewal

At the end of this term, at the option of the Landlord, the agreement may be renewed for a further five (5) year period, subject to the same terms and conditions of this agreement.

2. That the Clerk of the City of Temiskaming Shores is hereby authorized to make any minor modifications or corrections of an administrative, numerical, grammatical, semantically or descriptive nature or kind to the by-law and schedule as may be deemed necessary after the passage of this by-law, where such modifications or corrections do not alter the intent of the by-law.

Read a first, second and third time and finally passed this 19th day of May, 2020.

Mayor – Carman Kidd

Clerk – Logan Belanger

Subject: Website Accessible Upgrades

Report No.:

CS-020-2020

Agenda Date:

May 19, 2020

Attachments

Appendix 01: Request for Proposal Submission Summary

Appendix 02: Draft Agreement

Recommendations

It is recommended:

1. That Council for the City of Temiskaming Shores acknowledges receipt of Administrative Report CS-020-2020; and
2. That Council directs staff to prepare the necessary by-law and agreement with eSolutions Group for the award of the Website Accessible Upgrades and Redesign, as detailed in Request for Proposal CS-RFP-001-2020, for a total upset limit of \$17,500.00 plus applicable taxes, for consideration at the May 19, 2020 Regular Council Meeting.

Background

The Province of Ontario has implemented standards that municipalities and organizations with 50 or more employees are required to have their website and web content accessible by January 1, 2021. The standards require websites to meet the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0. The WCAG is made up of twelve guidelines that ensure that websites are perceivable, operable, understandable and robust.

In order to comply with these provincial standards, the City issued a Request for Proposal (CS-RFP-001-2020) with a deadline for electronic submissions of 2:00 p.m. local time on Thursday, May 7th, 2020. The RFP was distributed to previous and known qualified service providers in Northern Ontario via e-mail and advertised on our current municipal website.

Analysis

Four (4) submissions were received in response to CS-RFP-001-2020. The proposals were reviewed and evaluated in accordance to the evaluation criteria set out in CS-RFP-001-2020 and is summarized as follows:

Firm	Evaluation Score				Total Score	Fees
	Project Knowledge	Work Plan / Methodology	Team Qualifications	Fee Factor		
Blu Creative	20	25	25	14	84	\$ 51,002.50
Clark Comm.	20	25	25	6	76	\$ 107,700.00
eSolutions	20	25	25	30	100	\$ 19,775.00
VS Marketing	20	25	25	15	85	\$ 40,256.25

* Fees include Applicable HST.

All proposals received address the needs of the City and are deemed to be fair value for the services to be delivered. Based on the evaluation process, it is recommended that an agreement be entered into with eSolutions Group Limited for accessible web development services to update the municipal website in accordance with the Accessibility for Ontarians with Disabilities Act, 2005.

Financial / Staffing Implications

This item has been approved in the current budget: Yes No N/A

This item is within the approved budget amount: Yes No N/A

Alternatives

No alternatives were considered.

Submission

Prepared by:

Reviewed by:

Reviewed and submitted for Council's consideration by:

"Original signed by"

"Original signed by"

"Original signed by"

 Bradley M. Hearn
 Information Technology

 Shelly Zubyck
 Director of Corporate Services

 Christopher W. Oslund
 City Manager

Document Title: **CS-RFP-001-2020 Website Redesign & Development**

Closing Date: **Thursday, May 7, 2020**

Closing Time: **2:00 p.m.**

Department: **Corporate Services**

Opening Time: **2:15 p.m.**

Attendees via teleconference: **705-672-2733 Ext. 774**

City of Temiskaming Shores:

Logan Belanger, Clerk	Brad Hearn, IT Administrator	

Others:

Aleksandra Lazarevic (eSolutions Group)	Karen Mayfield (eSolutions Group)	Jason Perkins (VS Group)
--	--------------------------------------	--------------------------

Submission Pricing

Bidder: Blü Creative

Sub-Total:	\$44,350.00
HST:	\$6,652.50
Total:	\$51,002.50

Bidder: VS Bookkeeping & Consulting (VS Marketing)

Sub-Total:	\$35,625.00
HST:	\$4,631.25
Total:	\$40,256.25

Bidder: eSolutionsGroup Limited

Sub-Total:	\$17,500.00
HST:	\$2,275.00
Total:	\$19,775.00

Bidder: Clark Communications

Sub-Total:	\$95,310.00
HST:	\$12,390.00
Total:	\$107,700.00

Note: Since this is a Request for Proposal all submissions are required to be evaluated based on a set of pre-determined evaluation criteria. All offered prices are offers only and subject to scrutiny. All proponents whether successful or not will be notified of results, in writing at a later date.

The Corporation of the City of Temiskaming Shores

By-law No. 2020-000

**Being a by-law to authorize an Agreement with eSolutions
Group Limited for the Website Resign and Development for the
City of Temiskaming Shores**

Whereas under Section 8 of the Municipal Act, 2001, S.O. 2001, c.25, as amended, the powers of a municipality shall be interpreted broadly to enable it to govern its affairs as it considers appropriate and to enhance the municipality's ability to respond to municipal issues;

And whereas under Section 9 of the Municipal Act, 2001, S.O. 2001, c.25, as amended, a municipality has the capacity, rights, powers and privileges of a natural person for the purpose of exercising its authority under this or any other Act;

And whereas under Section 10 (1) of the Municipal Act, 2001, S.O. 2001, c.25, as amended, a single-tier municipality may provide any service or thing that the municipality considers necessary or desirable for the public;

And whereas Council considered Administrative Report No. CS-020-2020 at the May 19, 2020 Regular Council meeting and directed staff to prepare the necessary by-law and agreement for the website redesign and development with eSolutions Group Limited, at an upset limit of \$17,500.00, plus applicable taxes, for consideration at the May 19, 2020 Regular Council meeting;

Now therefore the Council of The Corporation of the City of Temiskaming Shores hereby enacts the following as a by-law:

1. That the Mayor and Clerk be authorized to enter into an Agreement with eSolutions Group Limited for the website redesign and development, at an upset limit of \$17,500.00, plus applicable taxes, a copy of which is attached hereto as Schedule "A" and forming part of this by-law.
2. That the Clerk of the City of Temiskaming Shores is hereby authorized to make any minor modifications or corrections of an administrative, numerical, grammatical, semantically or descriptive nature or kind to the By-law and schedule as may be deemed necessary after the passage of this By-law, where such modifications or corrections do not alter the intent of the By-law.

Read a first, second and third time and finally passed this 19th day of May, 2020.

Mayor - Carman Kidd

Clerk - Logan Belanger



Schedule “A” to

By-law 2020-000

Agreement between

The Corporation of the City of Temiskaming Shores

And

eSolutions Group Limited

for the website redesign and development for
the City of Temiskaming Shores

This agreement made in duplicate this 19th day of May, 2020.

Between:

The Corporation of the City of Temiskaming Shores
(hereinafter called "the Owner")

and

eSolutions Group Limited
(hereinafter called "the Contractor")

Witnesseth:

That the Owner and the Contractor shall undertake and agree as follows:

Article I:

The Contractor will:

- a) Provide all material and perform all work described in the Contract Documents entitled:

**Corporation of the City of Temiskaming Shores
Website Redesign & Development
Request for Proposal No. CS-RFP-001-2020**

- b) Do and fulfill everything indicated by this Agreement and in the Contract Documents attached hereto as Appendix 01 and forming part of this agreement; and
- c) Complete, as certified by the Director, all the work by **January 1st, 2021.**

Article II:

The Owner will:

- a) Pay the Contractor in lawful money of Canada for the material and services aforesaid **Seventeen-Thousand, Five-Hundred Dollars and Zero Cents (\$17,500.00) plus applicable taxes**, for the website redesign and development, as provided in the Contract Documents.
- b) Make payment on account thereof upon delivery and completion of the said work and receipt of invoice, in accordance with the City of Temiskaming Shores Purchasing Policy, and with terms of Net 30 days after receiving such invoice.

Article III:

A copy of each of the Form of Tender, Special Provisions, Item Special Provisions, General Conditions, Specifications, Addenda/Addendum No. 0 to 0 are hereto annexed to this Form of Agreement and together with the plans relating thereto, and listed in the Specifications, are made a part of this Contract, herein called the Contract Documents,

as fully to all intents and purposes as though recited in full herein.

Article IV:

All communications in writing between the parties shall be deemed to have been received by the addressee if delivered to the individual or to a member of the firm or to an officer of the Owner for whom they are intended or if sent by hand, Canada Post, courier, facsimile or by another electronic communication where, during or after the transmission of the communication, no indication or notice of a failure or suspension of transmission has been communicated to the sender. For deliveries by courier or by hand, delivery shall be deemed to have been received on the date of delivery; by Canada Post, 5 days after the date on which it was mailed. A communication sent by facsimile or by electronic communication with no indication of failure or suspension of delivery, shall be deemed to have been received at the opening of business on the next day, unless the next day is not a working day for the recipient, in which case it shall be deemed to have been received on the next working day of the recipient at the opening of business.

The Contractor:

eSolutions Group Limited
455 Phillip Street, Unit 100A
Waterloo, ON
N2L 3X2

Attn.: Karen Mayfield

The Owner:

City of Temiskaming Shores
P.O. Box 2050 / 325 Farr Drive
Haileybury, Ontario
P0J 1K0

The Director:

Director of Corporate Services
City of Temiskaming Shores
P.O. Box 2050
325 Farr Drive
Haileybury, Ontario
P0J 1K0

Remainder of this page left blank intentionally

In witness whereof the parties have executed this Agreement the day and year first above written.

Signed and Sealed in)
the presence of)

Contractor's Seal)

eSolutions Group Limited

Karen Mayfield

Title: _____

Witness - Signature

Print Name: _____

Title: _____

**Corporation of the City of
Temiskaming Shores**

Municipal Seal)

Mayor - Carman Kidd

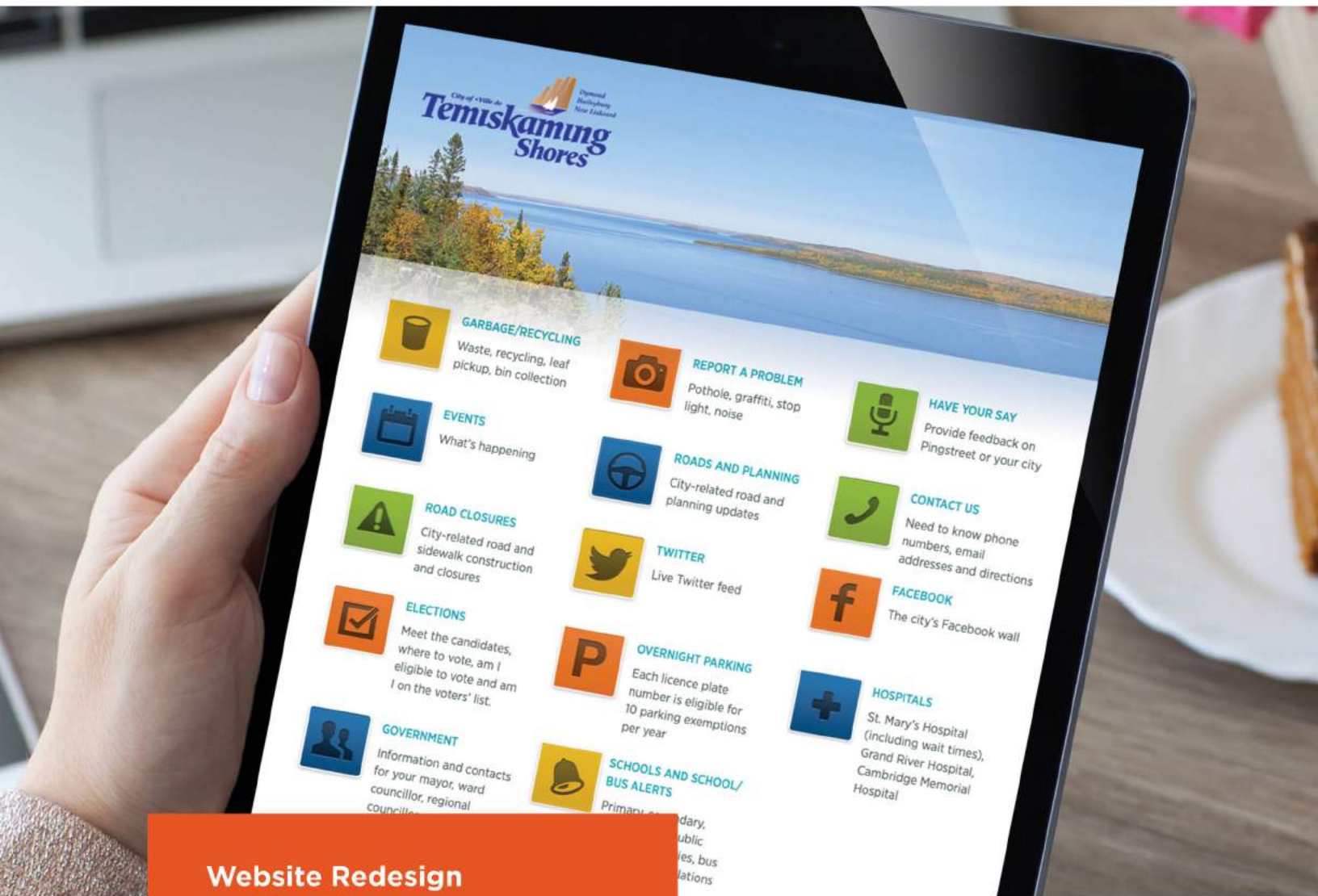
Clerk – Logan Belanger



Appendix 01 to
Schedule "A" to

By-law No. 2020-000

Form of Agreement



**Website Redesign
and Development**

City of Temiskaming Shores
CS-RFP-001-2020

052-2020 | May 2020

LETTER OF INTRODUCTION

City of Temiskaming Shores
325 Farr Drive
Haileybury, ON POJ 1K0
Attn: Logan Belanger, Clerk

May 6, 2020

CS-RFP-001-2020: City of Temiskaming Shores Website Redesign and Development Project

Thank you for the opportunity to submit this proposal for the City of Temiskaming Shores' (the City) CS-RFP-001-2020 Website Redesign & Development project. We understand the need for a more sophisticated user experience, simplified content management, excellent information and customer service, while meeting high standards for design quality, accessibility and visual appeal for the City site. The website will be polished, well-organized and will reflect and compliment all the City has to offer. eSolutions will work alongside the City to meet all of the project goals and objectives outlined within the RFP.

We believe that eSolutions is well suited to be a trusted partner of this project, having successfully completed similar work for municipalities in size and scope over the past 19 years. As a national, digital agency, we have established a reputation as municipal experts and have worked with all levels of government including provincial, federal and territorial agencies.

When you work with eSolutionsGroup, you get:

Municipal Experience	Successful delivery of diverse projects for over 360 public sector clients including the City of Thunder Bay, City of Dryden, City of Elliot Lake, City of Kenora (in progress), City of Kawartha Lakes, City of Peterborough, Town of Kapuskasing and many more.
Exceptional Service	Timely responsiveness, dependability, flexibility and a sincere desire to provide the optimal solutions for our clients are ingrained in our corporate culture.
Diverse Skill Set	Designers, programmers, web developers, mobile developers, marketing and project management professionals provide a wide spectrum of solutions and possibilities for our clients, all backed by significant breadth and depth of experience.
PCI Compliant	Owning and operating our own PCI-compliant, Tier III data center, located in Canada. We also are experts in supporting Azure and AWS hosting environments.

We feel strongly that if we are successful in our bid we will achieve the objectives you have set forth for this project and provide the citizens and staff with a fresh new City website design that can facilitate positive change.

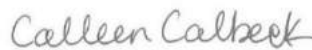
We are honoured to have built a strong relationship with the City thus far and look forward to continuing this relationship.

Yours truly,



Karen Mayfield, C.Tech, MCSE

President, Project Director
455 Phillip St., U100A, Waterloo ON, N2L 3X2
519-591-6575
kmayfield@eSolutionsGroup.ca



Colleen Colbeck, CAPM

Project Manager
ccolbeck@eSolutionsGroup.ca



Jay Smith, PMP

Managing Director
jdsmith@eSolutionsGroup.ca

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UNDERSTANDING OF PROJECT REQUIREMENTS & DELIVERABLES

eSolutions understands that the City is seeking an experienced vendor to design and deliver quality website solutions for the corporation of the City of Temiskaming Shores services. These web solutions will support the City's brand while creating an ecosystem that promotes the use of self-serve and on-demand municipal services.

Being a bustling community composed of the three former municipalities of Haileybury, New Liskeard and Dymond located at the head of beautiful Lake Temiskaming that stretches over 100 kilometers south before becoming the Ottawa River, the City provides municipal services to 11,000 residents. The new site need to speak to the City's main audiences of constituents, as well as new visitors, tourists, existing businesses, and site selectors providing professional project location services to companies looking at expansion, relocation and consolidation opportunities.

At eSolutions, we are committed to working with the City's project team, staff and greater community to showcase it as a vibrant community where people live, learn, work and play. In collaboration with the City, the eSolutions developed web presences for the corporate site will reinforce the City's vision to a place where people can live in dignity, with independence, inclusion and equal opportunity. It will help the City achieve:

- **Responsible growth and environmental protection** through the best digital tools in business development, support and attraction in City of Temiskaming Shores, and environmental sustainability through green technologies and web-based tools that eliminate the need for printouts, hard copies and manual processes that necessitate a larger carbon footprint.
- **Quality programs and services** through accessible, inclusive web solutions that provide simple access to public services, improve the City's communication and engagement with stakeholders, decrease the need for residents' phone, email and in-person requests for information, and offer modern, flexible and customer-centric navigation and interactions.
- **Build complete communities** through digital infrastructure that allows the City to meet the modern, on demand municipal needs of citizens, visitors and businesses with a responsive, accessible, user experience delivered in a visually appealing design that reflects the unique look and feel of the City's image and brand.
- **Culture of municipal excellence** through self-serve customer focused modules and solutions, boosted opportunities for engagement and digital two-way communication, and measured site evaluation tools that provide accountability to citizens (Google Analytics access, identified web page subject matter experts and owners, digital contacts and resources for the public, opportunities for feedback, inclusive site development processes and more).

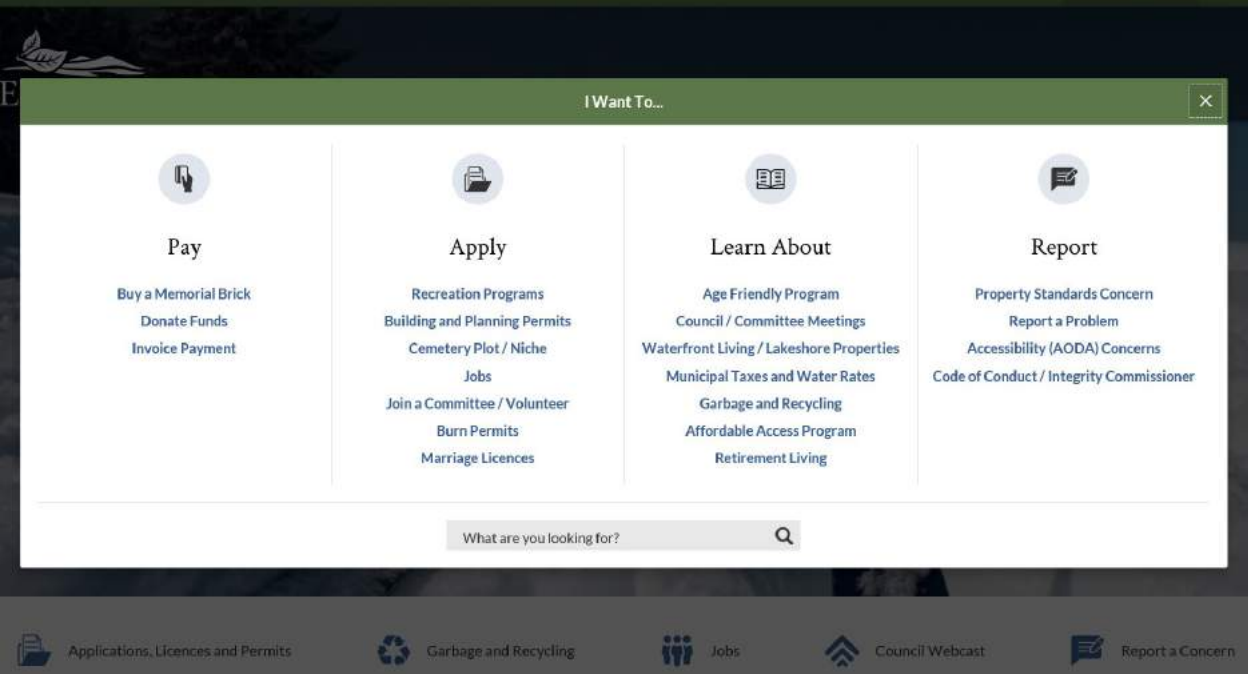
We can help your website digitally establish the best your government has to offer by showcasing not just your services but who you are as your citizens' local government. Your website isn't just a place where people can search and find information, but an experience through which users can engage with staff, learn more about your mandate, key sectors, site selection, and receive a successful and pleasurable experience upon every visit.

PROJECT REQUIREMENTS

User-Centric Structure

Items	Y/N	Comments
<p>Ensure website architecture is structured to find information easily</p>	<p>Y</p>	<p>eSolutions understands the varied audience the City of Temiskaming Shores’ website serves, with additional identification to be provided through employee engagement and customer data analysis. It is essential that the layout of the design, as well as the navigation schema allow for each user to intuitively find what they are looking for.</p> <p>Option 1 – Is to move over existing content into new design (with optional sitemap update). Option 2 - To accomplish this, eSolutions will be conducting a virtual navigation tree testing workshop with your staff, board members and the public. eSolutions’ workshops are highly collaborative and interactive. Depending on the complexity of your website, we recommend anywhere from 2- 4 hours to complete your navigation tree testing together. The workshop includes:</p> <p>Sitemap Draft – eSolutions will facilitate a virtual navigation tree testing workshop with the public, staff and council through the use of Treejack (due to current travel restrictions with COVID-19). Navigation tree testing asks users to complete real-world tasks and measures their success in order to find any problem areas in the site structure. Tree testing helps to determine if our category labels and language align effectively with a user’s understanding and their real-world tasks. This evaluates the menu hierarchy to see how it performs before the design of the website and its navigation, which allows for easy refinement of our menu categories and semantics. Major changes to a website’s overall information architecture are much easier earlier on the project process. Each task tests a category label by asking the user to find something contained within that category. With Treejack, we’ll be able to find how many participants found the correct answer, how they got to their answer, and how long they took to get there.</p> <p>Tree testing helps us understand if:</p> <ul style="list-style-type: none"> ▪ A visitor can find what they're looking for ▪ The website is user-centric and structured well ▪ Navigation labelling is suitable for the audience ▪ Page names and categories accurately convey meaning

Items	Y/N	Comments
		<p>Sitemap Approval – eSolutions will ask for a formal approval of the sitemap in writing. Once approved, eSolutions’ creative design team uses the sitemap to produce concepts for the site’s homepage and interior pages.</p> <p>Once the navigation is completed, the design starts whether you are choosing Option 1 (template) or Option 2 (new design). After the content is completed we marry the content with the design by importing the word documents. We have a full User Acceptance Testing along with a beta site that is sent to all staff, user group attendees and council prior to going live. Once the navigation is completed, the design starts. After the content is completed we marry the content with the design by importing the word documents. We have a full User Acceptance Testing along with a beta site that is sent to all staff, user group attendees and council.</p>
<p>Ensure website information can be located within three-click industry standard guidelines</p>	<p>Y</p>	<p>Our award-winning design team is uniquely advantaged in that all of our web designers are also highly skilled UX Designers; allowing us to balance the needs and capabilities of design with the needs and capabilities of development. We take the time up front in every project to ensure a well-designed and relevant structure and navigation for the website, working from a usability perspective at all times.</p> <p>The effective user-centred design navigation that will be created with your new sitemap means your website visitors will be able to find the information that they are looking for easily, and in a logical format that follows the “no more than 3 clicks deep” rule.</p>
<p>Ensure the website homepage and e- Communications reflect the Municipality's brand</p>	<p>Y</p>	<p>eSolutions understands the website is the City's digital face is to the world and therefore its images and layout must reflect in the new sites we will create. The City's websites must express a unique sense of place. eSolutions will provide a creative brief at the early stages of the project to determine the colours and images we use that will support and reinforce the City's brand guidelines and strategy.</p>
<p>Ensure “frequently accessed” information is located in a prominent location</p>	<p>Y</p>	<p>In addition to the navigation that is the result of the Online sitemap testing via Treejack, eSolutions will work with the staff to create a design and layout with multiple of navigation options to get users to the right information. This could include calls to action to important content, "Parking, Careers, Pay, Find out About, Report, Apply For, A to Z" menu with links to common content and a prominent search bar that provides valuable and relevant results.</p> <p>Example: www.elliottlake.ca</p>

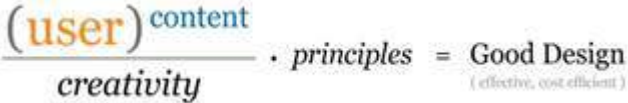
Items	Y/N	Comments
		
<p>Ensure the website architecture is easily adaptable to respond to customer desires and demands</p>	<p>Y</p>	<p>i:Create will allow the staff that have the appropriate permissions to easily adapt and change the website navigation to respond to customer needs and demands. You will also be able to change the top bucket names as a result of HTML 5 (allowing for roll over states) and we no longer use images for the main buckets making the full site editable by our clients.</p> <p>Example: www.portmoody.ca/modules/atoz/index.aspx</p>


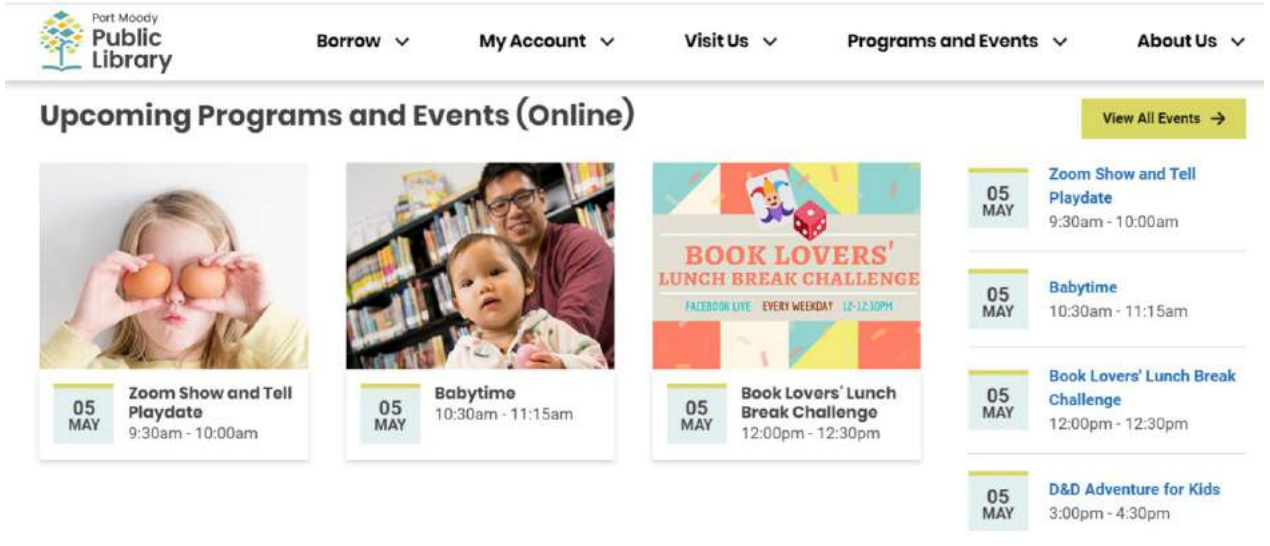
Items	Y/N	Comments
		<div data-bbox="625 180 1885 310"> </div> <div data-bbox="1312 365 1858 406"> <input type="text" value="What are you looking for?"/> </div> <div data-bbox="661 414 913 451"> <h2>A to Z Services</h2> </div> <div data-bbox="661 487 850 511"> <p>Home / A to Z Services</p> </div> <div data-bbox="672 544 1848 576"> <p>A B C D E F G H I J K L M N O P Q R S T U V W X Y Z #</p> </div> <div data-bbox="625 617 1018 657"> <p>Example: www.kawarthalakes.ca</p> </div> <div data-bbox="625 649 1858 738" style="background-color: #92d050; padding: 5px;"> <p>I'd Like To...? ✕</p> </div> <div data-bbox="651 771 892 1104"> <p> Apply or Register</p> <ul style="list-style-type: none"> For Boards and Committees For a Building Permit For Community Housing For a Job For a Marriage Licence For Online Program Registration </div> <div data-bbox="955 771 1197 1006"> <p> Learn About</p> <ul style="list-style-type: none"> 2020 Municipal Budget Council Departments and Divisions Jump In Seasonal Flooding </div> <div data-bbox="1270 771 1491 974"> <p> Pay</p> <ul style="list-style-type: none"> Dog Licence Fee Facility Rental Parking Ticket Provincial Offence Ticket </div> <div data-bbox="1585 771 1848 998"> <p> Report</p> <ul style="list-style-type: none"> By-Law or Municipal Infraction An Issue or Concern Roadside Litter Streetlight Maintenance Requests </div>

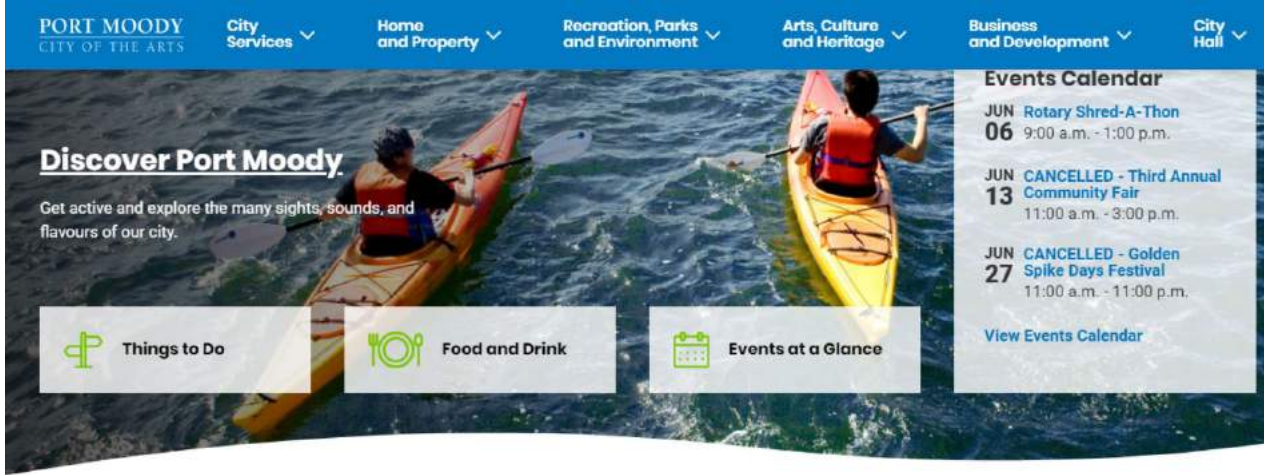
Items	Y/N	Comments
Promote a positive image of the municipality	Y	<p>eSolutions' design approach involves working closely with our clients and stakeholders of the site to assess the functionality of the layout and design, and to also assess the navigation of the site to ensure that it has an intuitive feel and can be readily understood by all user groups. i:Create utilizes templates and Cascading Style Sheets (CSS) to maintain a dependable experience across the site through consistent navigation, layout, colours, and font. eSolutions will be designing the website to be responsive (more detail on following pages), meaning that the menus will adjust based on the device of the user. Our working philosophy is that our work should meet tomorrow's needs, as well as it meets today's. In every design process, we assess a number of factors that influence the final design, including:</p> <ul style="list-style-type: none"> ▪ Intended user groups General public, economic development, businesses, tourism, council, staff ▪ Intended user medium Website, brochure, publication, flyer? ▪ Client objectives for messaging Professional, approachable, modern, classical? ▪ Colours/monochromes, serif/sans colour schemes and fonts ▪ Lights/darks serif? ▪ Images and graphics ▪ Portrait/close up, people/things, logos/callouts/taglines? ▪ Technical restrictions on the medium ▪ Screen resolutions, page limits, print formats? ▪ Volume of information to be presented ▪ Overview/detail, promotional/resource? ▪ What are your 2-3 main calls to action? Where do you want to direct stakeholders? ▪ Function of the homepage ▪ Content Schedule (yearly events)

Responsive to Stakeholders Needs

Item	Y/N	Comments
Ensure the website provides information to stakeholders. (Stakeholders include residents, businesses, potential visitors, potential residents, potential investors, staff)	Y	<p>eSolutions believes the goal of good design is to efficiently communicate to its target audience. Good design begins with the target audience or user. Understanding the needs, values and expectations of the audience ensures maximum impact in the delivery of the message.</p> <p>Knowledge of the content ensures that the essential message is communicated and the best delivery mechanism is selected. Each element of the project is carefully considered, divided, and processed with creativity. Barriers to effective communication are minimized by the application of sound Design Principles. The complete Design Philosophy includes the option to loop back to any portion of the equation to ensure the selected solution impacts the target audience in the most effective manner.</p>

Item	Y/N	Comments
		<div style="text-align: center;">  </div> <p>The eSolutionsGroup design philosophy is executed through a four step project process:</p> <ul style="list-style-type: none"> ▪ Discovery: the initial brainstorming phase. Our design team works with the client to identify goals, audience, and ideas. ▪ Design: takes a comprehensive look at initial ideas. Concepts are designed in concert with the client to achieve a solution with which the audience will identify. ▪ Implementation: is the execution of the concept in its final format. Upon final approval, files are assembled and completed for final production. ▪ Review: includes review and summary of the initial project goals and a comprehensive study of its effectiveness from an end user and client viewpoint.
<p>Promote tourism and community events (e.g. community events calendar)</p>	<p>Y</p>	<p>Feature all of your events, festivals, meetings, programs and activities with a responsive, customizable web-based solution that puts you in control. The calendar module gives you the power to manage and post events across multiple calendars, easily map fields by importing directly from Excel and create customized fields and permissions, while also intuitively promoting user engagement through event update subscriptions, automated emails and the event submission and approval feature. Event planning and publishing across every location and department provides the ultimate experience in collaboration and simplifies your calendar.</p> <p>Example: www.durham.ca/en/tourism/index.aspx</p>

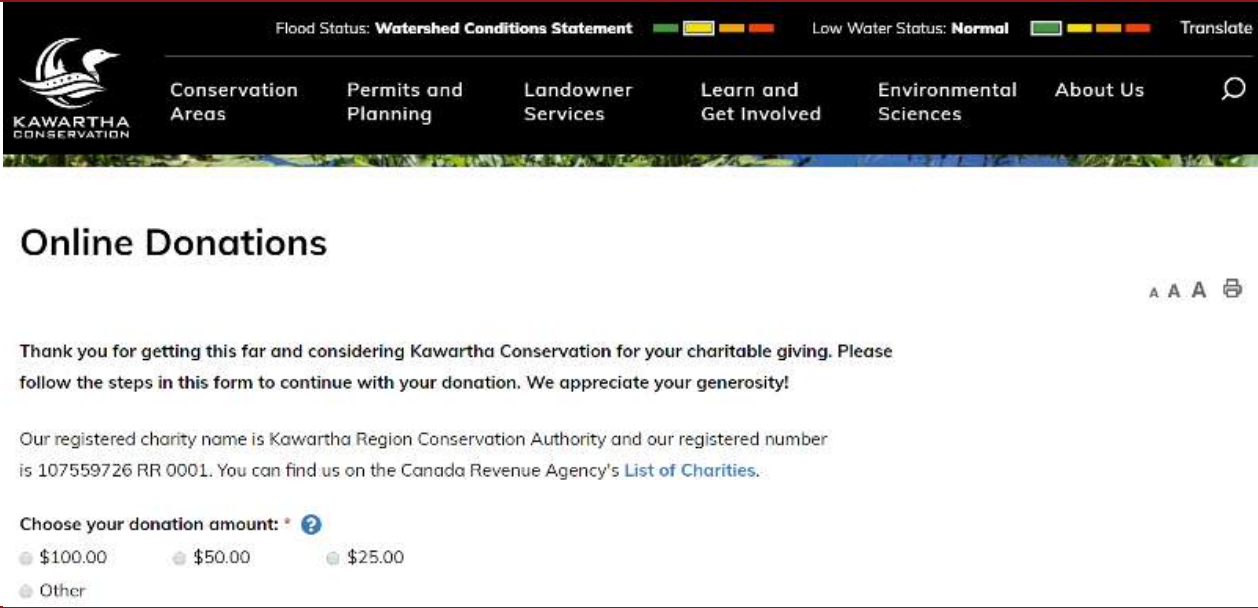
Item	Y/N	Comments
		 <p>The screenshot shows the Durham Region website homepage. At the top, there is a navigation bar with links for 'Durham Region', 'Living Here', 'Discovering Durham', 'Doing Business', 'Health and Wellness', and 'Regional Government'. A search bar and a 'Translate' button are also present. Below the navigation is a large hero image of a boat on a lake with the text 'Durham Good Natured, Good Times.' and a navigation menu with 'Explore & Engage', 'Sip & Savour', 'Rest & Relax', 'Communities', and 'Events'. The main headline reads 'Discover Durham Region!' with an 'Explore Now' button.</p> <p>Port Moody Library Example: www.portmoodylibrary.ca</p>  <p>The screenshot shows the Port Moody Public Library website. The header includes the library logo and navigation links: 'Borrow', 'My Account', 'Visit Us', 'Programs and Events', and 'About Us'. The main section is titled 'Upcoming Programs and Events (Online)' with a 'View All Events' button. Below this, there are several event cards for May 5th:</p> <ul style="list-style-type: none"> Zoom Show and Tell Playdate: 9:30am - 10:00am Babytime: 10:30am - 11:15am Book Lovers' Lunch Break Challenge: 12:00pm - 12:30pm Book Lovers' Lunch Break Challenge: 12:00pm - 12:30pm D&D Adventure for Kids: 3:00pm - 4:30pm

Item	Y/N	Comments
<p>Engage, raise awareness and educate residents on new and existing programs and services</p>	<p>Y</p>	<p>During the concept process we will create a design that will include multiple updateable areas, allowing for the City to regularly update the site with fresh content related to your programs and services. It will include multiple calls to action and can/will showcase things like new and existing programs and the services the City provides and then link out to expanded content.</p> <p>Example: www.portmoody.ca</p> 
<p>Ensure key economic development information is readily available (e.g. quick facts, lands database)</p>	<p>Y</p>	<p>eSolutions is fortunate to have worked with many economic organizations, and we know that Economic Development (EcDev) serves a unique audience that may have different needs than the typical website visitor. This includes demographics, sites, labour force information, quality of life, logistics, and advantages to investing in the City. In Option 2 our proposal includes a landing page template that would allow the City to create a landing page for the EcDev audience and include your key calls to action.</p>
<p>Promote e-tools/services to enhance investment attraction and business retention/expansion activity</p>	<p>Y</p>	<p>As budget allows we have many economic development tools to promote the different services and resources the City can offer existing and potential businesses. This could include e-tools such as:</p> <ul style="list-style-type: none"> ▪ Business Directory ▪ Available Lands and Buildings (integrated in MLS) ▪ Demographics and Statistics (using Local Intel or alternative) ▪ Events Calendar (workshops, seminars, presentations)

Item	Y/N	Comments
		Using the i:Create CMS, the City will also have the ability to create content pages allowing for sections for content such as: <ul style="list-style-type: none"> ▪ Job Boards ▪ Networking Opportunities ▪ Reasons to invest in the City ▪ Online Resources (documents, links) ▪ Maps (embed Google Maps or link out to GIS)

Enhance Online Customer Service

Item	Y/N	Comments
Ensure web and mobile applications support online payment and services	Y	Our form builder and calendar integrate to eCommerce providing payment in our secured PCI compliant environment. Examples include: <ul style="list-style-type: none"> ▪ https://forms.kawarthaconservation.com/About-us/Donations ▪ https://forms.kawarthaconservation.com/Learn-and-Get-Involved/Summer-Camp-Programs/Nature-Day-Camps ▪ https://forms.oshawa.ca/Community-Services/Forms-with-Payments/Fire-Services-Payments/Fire-Inspection-Request2 ▪ https://webforms.brant.ca/Finance/Planning-and-Building-Applications-Payment ▪ https://form.brantford.ca/Communications-Working/Your-Government/Provincial-Offences-Court-Outstanding-Fine-Payment

Item	Y/N	Comments
		 <p>The screenshot shows the top navigation bar of the Kawartha Conservation website. It includes the organization's logo, a 'Flood Status: Watershed Conditions Statement' indicator with a green, yellow, and red bar, and a 'Low Water Status: Normal' indicator with a green, yellow, and red bar. The navigation menu contains links for 'Conservation Areas', 'Permits and Planning', 'Landowner Services', 'Learn and Get Involved', 'Environmental Sciences', and 'About Us'. Below the navigation is a section titled 'Online Donations' with a text-based form. The form includes a thank-you message, the organization's registered charity name and number (107559726 RR 0001), and a 'Choose your donation amount' section with radio buttons for \$100.00, \$50.00, \$25.00, and 'Other'.</p>
<p>Ensure technology enables accessible online applications and fillable forms</p>	<p>Y</p>	<p>eSolutions Form Builder allows you to create AODA compliant, responsive forms that are integrated into your website's look and feel.</p> <p>Key features:</p> <ul style="list-style-type: none"> ▪ Responsive design – layout adapts to mobile, tablet, PC screen size ▪ Forms are integrated within your website's look and feel ensuring brand consistency ▪ Web-based administration integrated with i:Create ▪ eCommerce capable (Beanstream or Moneris account required) ▪ WCAG 2.0 Level AA compliant ▪ E-mail notifications available ▪ Response Report and Excel Export for simple exporting and reporting ▪ Multiple question types available including: <ul style="list-style-type: none"> ○ Text box ○ Drop down list ○ Multiple choice – check box and radio button ○ Date picker ○ File upload

Item	Y/N	Comments
		<ul style="list-style-type: none"> ○ CAPTCHA ○ Email address validation ○ Question conditions – show/hide a question based upon answer to another question
<p>Ensure technology enables a mechanism for online input such as:</p> <ul style="list-style-type: none"> ▪ service requests (e.g. reporting a pothole, requesting various services online and receiving online updates on those requests); ▪ complaints on various issues across the municipality 	Y	<p>Form Builder can be used to create an online Report It section where residents can visit to report items such as:</p> <ul style="list-style-type: none"> ▪ By-Law Complaint ▪ General Issue ▪ Pothole Issue ▪ Report a Dead Animal ▪ Road Sign Issue ▪ Road Watch ▪ Sidewalk Issue ▪ Snow Clearing Issue ▪ Street Light Issue ▪ Website Issue <p>All submissions can be routed to specific individuals via email or optionally integrated into a CRM (Such as Hansen/Open 311 or Salesforce) or work order system via an API.</p>

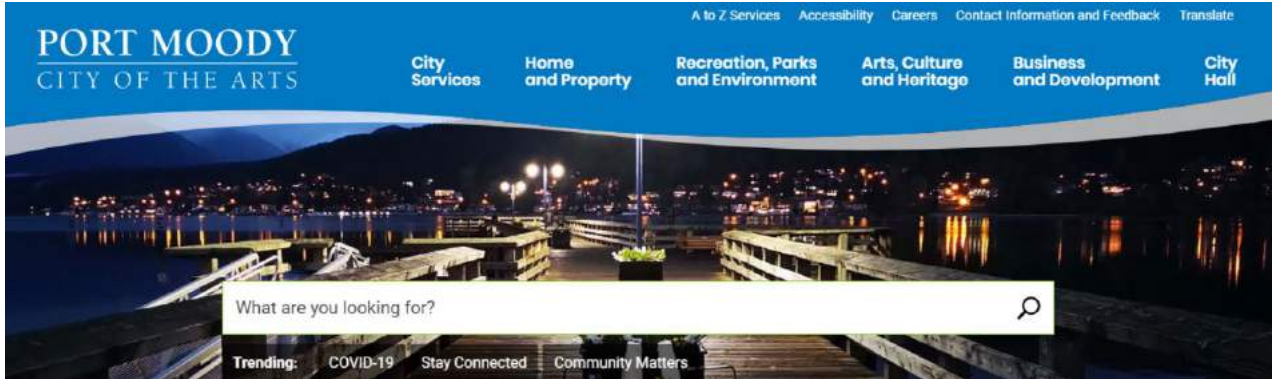
Usability










Item	Y/N	Comments
Describe your approach to usability, referencing client projects with multiple stakeholders to engage online.	Y	Our approach to usability is simple; we connect to the users. We facilitate a virtual navigation tree testing workshop with the public, staff and council through the use of Treejack (due to current travel restrictions with COVID-19). Navigation tree testing asks users to complete real-world tasks and measures their success in order to find any problem areas in the site structure. Tree testing helps to determine if our category labels and language align effectively with a user's understanding and their real-world tasks. This evaluates the menu hierarchy to see how it performs before the design of the website and its navigation, which allows for easy refinement of our menu categories and semantics. Major changes to a website's overall information architecture are much easier earlier on the project process. Each task tests a category label by asking the user to find something contained within that category. With Treejack, we'll be able to find how many participants found the correct answer, how they got to their answer, and how long they took to get there.

Item	Y/N	Comments
		<p>We have found that by offering these online sessions with citizens, department leads, council, customer service staff, tourism, economic development and other staff to determine how they are going to use and access the site is extremely helpful. While some may think very departmentalized, others such as citizens will not understand the departmental structure, but a good website needs to satisfy the needs of all audiences and ensuring that the user experience is extraordinary.</p> <p>In addition, we look at best practices and website analytics. We figure out how users are access the site, what they are searching for to find information and by following their click through patters we can learn the types of users that are coming and what they are interested in. Having this knowledge allows us to ensure that the homepage and subpages are focused on the relevant information.</p>
Describe the methods the municipality can take to involve public consultation and/or testing with various stakeholders.	Y	Within the scope of the project we suggest using Treejack for sitemapping session for the information architecture.

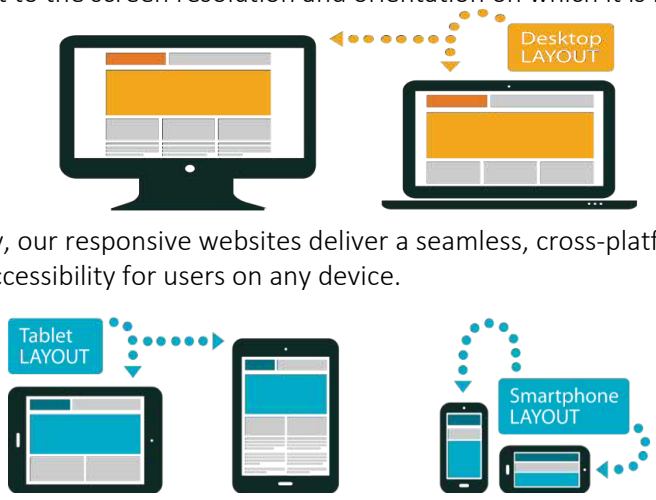
Overall Site Design

Item	Y/N	Comments
Has a custom design that complies with the municipality's branding guidelines.	Y	<p>eSolutions has provided two options to the City based upon budget. We can provide an existing template with your branding, photos and sitemap. We have also offered in Option 2 utilizing a custom design site. By using a custom design site, a distinct website would be created that expresses a unique sense of place while showcasing all that the City has to offer. eSolutions will provide designs that reinforce the City as a sustainable, diverse, businesses friendly and liveable community.</p> <p>The City is in constant communication with a large number of groups and individuals surrounding it. eSolutions will ensures that all of your communications will answer the differing needs of stakeholders who exist at varying distances and points around the circle and support your strategic goals and deliver the message of your brand.</p> <p>eSolutions will ensure we comply with the City 's brand guidelines and strategy.</p>

Item	Y/N	Comments
Templates made for homepage, and interior page	Y	<p>During our design phase, eSolutions will create the templates that will be used for the homepage and interior pages of the website. eSolutions will also provide standard templates within the scope of the project which includes homepage, landing page, interior page, interior wide, with or without contact and with or without quick links for example. When creating pages, a content editor can select from the template list and also on the fly change the existing template using the following options to customize their content page while still keeping a consistent look and feel throughout the site.</p> <p style="text-align: center;"> <input type="checkbox"/> Hide Left Content <input type="checkbox"/> Hide Banner Image <input type="checkbox"/> Hide Quick Links <input type="checkbox"/> Hide Contact <input type="checkbox"/> Hide Page Subscription </p>
Analytics and quality assurance are integrated into the site or software must be compliant with Google Analytics.	Y	<p>Google Analytics will be utilized to analyze the website traffic. It is easy to use and analyzes traffic and provides accurate and easy to understand reports on your visitors – where they come from, how they use your site, what converts them into customers and much more including:</p> <ul style="list-style-type: none"> ▪ Content Analytics ▪ Conversion Analytics ▪ Social Analytics ▪ Advertising Analytics ▪ Mobile Analytics
Design prints cleanly to standard letter size paper.	Y	eSolutions includes a printer friendly button on each page of the site. This will allow users to print a standard letter size version that removes non-essential elements from the page.
Search box is available on every page.	Y	<p>eSolutions codes every page to include the search bar function. We will work with the City staff in the design phase on the prominence of the search bar. The search bar allows the user to type in any keywords or phrases they are wanting to find without having to navigate through the menu if they are not sure where the page they are looking for is located.</p> <p>Example: www.portmoody.ca</p>  <p>The screenshot shows the website for Port Moody, City of the Arts. At the top, there is a navigation menu with links for 'A to Z Services', 'Accessibility', 'Careers', 'Contact Information and Feedback', and 'Translate'. Below this is a main menu with categories: 'City Services', 'Home and Property', 'Recreation, Parks and Environment', 'Arts, Culture and Heritage', 'Business and Development', and 'City Hall'. A large search bar is prominently displayed in the center, with the placeholder text 'What are you looking for?' and a magnifying glass icon. At the bottom, there is a 'Trending' section with links for 'COVID-19', 'Stay Connected', and 'Community Matters'. The background of the website is a night view of a waterfront with lights reflecting on the water.</p>

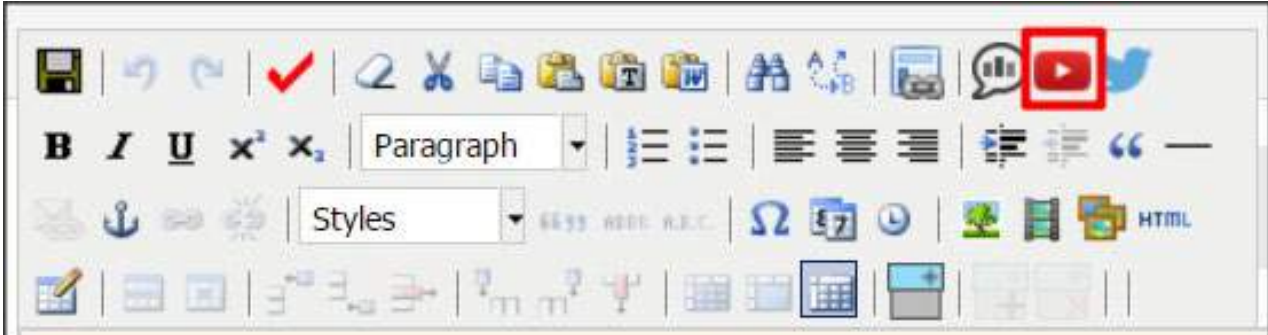
Item	Y/N	Comments
Design is consumable/ embedded into social media feeds	Y	<p>eSolutions uses social media APIs for integrating seamlessly into the look and feel of your website. We will work with your team in the design phase of the project on how the integration will look. Each page will also have the icons that will link off to social media.</p> <p>Example: www.tourismvernon.com</p> <div style="display: flex; justify-content: space-around;"> <div data-bbox="625 370 1031 821"> <p> Facebook</p>  </div> <div data-bbox="1052 370 1457 821"> <p> Instagram</p>  </div> <div data-bbox="1478 370 1883 821"> <p> Twitter</p>  </div> </div> <p style="text-align: center;"></p>
Design is able to change the body text sizes for accessibility.	Y	<div style="border: 1px solid black; padding: 5px; display: inline-block; margin-bottom: 10px;"> A A A   SHARE </div> <p>eSolutions includes on each page of the site the option for users to adjust the body text size in the main content area of the page. Users will be able to increase/decrease and reset the font size to its original state.</p>
Support for meta tags / keywords imported from the content management system (CMS).	Y	<p>eSolutions designs our sites with SEO best practices in mind. We structure the page templates using CSS to keep the HTML clean and simple providing search crawlers with the ability to quickly and easily parse the site. SEO needs to have a plan and be reported on and content changed on a quarterly basis.</p> <p>i:Create's metadata module allows content authors and editors to input metadata, which includes basic keywords for Search Engine Optimization and other more advanced fields. This module is enhanced to allow specific metadata to be set for each individual webpage, rather than having a single set of metadata for the entire website. This ensures that each page has an improved ranking for Search Engine Optimization and can be easily found by searches. The module is XML based.</p>

Mobile Device Support

Item	Y/N	Comments
<p>Proposed solutions must be mobile friendly and function appropriately on most smart phone and tablet devices. Designs may be responsive or adaptive, but information is only to be updated in one place.</p>	<p>Y</p>	<p>eSolutions will employ the latest front-end technologies to build a fully responsive website. Optimized for desktop computers, tablets, and smart phones, our responsive solutions take content from a single source and automatically adjust it to the screen resolution and orientation on which it is being viewed.</p>  <p>Touch and mouse-friendly, our responsive websites deliver a seamless, cross-platform experience, improving usability and accessibility for users on any device.</p> <p>*Tested on modern desktop browsers as well as iPhone, iPad, Android, and Blackberry</p>

Social Media Connectors

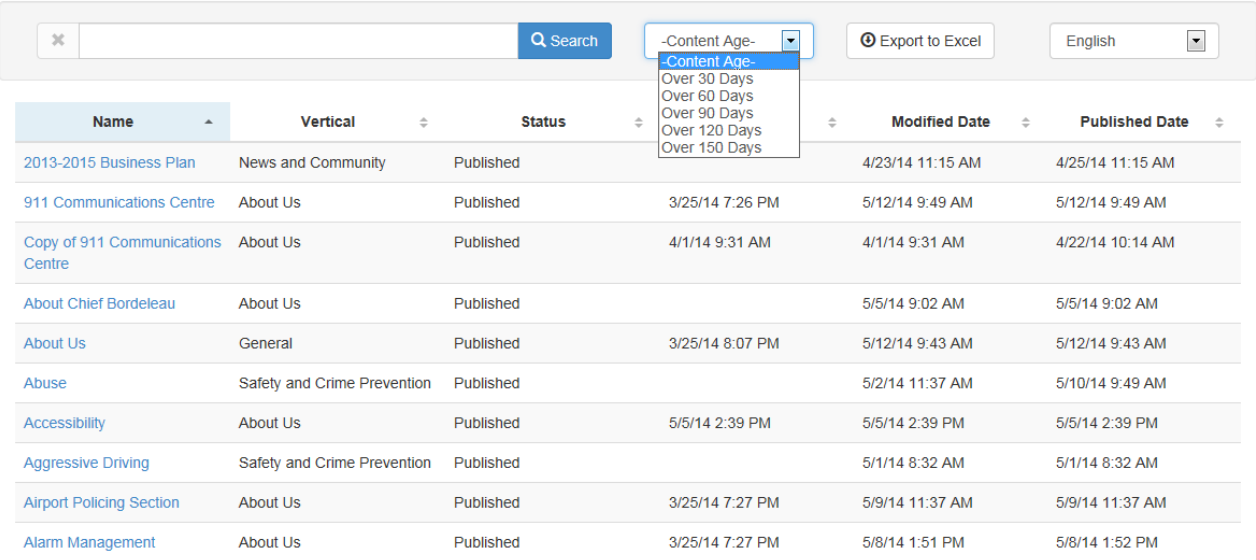
Item	Y/N	Comments
<p>The municipality may wish to auto-publish to our social media accounts, including Facebook, Twitter and LinkedIn to disseminate website information. The Municipality also wishes to embed YouTube videos on our website, as well as the</p>	<p>Y</p>	<p>Posting up-to-date and interesting news on your website keeps your users coming back and your search engine rankings high. Whether you're pushing out your latest achievement, news release or emergency announcement, the News Module is a key communication tool that provides information to your audience based on what interests them most. The tool features Canadian Anti-Spam Legislation (CASL) compliant e-mail notifications to subscribers, and social media integration to maximize the reach of your news articles across all channels, including Facebook and Twitter.</p> <p>Key features:</p> <ul style="list-style-type: none"> ✓ Flexible design that can be integrated into any i:Create website with no additional login ✓ Feature posts can automatically be pulled to a dynamic homepage newsfeed ✓ Expiry dates can be assigned to each story ensuring content is kept fresh and relevant

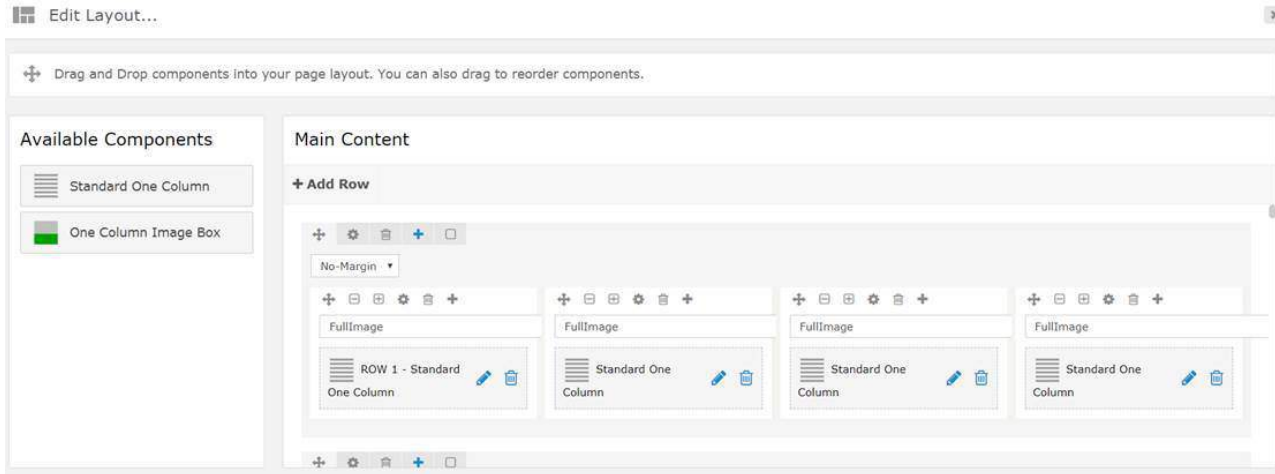
Item	Y/N	Comments
<p>option to feature social media content on the website pages. Social media needs to be tightly integrated into the proposed solutions.</p>		<ul style="list-style-type: none"> ✓ Option to automatically post your story to your corporate social media accounts ✓ Public subscription adhering to Bill C28 and CASL , allowing you to send email updates about news articles to subscribed users ✓ Audit reports showing additions or changes to news items and showing which user made the change ✓ Emergency alert tool that generates website homepage pop-up notification and creates a matching social media post ✓ The ability to add unlimited images to each post ✓ Images are automatically thumbnailed on the public website. Clicking the image will show the high resolution image. <p>Administrative advantages:</p> <ul style="list-style-type: none"> ✓ Assign permission levels and access to newsfeeds from a secure back-end system ✓ Create and constantly add fresh news stories to your site, all within a beautifully laid-out listing format ✓ Use for media releases, public notices or longer features and profiles ✓ Post news items automatically to your social media platforms to reach a wider audience ✓ Allow subscribed users to receive every news release by email from the feed(s) they subscribe to ✓ Link back to your website in subscription emails ✓ Offer an option to <p>Within i:Create, you can also embed YouTube videos into any interior page with the simple click of a convenient button in our editor tool.</p> 

Website Content Management

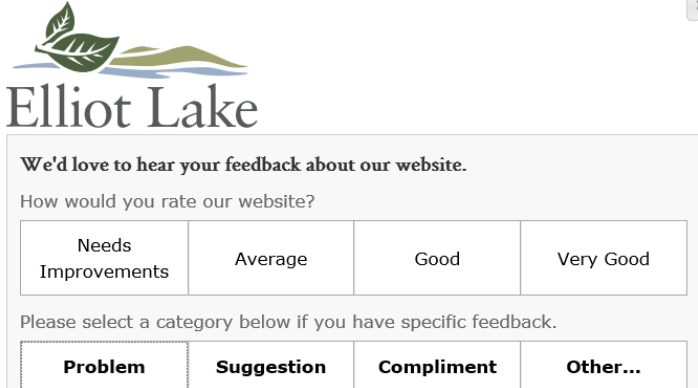
Item	Y/N	Comments
Has a graphical WYSIWYG environment. (No HTML knowledge required by users.)	Y	<p>We recommend using the i:Create CMS so staff will have the ability to manage the entire website including the home page, interior pages, news releases, events, photos, photo galleries, forms, menu items and much more. The CMS is easy to use and has been built to allow users of all experience levels to easily maintain the site content. This includes the ability to edit text, photographs, documents and video.</p> <p>i:Create features an easy to use WYSIWYG editor to allow authorized administrators to efficiently make edits in the back-end of the site. i:Create offers the following editing options, some new, some familiar including:</p> <ul style="list-style-type: none"> ▪ Bold, Italic and Underlined text ▪ Spell check ▪ Superscript and Subscript ▪ Numbered and Bulleted Lists ▪ Left, Right and Centre Alignment ▪ Indent and Out-dent ▪ Inserting Links, Images, Documents such as PDF, etc. ▪ Managing Tables ▪ Special Characters ▪ Applying Style Sheets to text, tables and images ▪ Removing MS Word Format Tags (in text copied from MS Word) ▪ Ability to switch languages while in the editing mode ▪ Accordion folds
Has spell check for content editor widgets.	Y	All of our products, including i:Create, have multilingual support; French and English content editing and spell checkers are built-in.
Spell check has a global dictionary, so users do not have to maintain their own dictionaries, including auto check and auto suggest.	Y	All of our products, including i:Create, have multilingual support; French and English content editing and spell checkers are built-in.
Global dictionary is maintained by staff.	Y	The global dictionary can be updated and maintained by staff with the appropriate authority to update the dictionary as necessary.
Has the ability to track changes and restore prior versions of both web content and media.	Y	Top level site administrators will have the ability to set-up users, and specify which pages those users are able to edit. In addition to setting up content editing levels, the built-in workflow engine allows you define your approval/publishing steps at a page level or by a user or user group. You can create as many approval steps as necessary to ensure the content has gone through the workflow it needs to before it is made

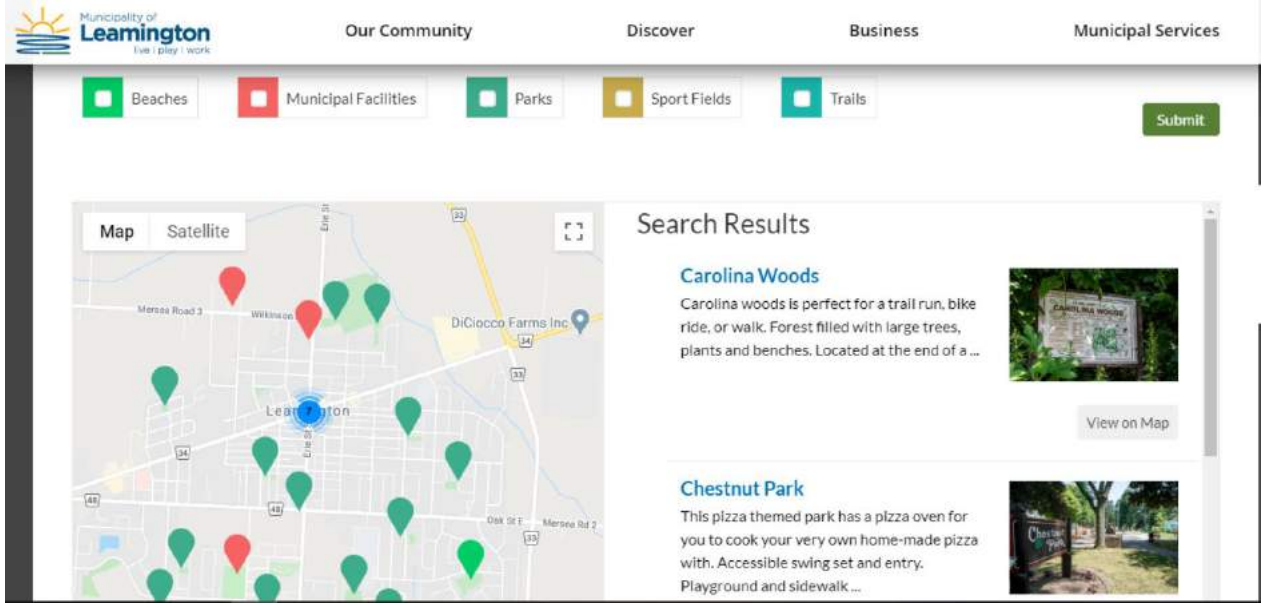

Item	Y/N	Comments																																																												
		<p>public. Notifications are sent off to the applicable parties at the approval intervals. Automatic notifications can also be sent when a page is published, approved, rejected and expired.</p> <p>eSolutions will train the administrators of the site separately after the governance document has been completed. eSolutions will provide a draft governance guide and review the options for administrating the site. Once it is determined how you would like workflow approved we setup each of the modules accordingly.</p>																																																												
Easily creates new pages	Y	i:Create provides content editors with easy access to create and edit pages. From the public website, the content editor with the appropriate rights can double-click a control key to get secure access to i:Create. The user visually sees an exact replica of the public website in the web-based WYSIWYG editor, with no need for HTML knowledge.																																																												
Has workflow management: CMS lets users utilizing role-based security to collaboratively edit content, to delegate content editing to another user or group, to restrict users or groups from editing content, to prohibit publishing of content until reviewed and approved by one or more content approvers.	Y	<p>The administrators of the site will be able to provide users with different levels of security based upon section, page, user, site, subsite and can limit users down to a page, if desired.</p> <p>Top level site administrators will have the ability to set-up users, and specify which pages those users are able to edit. In addition to setting up content editing levels, the built-in workflow engine allows you define your approval / publishing steps at a page level or by a user or user group. You can create as many approval steps as necessary to ensure the content has gone through the workflow it needs to before it is made public. Notifications are sent off to the applicable parties at the approval intervals. Automatic notifications can also be sent when a page is published, approved, rejected and expired.</p> <p>The following table provides an overview of the access controls present in i:Create.</p> <table border="1"> <thead> <tr> <th>User Administration</th> <th>Editor</th> <th>Approver</th> <th>Publisher</th> <th>Admin</th> </tr> </thead> <tbody> <tr> <td>Manage user groups</td> <td></td> <td></td> <td></td> <td>✓</td> </tr> <tr> <td>Manage user accounts</td> <td></td> <td></td> <td></td> <td>✓</td> </tr> <tr> <td>Manage user roles</td> <td></td> <td></td> <td></td> <td>✓</td> </tr> <tr> <td>Set individual or group permissions to department pages</td> <td></td> <td></td> <td></td> <td>✓</td> </tr> <tr> <th>Content Management</th> <th>Editor</th> <th>Approver</th> <th>Publisher</th> <th>Admin</th> </tr> <tr> <td>Copy content page</td> <td>✓</td> <td></td> <td>✓</td> <td>✓</td> </tr> <tr> <td>Delete content page</td> <td>✓</td> <td></td> <td>✓</td> <td>✓</td> </tr> <tr> <td>Edit properties</td> <td>✓</td> <td></td> <td>✓</td> <td>✓</td> </tr> <tr> <td>Edit content</td> <td>✓</td> <td></td> <td>✓</td> <td>✓</td> </tr> <tr> <td>Edit HTML</td> <td>✓</td> <td></td> <td>✓</td> <td>✓</td> </tr> <tr> <td>Preview page</td> <td>✓</td> <td></td> <td>✓</td> <td>✓</td> </tr> </tbody> </table>	User Administration	Editor	Approver	Publisher	Admin	Manage user groups				✓	Manage user accounts				✓	Manage user roles				✓	Set individual or group permissions to department pages				✓	Content Management	Editor	Approver	Publisher	Admin	Copy content page	✓		✓	✓	Delete content page	✓		✓	✓	Edit properties	✓		✓	✓	Edit content	✓		✓	✓	Edit HTML	✓		✓	✓	Preview page	✓		✓	✓
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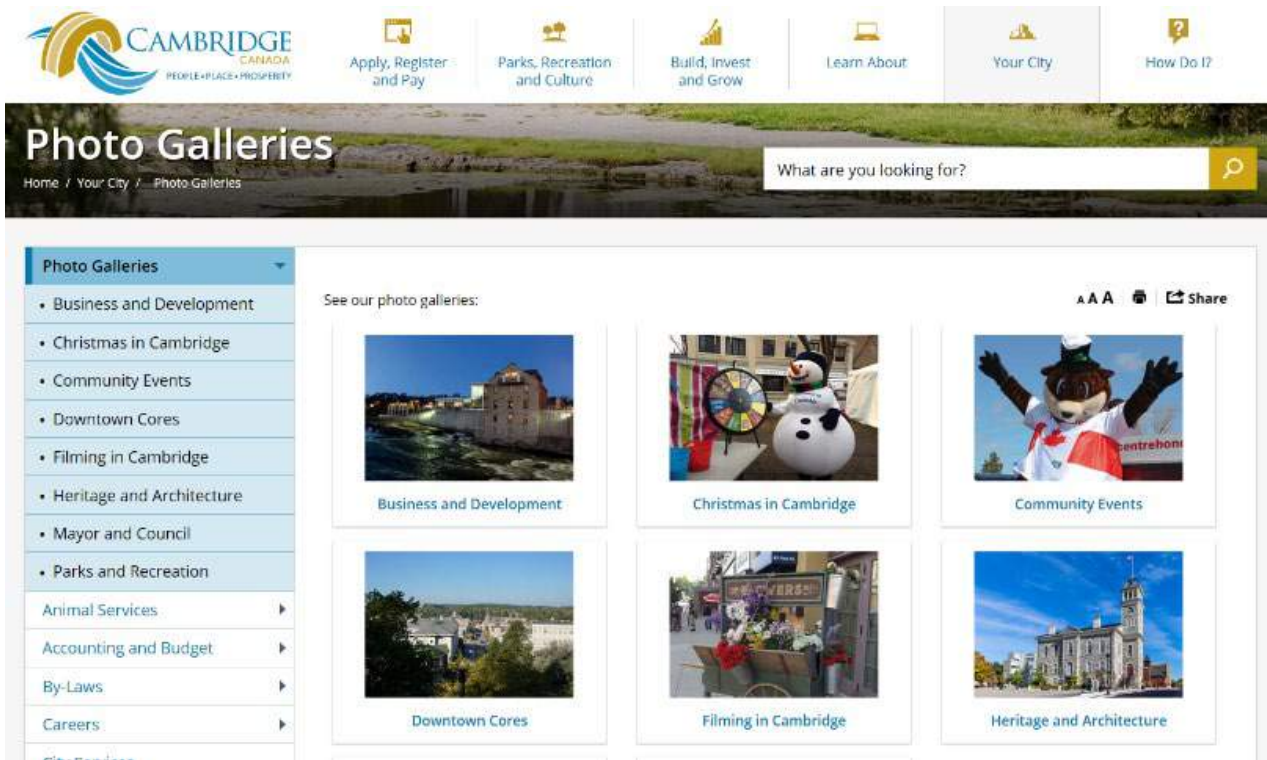
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Notifications sent on content expiry, and for approval submission.	Y	<p>As an established CMS, the core of i:Create was built to create, review and publish content. With a built-in workflow engine you can define your approval / publishing steps at a page level or by a user or user group. You can create as many approval steps as required to ensure the page has gone through the appropriate approvals before it is made public. Notifications are sent off to the applicable parties at the approval intervals. Automatic notifications can also be sent when a page is published, approved, rejected and expired.</p> <p>Within i:Create, administrators can view, export to Excel or run a report which will show all stale content on the site.</p>  <table border="1"> <thead> <tr> <th>Name</th> <th>Vertical</th> <th>Status</th> <th>Modified Date</th> <th>Published Date</th> </tr> </thead> <tbody> <tr> <td>2013-2015 Business Plan</td> <td>News and Community</td> <td>Published</td> <td>4/23/14 11:15 AM</td> <td>4/25/14 11:15 AM</td> </tr> <tr> <td>911 Communications Centre</td> <td>About Us</td> <td>Published</td> <td>3/25/14 7:26 PM</td> <td>5/12/14 9:49 AM</td> </tr> <tr> <td>Copy of 911 Communications Centre</td> <td>About Us</td> <td>Published</td> <td>4/1/14 9:31 AM</td> <td>4/22/14 10:14 AM</td> </tr> <tr> <td>About Chief Bordeleau</td> <td>About Us</td> <td>Published</td> <td>5/5/14 9:02 AM</td> <td>5/5/14 9:02 AM</td> </tr> <tr> <td>About Us</td> <td>General</td> <td>Published</td> <td>3/25/14 8:07 PM</td> <td>5/12/14 9:43 AM</td> </tr> <tr> <td>Abuse</td> <td>Safety and Crime Prevention</td> <td>Published</td> <td>5/2/14 11:37 AM</td> <td>5/10/14 9:49 AM</td> </tr> <tr> <td>Accessibility</td> <td>About Us</td> <td>Published</td> <td>5/5/14 2:39 PM</td> <td>5/5/14 2:39 PM</td> </tr> <tr> <td>Aggressive Driving</td> <td>Safety and Crime Prevention</td> <td>Published</td> <td>5/1/14 8:32 AM</td> <td>5/1/14 8:32 AM</td> </tr> <tr> <td>Airport Policing Section</td> <td>About Us</td> <td>Published</td> <td>3/25/14 7:27 PM</td> <td>5/9/14 11:37 AM</td> </tr> <tr> <td>Alarm Management</td> <td>About Us</td> <td>Published</td> <td>3/25/14 7:27 PM</td> <td>5/8/14 1:52 PM</td> </tr> </tbody> </table>	Name	Vertical	Status	Modified Date	Published Date	2013-2015 Business Plan	News and Community	Published	4/23/14 11:15 AM	4/25/14 11:15 AM	911 Communications Centre	About Us	Published	3/25/14 7:26 PM	5/12/14 9:49 AM	Copy of 911 Communications Centre	About Us	Published	4/1/14 9:31 AM	4/22/14 10:14 AM	About Chief Bordeleau	About Us	Published	5/5/14 9:02 AM	5/5/14 9:02 AM	About Us	General	Published	3/25/14 8:07 PM	5/12/14 9:43 AM	Abuse	Safety and Crime Prevention	Published	5/2/14 11:37 AM	5/10/14 9:49 AM	Accessibility	About Us	Published	5/5/14 2:39 PM	5/5/14 2:39 PM	Aggressive Driving	Safety and Crime Prevention	Published	5/1/14 8:32 AM	5/1/14 8:32 AM	Airport Policing Section	About Us	Published	3/25/14 7:27 PM	5/9/14 11:37 AM	Alarm Management	About Us	Published	3/25/14 7:27 PM	5/8/14 1:52 PM
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Item	Y/N	Comments
		<p>Other reports available include:</p> <ul style="list-style-type: none"> ▪ Pages by user ▪ Unreleased pages ▪ List of documents ▪ Page metadata
<p>Has customizable templates.</p>	<p>Y</p>	<p>With Option 1 or Option 2 you will have the ability to update templates using layout builder.</p> <p>Layout Builder for i:Create allows you to include more feature-rich content on your interior web pages using modular components that can be simply dragged and dropped into the desired layout.</p> <p>Key Features:</p> <ul style="list-style-type: none"> ▪ Create multiple rows with options to create Single and multi-column layouts for each row ▪ Add image boxes with a call-to-action text area ▪ Drag and drop rows and columns to easily rearrange your page layout ▪ Completed pages are fully responsive ▪ Completed templates meet WCAG Level 2.0 Level AA regulation for accessibility (the content is your responsibility!) 

Item	Y/N	Comments
		<p>Here are some sample pages made with Layout Builder:</p> <ul style="list-style-type: none"> ▪ www.thunderbay.ca/en/recreation/pro-kids.aspx ▪ www.thunderbay.ca/en/city-services/fire-rescue.aspx ▪ www.kflaph.ca/en/about-us/50-years-of-kfl-a-public-health.aspx ▪ www.explorekawarthalakes.com/en/stay/stay.aspx ▪ www.cityofwoodstock.ca/en/live-and-play/live-and-play.aspx
Support multimedia content objects like images, video, and other media.	Y	In i:Create, multimedia content such as images, video, documents and other media files can be uploaded and then used in one or more content pages. Resources can be uploaded for a specific section of the site, for use in that area only, or uploaded to a common area so content editors across different sections of the site can share resources.
All content, media and documents have a traceable history associated with them allowing for the tracking of both user and date/time of uploads.	Y	All media upload tracks the date of the document and the created date of the document from the file structure. The date stamp is based upon the original date of the document. This is done so it is easy to see if the document meets the accessibility requirements. For example, if a pdf is date stamped prior to January 1, 2012 then you do not need to convert the document; however, if someone requests it in an accessible format then you need to comply.
Tracks media uploads in a manner that integrates with analytics.	Y	When creating a page within the CMS you will have the ability to include tags to each page. The CMS also includes a tag manager to manage how tagged pages will be displayed on the front-end and grouped when presented to the site visitor.
Feedback tool that allows users to submit website and content feedback directly to Municipal staff	Y	<p>The eSolutions feedback module will allow residents to provide valuable website feedback. Located on each page of the site will be a feedback button that residents can use to provide feedback on that particular page.</p> <p>The feedback form is fully responsive to adapt to all screen sizes and orientations, and integrated into your website's look and feel for brand consistency. Site administrators can customize email notifications that are sent when a visitor fills out the feedback form to ensure the right people are informed of the feedback. Feedback responses include a link to the page the user was on when the opened the form.</p> <p>eSolutions' Contact module provides an easy way to include content-specific contact information on each page of your website. All contact information is managed in the module, ensuring that when you make an update, the changes are pushed out to your entire website. Contact information can be for a specific</p>


Item	Y/N	Comments
		<p>person or a general department and can include a phone, toll-free, or fax number, a physical address, and/or email address. When an email address is included, site visitors will be able to open a secure email form which prevents script kitties from harvesting City emails for SPAM purposes.</p> 
<p>Mapping tool to display the parks and recreational facilities located throughout the municipality (With option 2)</p>	<p>Y</p>	<p>Our Parks and Facilities module lets you build a comprehensive and organized database of your local parks and facilities, and offers a one-stop-shop where residents and visitors can learn more about all of the fun, engaging and interactive things to do in your community. The directory allows you to create an unlimited number of searchable listings for local recreation facilities. Listings can include the facility or park name, address, telephone, fax, website, schedule, and even a link to an automatically generated map of the location.</p> <p>Key features:</p> <ul style="list-style-type: none"> ▪ Easily integrates parks and facility listings within your public website ▪ Users can search by keyword or by amenity options such as accessibility, public Wi-Fi, ice pad, hours of operation, etc. ▪ Google Maps integration intuitively allows users to view listing locations and find directions ▪ Customizable category options for each park and facility makes searching simple ▪ Ability to add, edit and delete parks and facility entries quickly when needed ▪ Easily set hours of operation, open/close dates, and include pictures for each park and facility ▪ Quick link to your rental information web page or PDF, as well as your recreation calendar schedules ▪ Integrates directly with the i:Create News Module, allowing for automated postings of facility closures to your news section, automated e-mails sent to users, and posts to social media


Item	Y/N	Comments
		<p>Example: https://facilities.learmonth.ca/</p> 
<p>A-Z listing of Municipal services, including ability for staff to manage the list as needed.</p>	<p>Y</p>	<p>eSolutions' A-Z Listing is alphabetically sorted and can be accessed in a scrolling list. Each title is a clickable link to the corresponding content page. Depending on the City's needs and approved design concept, the format may vary from the samples below:</p> <p>This listing will dynamically grow to accommodate any number of titles.</p> 

Item	Y/N	Comments
<p>Photo gallery tool that allows for the creation of photo galleries that can be added to any page within the site.</p>	<p>Y</p>	<p>With i:Create, you can create online rotating photo galleries as well you have the ability to have photo libraries within i:Create to easily edit and manage photos or photo galleries. You can have one or more photo gallery albums and these albums may be inserted into a dedicated album page.</p> <p>Below is an example of the photo gallery album page on the City of Cambridge website:</p> 
<p>Polling tool to allow staff to create and embed online polls. Provide option for users to submit and review poll results.</p>	<p>Y</p>	<p>The poll feature allows you to receive instant feedback on a new idea or service, and tracks voting on a popular issue or concern, or monitor any other kind of poll you require. Anyone with administrative permission can create and monitor a poll on your website in three easy steps:</p> <ul style="list-style-type: none"> ▪ Name your poll and add options and text ▪ Save and publish your poll ▪ See your results

Item	Y/N	Comments
		The polling feature also allows for you to embed multiple polls into a single webpage, so you never have to worry about polling for more than one issue at the same time. Once your poll has served its purpose, you can simply close it and remove it from the webpage.
Business directory with ability to search by category and/or keyword. Must include self-serve option allowing businesses to manage their own listing. (With option 2)	Y	Our Business Directory lets you create a searchable listing of local businesses with an unlimited number of entries. Listings can include the business name, address, telephone, fax, website, and a link to an automatically generated map of the location. Directory Features <ul style="list-style-type: none"> ▪ Searchable business listing by business name, keywords or categories ▪ Mobile friendly using responsive design ▪ Maps all search results on a Google map with ability to click a location for more information ▪ Business detail page which includes: <ul style="list-style-type: none"> ○ Business name ○ Phone number ○ Fax ○ Email ○ Website ○ Facebook & Twitter links ○ Logo & other images ○ Products and services description ○ Address / location ▪ Business registration and profile management – business owners can create an account and submit their business listing for inclusion ▪ An approval process is in place to allow the directory admin to review, categorize then approve the listing before being shown online ▪ Business owners can then update their listing as required ▪ Administration area lets you manage business entries, search businesses and export listings to Microsoft Excel ▪ Provides ability to manage the directory categories and optional sectors
Has automatic sitemap generation.	Y	i:Create will automatically create a sitemap and will update the sitemap automatically when a page is added or deleted within the site.
Uses friendly URLs.	Y	All of i:Create’s URLs are Human Readable or user friendly, using clear wording and slashes so the user can clearly see the section of the site they are visiting. For example, it can be seen by this URL, from one of our

Item	Y/N	Comments
		<p>client's sites, the level and page that is being viewed: www.northumberlandcounty.ca/council/councilagendas.aspx</p> <p>When creating content pages, the CMS user has the opportunity to name the pages as required.</p>
<p>Proven technology: The CMS software uses proven technology utilized by a broad sector of organizations.</p>	<p>Y</p>	<p>i:Create is a proven technology used by thousands of users. Our clients range from over 300 municipalities, with thousands of users per site in diverse sectors such as economic development, tourism, health organizations, police forces and private organizations. i:Create features are updated based upon user feedback and requests.</p>
<p>Content migration: the proponent migrates all content of the existing website (SharePoint) or works with business units to redevelop content.</p>	<p>Y</p>	<p>eSolutions highly suggests rewriting the content. The reason for the recommendation is we will be updating the navigation, a chance to review all relevant content and to remove content that is not used anymore and most importantly is to update the content with accessibility and SEO features. eSolutions process for this is as follows:</p> <p>Writing Effectively for Websites</p> <p>eSolutions can provide training for your staff on how to effectively write for websites. The 2-hour workshop is delivered by a professional writer. Your staff will receive a hard-copy training manual, and lots of examples are provided using your new site's sitemap as a reference point. The training can be delivered on-site or as an online meeting. The workshop includes:</p> <p>Guidelines for Effective Web Writing – Our web writing guidelines have been developed through extensive research into the best practices in writing for a website. We will train your writing team on tips to consider when writing content for your new website so that they are writing consistently and in an easy-to-read, easy-to-find format.</p> <p>Website Content Writing Process – As part of your website redesign process, the vast majority of your content may undergo a major rewrite. Our step-by-step process considers that your web writers may not be experts in the subjects that they have to write about, but they can still write the content effectively in conjunction with subject matter experts in your organization.</p> <p>Automated Content Process – With Option 1 – We will train the writers in iCreate and build out the site with an empty page based upon the approved sitemap. With Option 2 - eSolutions can guide you through the process of organizing your content, images, documents and resources on a shared network so that you</p>

Item	Y/N	Comments
		can work most effectively with your colleagues, ensuring your files are handed off in a format ready for us for populate the content on your new website and use our robot to pull the content in prior to training.
CMS provides the ability to add metadata to the image or document record for search indexing purposes.	Y	i:Create’s metadata module allows content authors and editors to input metadata, which includes basic keywords for Search Engine Optimization and other more advanced fields. This module is enhanced to allow specific metadata to be set for each individual webpage, rather than having a single set of metadata for the entire website. This ensures that each page has an improved ranking for Search Engine Optimization and can be easily found by searches. The module is XML based.
CMS has the ability to preview proposed changes.	Y	i:Create will allow the contributor to preview the proposed changes and also compare the changes made on previous versions.
Administrators and users able to change and/or reset their passwords.	Y	 <ul style="list-style-type: none"> ▪ “Remember me” functionality is available on the login screens and may be disabled if desired. If disabled, only the username will be remembered – users must enter their password upon log in. ▪ Credentials are never stored in insecure locations. All credential transmissions are encrypted and are never stored client-side. ▪ Forgot password functionality can be accessed from the login screen. The process will e-mail the user’s defined password hint to the e-mail address attached to their account. Attempt limits can be configured to the City’s preference. ▪ Defined administrators can be notified of failed login attempts via e-mail. ▪ Failed authentication messages are generic and provide no exploitable information. Example: Invalid username and/or password, please try again. ▪ The solution can show the user’s last login date/time upon login. ▪ A logout link is at the top of every page. Sessions will also time out after 2 hours of inactivity. The timeouts can be configured to the City’s preference. ▪ A central user and permission list is available that allows administrators to easily manage access to the system. The status of user accounts can be reviewed quickly from this screen.

Item	Y/N	Comments
If a hosted solution is used, proponent has network intrusion detection systems in place.	Y	eSolutions employs a Cisco ASA 5500 Security Firewall that inspects traffic for common network exploits and will block and log many network based exploits. Additionally, host-based intrusion detection is performed by the anti-virus software running on the hosting services. Remote monitoring of the servers and the infrastructure and careful observation by our systems team are able to identify abnormal patterns of activity that may indicate malicious behavior. Our team is equipped to rapidly respond to threats.
If a hosted solution is used, proponent regularly-updates anti-virus protection on its servers.	Y	Antivirus software is installed on all vulnerable servers. Antivirus software is maintained with most recent signature updates and is configured to automatically update signatures at least every day.
If a hosted solution is used, proponent has managed services for its security devices and appliances, including all firewalls and proxy servers.	Y	In order to build and maintain Secure Networks, eSolutions implements the following services: <ul style="list-style-type: none"> ▪ Cisco ASA Firewall ▪ Redundant Firewall ▪ Logging of Internet traffic ▪ Restrict traffic types to only those that are required <p>eSolutions team is equipped to manage and monitor the security infrastructure of our hosting environment</p>
Has knowledgebase for online help, helpdesk 24/7 availability (by phone or email), options for comprehensive training, and access to other online resources.	Y	eSolutions provides all of our clients 90 days FREE support after training. We then provide our clients options on support agreements. Our clients choose from hourly to unlimited support. The support includes questions about the systems, and issues or requests as outlined below. All Support calls or emails are managed in-house with a dedicated support team. <p>For training, modifications of design or addition of modules/integrations, eSolutions would take the requirement and provide a cost for approval prior to the work commencing.</p> <p>Regular support is available:</p> <ul style="list-style-type: none"> ▪ Monday to Friday 8 AM – 6 PM EST ▪ Telephone and email support ▪ 24 x 7 support available and all emergencies are within the support response as above, within 1 hour ▪ Emergency after hour support is available to our clients 24x7x365 

Item	Y/N	Comments
		<p>All eSolutions product deployments and custom applications are fully warranted for a period of 1 year, therefore regardless of the option you choose defects with the software will continue to be corrected free of charge.</p> <p>Support requests include:</p> <ul style="list-style-type: none"> ▪ Explanation of system functionality ▪ Issues generated by user error ▪ System requests – the requests include networking and general application requests ▪ General training requests - the requests covered in the support program will be minor requests when a client may have forgotten how to complete a task or in an emergency situation where a situation has arisen <p>If refresher training on any software is required, a quote can be requested from the Project Manager. Please note that you can also contact your eSolutions project manager at any time, especially in cases of emergencies or after-hours matters. For each specific support request, a Product Support representative will create a Support Service Request and assign it a tracking number. If you contact us with several different issues, we may create different numbers to track each issue. Be sure to make a note of the Service Request Number, and provide it on any subsequent contacts regarding the issue.</p> <p>eSolutions' software's escalation procedures raise the visibility and importance of your problem within the software. At the discretion of eSolutions, customer product support issues may be escalated internally to senior support technician, the product support manager, or the development team. In general, if you are not satisfied with a response from the product support staff, you may request that the issue be escalated by contacting your support representative.</p> <p>Contacts to eSolutions' service group will be categorized as Issues or Support.</p>
<p>Has the ability to create microsites.</p> <p>(With Option 2)</p>	Y	<p>Within Option 2 we are able to create reusable landing page and landing page interior to be used for different departments such as EcDev or transit.</p> <p>Example: www.milton.ca and www.milton.ca/en/business-and-development/milton-economic-development.aspx and www.milton.ca/en/living-in-milton/transit.aspx</p>

MILTON Economic Development

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A Place of Possibility for businesses and entrepreneurs

Milton is a dynamic, modern and innovative community with a growing population of nearly 130,000 and a highly skilled labour force of over 60,000 people (Statistics Canada, 2016). Set against the backdrop of the Niagara Escarpment within Halton Region, Milton is well-situated at the centre of one of Canada's most significant technology clusters, the Ontario Innovation Corridor.



Market Information



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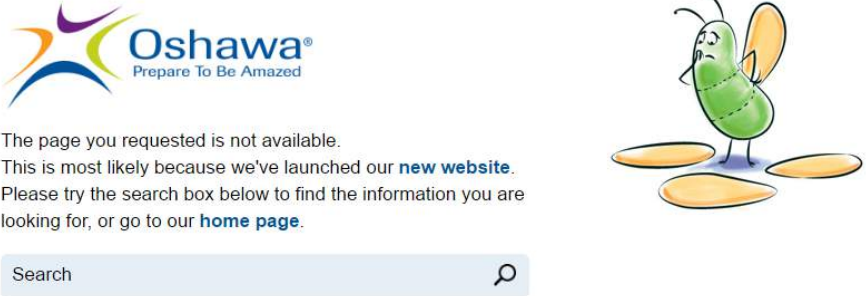


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Designed by eSolutionsGroup

Item	Y/N	Comments
When the webserver returns a 404 (not found), the CMS redirects browsers to a user-friendly replacement page.	Y	<p>When a 404 error occurs, a friendly error page is shown (Example below). The friendly error page has configurable text and also the search feature to allow the user to easily find the page they were attempting to access.</p> 

Web Forms

Item	Y/N	Comments
Forms email and/or store information in the database.	Y	eSolutions' Form Builder is designed and developed on top of a Microsoft SQL database. All information collected from the public is stored and saved into the backend SQL database for retrieval through the Form Builder application. The data in the database can only be retrieved by City staff with the appropriate credentials to access the Form Builder product. All information can also be sent over email on the completion of a form submission.
Support JavaScript and server side validation to prevent tampering.	Y	eSolutions' Form Builder is designed to support both client side JavaScript validation and server-side validation. eSolutions has gone the extra step with aggressive server-side validation to prevent tampering through XSS or injection.
Include spam prevention measures.	Y	eSolutions' Form Builder supports the ability to have a Google reCAPTCHA on any form designed and developed by the City. The use of Google reCAPTCHA will eliminate any automated routines (bots) used to spam form submissions by using a simple picture selection process to determine if the end user is a bot or not.
Administration is easy to use by someone with little or no technical training.	Y	eSolutions' Form Builder was designed with user experience and ease of use being the main priority. Form Builder enables non-technical users to easily create forms with no technical help required. eSolutions has invested significant time into the design of the Form Builder product to make it easy and simple to use for all levels of technical and non-technical competencies.

Item	Y/N	Comments
Forms are accessible and able to be completed by keyboard.	Y	eSolutions' Form Builder is designed to support the AODA standard WCAG2.0 AA. This means that all forms created can be used by visitors to your site with visual disabilities, using online screen readers or other various screen reading technology. eSolutions has also gone through the process of using tab indexes on input fields in the forms created, which allow navigation within a form with only a keyboard (no mouse required).
Forms may include: <ul style="list-style-type: none"> Report a pothole Report a missing or damaged traffic sign Report a dead animal on a Municipal road Report the need for grass cutting in a park Online submission for Request for Road Closure 	Y	eSolutions confirms that all forms indicated can be supported in our Form Builder product. eSolutions can work with the City to provide employees with the appropriate training to create these forms in the Form Builder software. eSolutions in future phases can also integrate these forms into backend software such as CityWide, JDEdwards etc. Examples: https://forms.lloyDMINSTER.ca/Pothole https://form.brantford.ca/Transportation/Malfunctioning-Traffic-Signals https://form.brantford.ca/Service-Requests/Roads-and-Sidewalks/Report-Dead-Animal https://forms.guelph.ca/Parks/Service-request-form-grass-and-weeds

AODA and Accessibility

Item	Y/N	Comments
Describe your approach to meeting WCAG 2.0 A criteria; AODA legislation; Ont. Reg. 191/11, to support accessibility features and functions.	Y	Current AODA legislation requires new sites to be compliant to the Web Content Accessibility Guidelines (WCAG) 2.x Level AA as of January 1, 2021. eSolutions designs and develops websites to Level AA. The WCAG defines four (4) main principles that we use to design, develop, and validate compliance: Perceivable – Reading of Content The following checkpoints are designed to help users read content on the website: <ul style="list-style-type: none"> Site designed using CSS allowing for user-defined stylesheets to override default styling. Buttons to increase/decrease text size by at least 200%. Colour Contrast – all colours checked for contrast/ability to easily read. i:Create automatically prompts for text alternatives for any content that is not text (e.g., images, videos, iFrames).

Item	Y/N	Comments
		<ul style="list-style-type: none"> ▪ i:Create automatically adds title text on links (users can override with their own text if desired). <p>Understandable The following checkpoints are designed to help users site content and structure:</p> <ul style="list-style-type: none"> ▪ Consistent navigation structure across all pages. ▪ The web site code allows assistive technologies use to determine page structure and language. ▪ Content management system (CMS) provides ability to manage content in a way which is readable and understandable. ▪ Ability to set site structure via heading tags (H1, H2 ... H6). ▪ Supports use of Table Caption, Abbreviation, and Acronym tags to provide definitions. <p>Operable – Navigating the Site The following checkpoints are designed to help users navigate the website:</p> <ul style="list-style-type: none"> ▪ All content can be accessed via the keyboard only. ▪ Multiple ways to navigate and find content – Search, Quick Links & Navigation. ▪ Pages structured using headings. ▪ “Skip to Content” link to bypass site menu structure and go directly to the page content. ▪ Pause button on rotating content (e.g., rotating homepage banners and news). ▪ Understandable – intuitive site content and structure. <p>Robust – Compatible with a Variety of Browsers and Assistive Technologies The following checkpoints are designed to make the site usable by a variety of browsers and assistive technologies:</p> <ul style="list-style-type: none"> ▪ Compliant with W3C HTML 5 and CSS 3 website standards. ▪ Use standard code libraries for browser compatibility - jQuery, Modernizr. ▪ Website is tested with JAWS, NVDA and ZoomText – three (3) of the most popular assistive technologies in Canada.
Describe your expertise with AODA and accessibility.	Y	We consider ourselves thought leaders in Web Accessibility and the AODA. For the last 10 years we have been developing and validating our sites to the WC3 WCAG standards to ensure that our websites provide a good user experience no matter what.

Item	Y/N	Comments
		<p>For the last three years we have been developing sites to meet the WCAG 2.0 AA standard, which is not a requirement until 2021. We do this because it goes back to our philosophy of building website that provide a good user experience for as diverse an audience as possible.</p> <p>Approach to Accessibility eSolutions started the process with a technical checklist from WCAG that would meet the criteria (from a technical perspective), however after going through the checklist we realized that even though the websites met the criteria set forth in the checklist, it did not meet our usability standard. We took step back and researched the goals, standards and principals with the objectives of the WCAG 2 AA. We changed the focus of the development and testing to be principal based (perception, operability, understanding, and robustness) rather than focusing on the technical checklist to ensure that the application met the principals of the WCAG. eSolutions has also engaged the Ontario government to provide clarification on the AODA legislation and participates in various outreach events and conferences. We have also been part of a MISA subcommittee on web accessibility and have developed an accessibility toolkit as part of the committee. eSolutions also hosts the OpenWeb accessibility conference, focusing on educating participants on the legislated web accessibility requirements and how to meet them.</p> <p>Relative Experience eSolutions has taken a proactive approach to accessibility and AODA compliance. All applications have been thoroughly tested for compliance, and accessibility is built in to the design of our applications. eSolutions has also partnered with KW AccessAbility, an accessibility advocacy organization located in Kitchener, ON, for user testing. The user testing sessions validate accessibility improvements, and the feedback from the sessions are used to make further refinements to our applications.</p> <ul style="list-style-type: none"> ▪ Over 200 Ontario Municipal Sites which conform to the AODA ▪ Expert in-house experience with the AODA, WCAG 2.0 (Priority A and AA), Development, and Content Writing ▪ Supporting Connections with the Ministry of Community and Social Services, Outreach and Compliance Accessibly Directorate (Alfred Spencer) ▪ Regularly teach and train clients on Accessibility (writing, documents, development) ▪ Work with local accessibility associations and groups for feedback and testing ▪ We host an Annual Accessibility Conference ▪ MISA (Municipal Information Systems Association) Accessibility Committee

Item	Y/N	Comments
Describe the accessibility tools used/leveraged	Y	<p>Dependent upon client requirements and technologies in-use - eSolutions has specific experience with regard to Accessibility compliance in the following technologies and software with various client municipalities:</p> <ul style="list-style-type: none"> ▪ Programming: HTML5, CSS3, jQuery, AngularJS, WAI-ARIA, ASP.NET, ASP.NET MVC ▪ Mobile Programming: Objective-C (iPhone), Cordova (cross platform), Ionic, PhoneGap, Angular JS, jQuery Mobile, ASP.NET WebAPI ▪ Testing: Total Validator, ChromeVox, NVDA, JAWS, ZoomText, Siteimprove ▪ Documents Creation and Training: Microsoft Office 2010, 2013, 2016; Adobe Acrobat X, XI, DC.

Events Calendar

Item	Y/N	Comments
Allows all events to be uploaded through CMS, regardless of department.	Y	<p>The event calendar is a centralized module which is available via the CMS. Access to the calendar can be delegated to users with permissions to specific calendars and approval processes.</p> <p>Events are created on a calendar basis, where each calendar can have its own customized fields including categories and sub-categories.</p>
Events are 'tagged' to category, and users are able to select which categories of events display (e.g. Council and Committee meetings, Tourism Events) automatically displayed in master calendar.	Y	<p>Within the calendar program you have the ability to have separate calendars then have an overall calendar with all events such as tourism, council and provides the ability to filter per category.</p> <p>Example: https://calendar.richmondhill.ca/default/Month</p>



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Events

[A](#)
[A](#)
[A](#)

View options: [Calendar](#) [List](#) [Print](#)

[Select All](#)
[Deselect All](#)

Events

Committee and Task Force Meetings

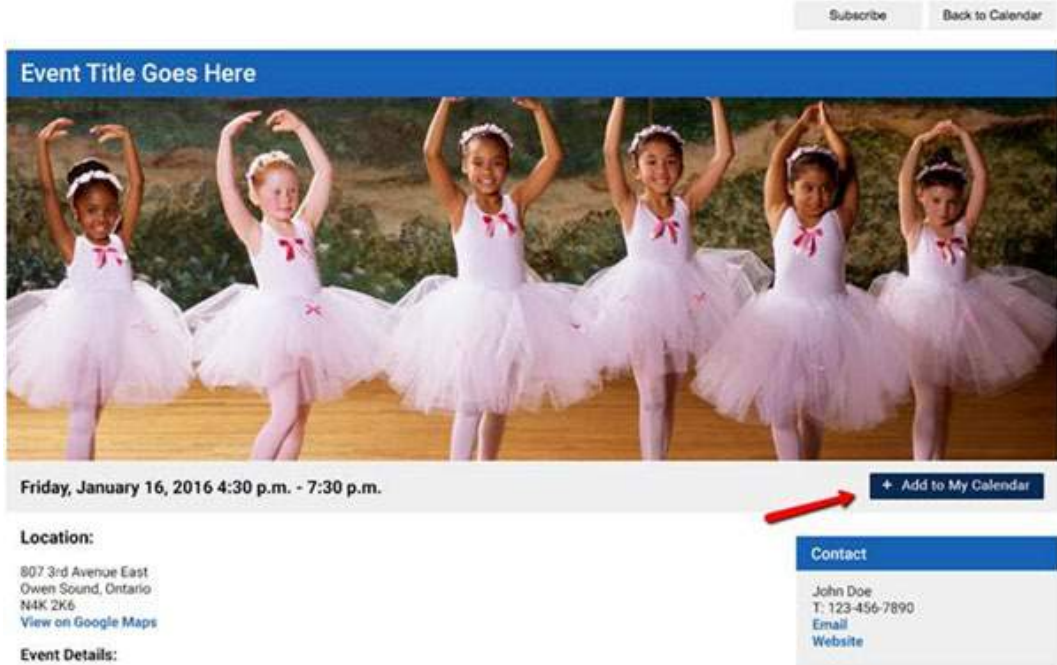
Council Meetings

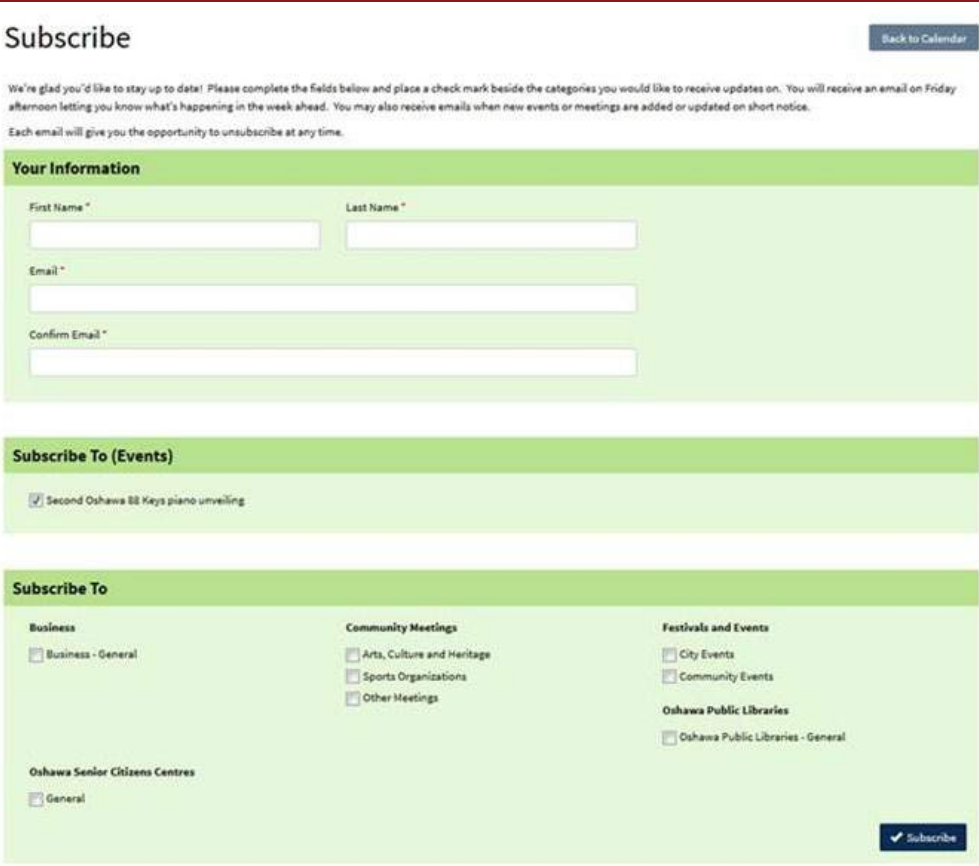
[Submit an Event](#)

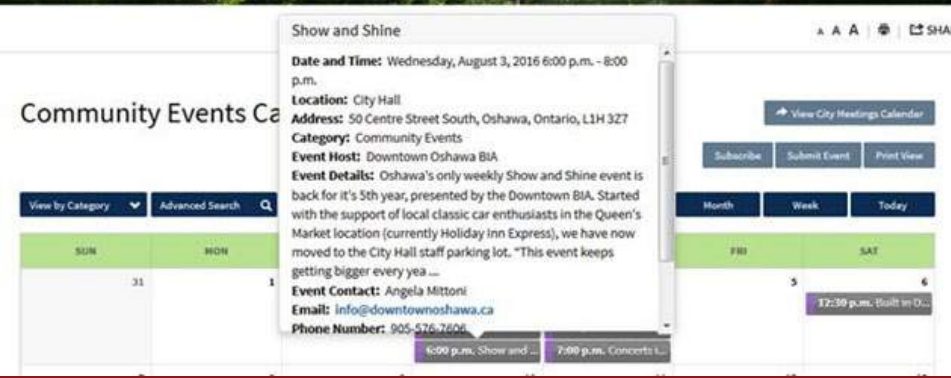
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SUN	MON	TUE	WED	THU	FRI	SAT
26	27	28	29	30	1	2
3	4	5	6 Council Public ...	7 Free Gardening...	8	9
10	11	12 Official Plan Up... Heritage Richm...	13 Council Meeting	14	15	16
17	18	19	20 Council Public ...	21	22	23
24	25	26 Webinar (Free)	27 Council Meeting	28	29	30
31	1	2	3	4	5	6

[Access RH](#)
[Feedback](#)

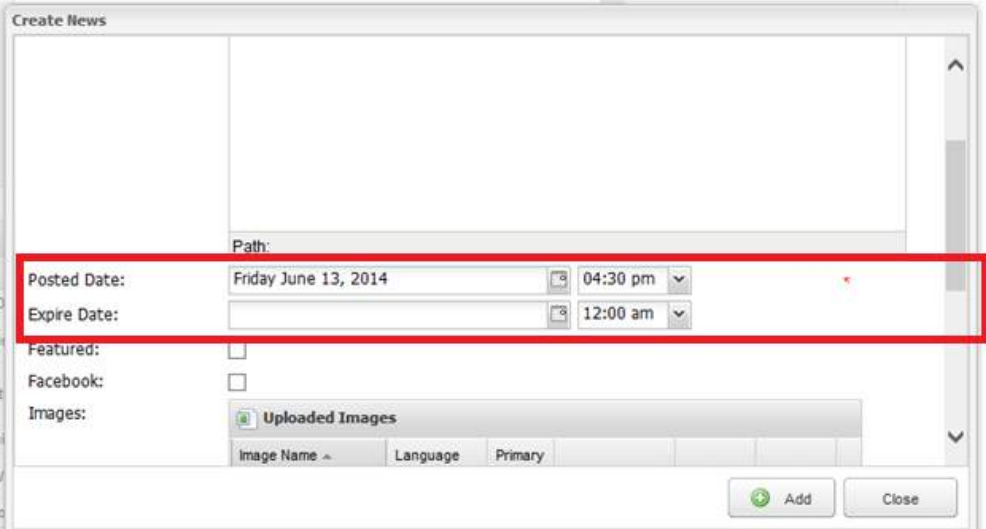
Item	Y/N	Comments
<p>Allows user to download selected calendar events into iCal, Outlook, etc. (top 3 most popular calendar apps).</p>	<p>Y</p>	<p>The calendar provides an 'Add to my calendar' link on each event to allow users to add the calendar to their own personal calendars (Outlook, Google Calendar, etc.)</p> <p>Example of 'Add to My Calendar' functionality can be seen at the following link: https://calendar.aurora.ca/default/Detail/2020-03-26-1800-Property-Standards-CommitteeAurora-Appeal-Tribunal</p> 
<p>Allows users to subscribe to receive via email new calendar event notices</p>	<p>Y</p>	<p>The calendar provides a subscription form which allows visitors to sign up to receive calendar updates via email based on their personalize selection. The form is complies with CASL and users can choose to subscribe at the calendar level or a specific event. The calends will send weekly digest emails of the next 2 weeks events to all subscribers.</p> <p>https://subscribe.aurora.ca/subscribe</p>

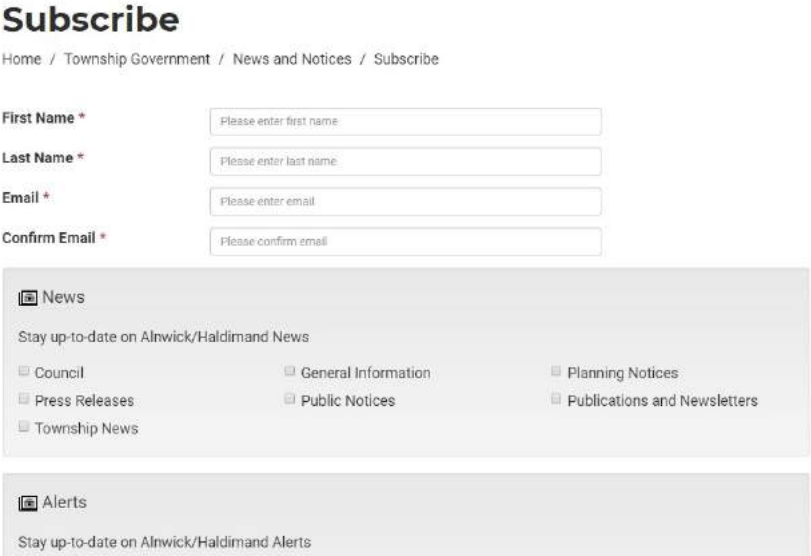
Item	Y/N	Comments
		
<p>Each event has a link to a page with description.</p>	<p>Y</p>	<p>The calendar provides both a pop-up view of the details as well as full event details page. Details include all fields specific to the event. Empty fields are automatically hidden. Social media icons can also be included as well as a Google map with the ability to get directions.</p>



Item	Y/N	Comments
		
Ability to integrate council calendars with Civic Web portal.	Y	eSolutions has the ability to link-off to the City's Civic Web Portal, as seen within the Township of Alnwick/Haldimand's Council page below: www.ahtwp.ca/en/township-government/council.aspx alnwickhaldimand.civicweb.net/Portal/MeetingTypeList.aspx
Allow users to submit calendar events to select categories	Y	The calendar has the ability for the public to submit an event based upon a category that you allow such as festivals, or public events. Once it is submitted by the public it will automate an email to staff authorized to approve the event OR deny it based upon your policies. If approved it is automatically added to the calendar.

News Management

Item	Y/N	Comments
Ability to publish articles with embedded photos, videos, URLs.	Y	The news tool within i:Create is extremely flexible. Articles of various sizes are supported as well as embedded photos, videos, files (PDF, Word, Excel, etc.) and links to other pages and sites.
Has the option to show archived news items or most popular items from the past month/season.	Y	<div data-bbox="625 1117 823 1364" data-label="Image"> </div> <p>The news module can show archive of news for multiple years. They show in a separate list and can be searched using keywords. www.ajax.ca/Modules/News/en</p> <p>You will also have the ability within the design to highlight news items based upon category and when the news date has passed it will automatically pull in the next news feature.</p>

Item	Y/N	Comments
<p>News allows items to be future dated.</p>	<p>Y</p>	<p>When posting a news item, site administrators will have the ability to post items for a future date. Users will also be able to expire a news item (if required.)</p>  <p>The screenshot shows a 'Create News' form with a 'Path' field, 'Posted Date' (Friday June 13, 2014, 04:30 pm), and 'Expire Date' (12:00 am) fields. The 'Posted Date' and 'Expire Date' fields are highlighted with a red box. Below these fields are checkboxes for 'Featured' and 'Facebook', and an 'Uploaded Images' section with columns for 'Image Name', 'Language', and 'Primary'. 'Add' and 'Close' buttons are at the bottom right.</p>
<p>News items have a start date time and end date time.</p>	<p>Y</p>	<p>The news module provides a posting date and expiration date for each news article. The posting date is a required field and controls when the news article should be release / displayed to the public on the website. Only after the posting date has lapsed does the news article get released / displayed on the public website. The expiration date is not a required field, but when used automatically pulls the news article from the website. If the expiration date is supplied, the news article will automatically archive from the website after the expiration date has lapsed.</p>
<p>Ability for users to subscribe to news items and receive via email (must be CASL compliant)</p>	<p>Y</p>	<p>The news module allows for Public subscription adhering to Bill C28 and CASL , allowing you to send email updates about news articles to subscribed users.</p>

Item	Y/N	Comments
		
<p>Option to post emergency alerts to home page</p>	<p>Y</p>	<p>You are able to post to the homepage an alert, or emergency banner (even from your phone) in case of an emergency situation. The public, staff or board can subscribe to these alerts as well. You have the option of social media integration to maximize the reach of your news or emergency articles across all channels, including Facebook, Twitter and LinkedIn.</p> <p>Content editors can update the text within the banner through eSolutions' i:Create and choose a colour to reflect the severity and importance of the message: for example, red for emergencies or important community notices; yellow for warning information and green for general information. The window is set so that it is only displayed upon an initial visit to a website.</p>

Item	Y/N	Comments
		<div style="text-align: right; margin-bottom: 10px;">X</div> <div style="text-align: center;">  <h3>Fire Restriction Order In Place</h3> <p>Effective April 24, 2020 Saddle Hills County has a FIRE RESTRICTION ORDER in place for All Areas Outside of the Forest Protection Area.</p> <p>These FIRE RESTRICTIONS have been put in place to encourage extreme caution in order to protect fire suppression service availability of volunteer firefighting crews and AB WildFire Resources during the COVID-19 pandemic. The current fire risk is low - moderate but can change very quickly in the Spring.</p> <p>This Fire Restriction order is effective on all lands outside of the Forest Protection Area (FPA) within Saddle Hills County, including all Crownland and Recreation Lease Land.</p> <div style="text-align: center; margin-top: 20px;">  </div> <div style="text-align: center; margin-top: 20px; background-color: #e0f2f1; padding: 5px; border: 1px solid #ccc;"> <p>Not Allowed</p> </div> </div>

Technical Requirements

Item	Y/N	Comments
Does the system use a web-based administrative interface?	Y	i:Create is a web based content management system with no plugins. It is accessible securely anywhere in the world as long as you have an internet connection and a valid username and password. i:Create works in all current browsers for administrative staff to edit.
Have no reliance on browser plugins/extensions.	Y	i:Create does not require any browser plugins/extensions. This is one of the major reasons eSolutions will not use open source technologies because of the security risks in third-party plugins. eSolutions works for many police forces where hackers are constantly trying to exploit their systems. We take security very seriously and have internal security officers as well as external scans to ensure we are protecting data.

Item	Y/N	Comments
Be browser agnostic with respect to all recent versions of modern browsers.	Y	<p>eSolutions strives to provide a quality experience for your website visitors. For the public-facing side of websites and online applications we test with modern and supported browsers, devices and operating systems. The following represents a current list of supported browsers:</p> <ul style="list-style-type: none"> ▪ Microsoft Windows (latest at go live Microsoft Edge, Firefox and Google Chrome) ▪ Apple OS X (latest at go live for Safari, Google Chrome, Firefox and Microsoft Edge) ▪ Mobile Devices (latest at go live for Google Chrome for Android, Firefox for Android and Safari for iOS)
Can the proposed offering be part of a PCI (Payment Card Industry Data Security Standard) compliant solution to allow for the acceptance of online payments?	Y	<p>eSolutions' payment environment is Certified to PCI DSS 3.1.</p> <p>A standard process is put into place to ensure code integrity and quality and PCI Compliancy of all of the eCommerce applications. We utilize the following methods:</p> <ul style="list-style-type: none"> ▪ Code reviews for critical-path code such as authentication and payments occur with each update. Reviews are performed by a senior developer not involved in the project. ▪ Internal and external security audits are performed regularly with quarterly Trustwave PCI Security Scans (or Ncircle). ▪ Any security deficiencies are given high priority and are addressed immediately. A post-mortem is held to identify the root cause and put measures in place to minimize the items in the future. ▪ SVN for versioning control with check in and check out procedures ▪ Locked down staging/production environments <p>eSolutions undergoes periodic reviews of our policies and procedures to ensure that they continue to adhere to these core principles</p>


Component & Site Search Functionality

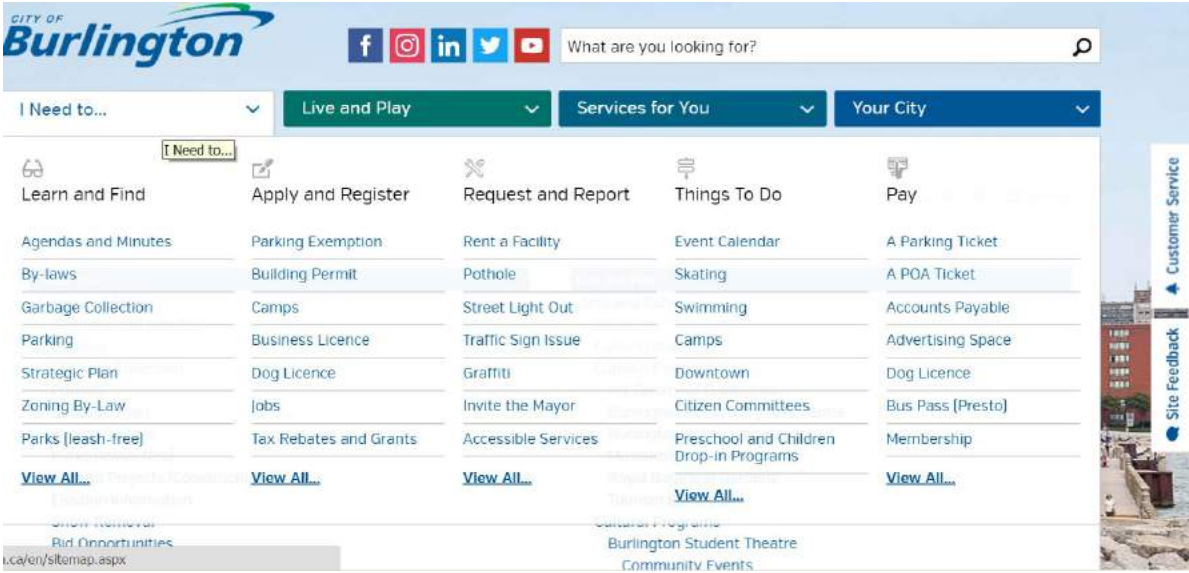
Item	Y/N	Comments
Indexes the entire website, including dynamic pages.	Y	<p>Cludo is a global leader in search technologies. Key benefits to the Cludo platform:</p> <ul style="list-style-type: none"> ▪ NO advertising in search results ▪ Fully interactive dashboard that you can use to refine your visitors' search experience, create synonyms, add banners, and create page suggestions ▪ W3G Level 2.0 AA accessible visitor-facing interface <p>Cludo site search will crawl the City's site, and will index the entire site, including all dynamic pages. Once the page or content is deleted from the CMS, this will be removed from the search.</p>

Item	Y/N	Comments
Indexes PDFs, including documents linked form within a PDF.	Y	Cludo utilizes a crawler for indexing content. Cludo will follow links within a PDF provided the PDF is within the size limits.
Supports industry standards like robots.txt.	Y	Cludo recognizes and follows rules set in the robots.txt file.
Supports multiple indexes allowing for indexing of subsections like Council Reports, Community Services, Fire Services, etc.	Y	Cludo allows you to setup custom Refinements which allows you to tag URL patterns which can then be used to filter results by specific tags or categories. Example: The Town of Milton has setup tags for council reports, transit, arts etc. and these appear as tabs along the top. Users can then filter the results by these areas.

Assistive Aid – “How Do I?” Tool

The purpose of “How do I?” is to provide information on common questions that citizens have. The questions are organized by categories.

Item	Y/N	Comments
Lists the titles of all active entries which link to the respective URL in alphabetical order under each category (e.g. How do I...Apply for It, Have a Say, Pay for It, Report it).	Y	<p>eSolutions can design the ‘How Do I?’ listing to organize the titles into categories and we have provided this in a few different ways. We like to test this with the stakeholders in the design phase.</p> <p>A few examples below:</p> <ul style="list-style-type: none"> ▪ www.countyofessex.ca/en/index.aspx ▪ www.cambridge.ca/en/how-do-i.aspx 

Item	Y/N	Comments
		
Allow for flexibility when assigning a new page/tab on the site to the How Do I menu.	Y	Through menu manager, all the data is easily changed. You can add new items to the How do I menu or AtoZ and the sitemap will automatically be updated.

Hosting

Item	Y/N	Comments
Provides a minimum 4-nines (99.99%) uptime guarantee.	Y	<p>eSolutions is determined to provide the highest level of service we are able to give our customers. eSolutions makes use of redundant systems and networking components to allow for continued operation throughout minor system failures and avoid disruption to our client services. Our basic hosting agreement includes terms that allow for a refund of portions of the service fees in the event of an outage of more than 1 hour up to a maximum refund of the monthly fee.</p> <p>Our target availability objectives are as follows:</p> <ul style="list-style-type: none"> ▪ Application availability (Objective 99.99%, downtime 52.56 minutes) ▪ Network Availability (Objective 99.995%, downtime 26.28 minutes) ▪ Power Availability (Objective 99.995%, downtime 2.628 minutes)

Item	Y/N	Comments
All infrastructure servicing the solution is located within the territorial borders of Canada.	Y	eSolutions' Data Centre is located in Waterloo, Ontario. All system backups are to disk located in a separate data center in Waterloo, Ontario. All infrastructure is located within the territorial borders of Canada.
All communications to the hosting vendor must be encrypted with industry standard strong encryption.	Y	The proposed solution utilizes SSL/TLS encryption for all transmission of sensitive data include authentication data. Encryption uses at a minimum 2048-bit encryption and 256bit cipher strength.
Proponent has network intrusion detection systems in place.	Y	eSolutions employs a Cisco ASA 5500 Security Firewall that inspects traffic for common network exploits and will block and log many network based exploits. Additionally, host-based intrusion detection is performed by the anti-virus software running on the hosting services. Remote monitoring of the servers and the infrastructure and careful observation by our systems team are able to identify abnormal patterns of activity that may indicate malicious behavior. Our team is equipped to rapidly respond to threats.
Proponent regularly updates anti-virus protection on its servers.	Y	Antivirus software is installed on all vulnerable servers. Antivirus software is maintained with most recent signature updates and is configured to automatically update signatures at least every day.
Proponent has managed services for its security devices and appliances, including all firewalls and proxy servers.	Y	In order to build and maintain Secure Networks, eSolutions implements the following services: <ul style="list-style-type: none"> ▪ Cisco ASA Firewall ▪ Redundant Firewall ▪ Logging of Internet traffic ▪ Restrict traffic types to only those that are required eSolutions team is equipped to manage and monitor the security infrastructure of our hosting environment.
Has knowledgebase for online help, helpdesk 24/7 availability (by phone or email), options for comprehensive	Y	eSolutions provides all of our clients 90 days FREE support after training. We then provide our clients options on support agreements. Our clients choose from hourly to unlimited support. The support includes questions about the systems, and issues or requests as outlined below. All Support calls or emails are managed in-house with a dedicated support team. For training, modifications of design or addition of modules/integrations, eSolutions would take the requirement and provide a cost for approval prior to the work commencing.

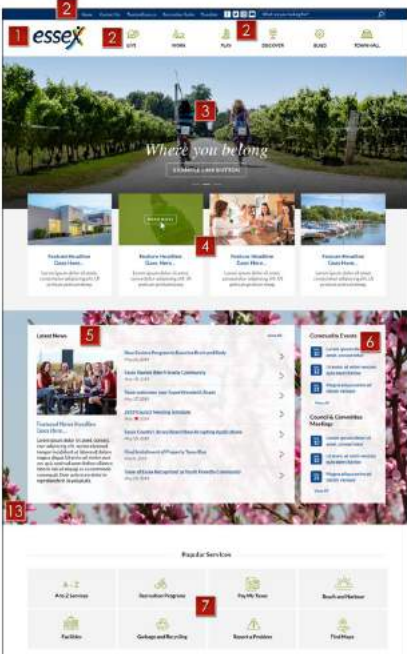
Item	Y/N	Comments
training, and access to other online resources		<p>Regular support is available:</p> <ul style="list-style-type: none"> ▪ Basic Monday to Friday 8 am – 6 pm EST ▪ Telephone and email support ▪ 24 x 7 support available and all emergencies are within the support response as above, within 1 hour ▪ Emergency after hour support will be available via PM/Technical lead and Data Manager documented in the Hosting Services Agreement. <p>eSolutions provides different types of training depending on the needs of the City. Product training for all stakeholders who will be using the software that you purchase is included with the purchase of all products. Training is on-site, hands-on and administered by eSolutions’ professional trainers. All sessions include complete documentation.</p> <p>Training can also include optional sessions that will enhance your final website in terms of its readability, search engine results and accessibility. We usually recommend that all content writers for your website receive training in <i>Writing Effectively for Websites</i> as well as <i>Accessibility</i> training. See below for descriptions on the types of training that eSolutions offers.</p> <p>Product Training – 2 days (can be in expenses would apply) eSolutions provides system and user instruction to the majority of our clients on a regular basis, including courses and training sessions. This instruction is provided on a train-the-trainer and train-the-contributor basis and includes the deployment and use of the web-based software systems.</p> <p>eSolutions also provides full hard copy documentation of the systems deployed. These user manuals provide details on functionality and troubleshooting for the software deployed. They are provided in booklet form to the designated number of users, as required by the client. We also provide this documentation in PDF format, so that it can be archived and printed by the client at any point in the future. Online help manuals are also included for the i:Create system and provide user advice and best practices to ensure that the software is used to its full potential.</p> <p>Training on How to Write Effectively for Websites - ½ day online eSolutions can provide training for your staff on how to write effectively for websites. The 3-hour Writing for the Web training session is delivered by a professional web writer. Your staff will receive all presentation materials, writing cheat sheets and examples of how to write and structure content using your new sitemap as a reference point.</p>

Maintenance, Support & Warranty

Item	Y/N	Comments
<p>Provide full details on support plans, location of support facilities, hours available, problem resolution and escalation procedures, and committed response times to client requests.</p>	<p>Y</p>	<p>In addition to services offered by eSolutions, two additional levels of support are available so that clients can choose the program best suited to their needs.</p> <p>When selecting a Support program and the number of Support Units to be purchased, it is important to consider the complexity of the product or solution acquired the number of users, and business dependence on the solution.</p> <p>All Support calls or emails are managed in-house with a dedicated support team based in Waterloo, ON.</p> <p>eSolutions' software's escalation procedures raise the visibility and importance of your problem within our software. At the discretion of eSolutions, customer product support issues may be escalated internally to senior support technician, the product support manager, or the development team. In general, if you are not satisfied with a response from the product support staff, you may request that the issue be escalated by contacting your support representative.</p> <p>Contacts to eSolutions' service group will be categorized as Issues or Support.</p> <p>During a client's warranty period, service contacts classified as Issues will not be considered a Support event. Such contacts will not consume Support Units.</p>
<p>Client Suggestions: describe policy regarding suggestions for improvements made by clients.</p>	<p>Y</p>	<p>i:Create's development is driven by our customers. We run an i:Create User Group which the City can participate in. Quarterly user group meetings review the upcoming product roadmap, demo new features, and provide a venue to discuss future product updates and enhancements with our clients.</p>
<p>Training: Proponent is to provide training. Describe implementation training plans and ongoing training strategy.</p>	<p>Y</p>	<p>eSolutions provides different types of training depending on the needs of the City. Product training for all stakeholders who will be using the software that you purchase is included with the purchase of all products. Training is on-site, hands-on and administered by eSolutions' professional trainers. All sessions include complete documentation.</p> <p>Training can also include optional sessions that will enhance your final website in terms of its readability, search engine results and accessibility. We usually recommend that all content writers for your website</p>

Item	Y/N	Comments
		<p>receive training in <i>Writing Effectively for Websites</i> as well as <i>Accessibility</i> training. See below for descriptions on the types of training that eSolutions offers.</p> <p>Product Training</p> <p>eSolutions provides system and user instruction to the majority of our clients on a regular basis, including courses and training sessions. This instruction is provided on a train-the-trainer and train-the-contributor basis and includes the deployment and use of our web-based software systems.</p> <p>In many cases, we customize the instructional solution to ensure that it fits the needs of each client and that the structure of the training is relevant to the structure of the application. For such tasks we offer our Project Coordinators and training team members who have expertise in the deployed software systems, and have also achieved a secondary specialty in training. This instruction generally includes:</p> <ul style="list-style-type: none"> ▪ Introduction to the software and its purposes ▪ Key features and advantages ▪ Login and user identity creation ▪ Managing content and data sets ▪ Archiving content and data sets ▪ Setting permissions and time-dependent postings ▪ Organizing resources ▪ Troubleshooting common errors ▪ Managing approvals and rejections <p>Every system requires a different set of content and data processes, but our half-day and single-day training sessions are constructed on a foundational basis, serving to ensure an approachable and in-touch philosophy.</p> <p>eSolutions highly recommends rewriting your website content. We will be updating the website navigation and this is the perfect moment to review all content, remove outdated and repetitive content and update content for accessibility and SEO features.</p> <p>Writing Effectively for Websites</p> <p>eSolutions can provide training for your staff on how to write effectively for websites. The 3-hour Writing for the Web training session is delivered by a professional web writer. Your staff will receive all presentation</p>

Item	Y/N	Comments
		<p>materials, writing cheat sheets and examples of how to write and structure content using your new sitemap as a reference point.</p> <p>The training can be delivered on-site or as an online meeting and includes:</p> <p>Guidelines for Effective Web Writing – Our web writing guidelines have been developed through extensive research into the best practices for writing for the web. We will train your writing team and provide tips so that they are writing consistently and in an easy-to-read, easy-to-find format.</p> <p>Website Content Writing Process – eSolutions will help you develop a step-by-step writing process that includes assigning a writer and subject matter expert to each page. We can guide you through the process of organizing your content, documents and resources so that you can work most effectively with your colleagues, ensuring your content is handed off in a format that is ready for us to populate on your new website.</p> <p>How to Create Accessible and SEO Friendly Content – eSolutions will guide you through the process of setting up your web content. We’ll teach your team how to create web content effectively including SEO and voice search optimization, effective structure and layout, and meta-data descriptions. This includes creating accessible heading tags, bullets, hyperlinks, tables and more.</p> <p>Content Edits and Feedback- Everyone from your organization who attends the training will have an opportunity to write a draft page of web content and submit it to our writers for feedback. This helps your writers gain practical experience and feedback before they begin re-writing all website content.</p> <p>Creating Accessible Documents (Additional Add On) The Accessibility for Ontarians with Disabilities Act (AODA) outlines accessibility regulations that all website content must follow by January 1, 2021. eSolutions offers accessible documents training and document remediation to ensure that your website is accessible and in compliance with the AODA.</p> <p>eSolutions has provided an example style guide within the following pages from the Town of Essex:</p>

Item	Y/N	Comments
		 <p>Homepage</p> <p>1 Homepage Logo Use the Edit Logo tool at the upper left of the element. Image size: 144 x 66 (pixels) For best results use vector based .svg files.</p> <p>2 Menus: TopNav, MainNav, FooterNav, Social Links Linked using the Menu Manager module.</p> <p>3 Homepage Banner Images Use the Manage Banner tool at the upper left of the page element to modify content. Image size: 1600 x 556 (pixels) All banner images should be 300 kb or less. Larger images may prevent visitors with slower connections from viewing the page properly. Use JPG files (compression setting 50% to 60%). This image extends behind the transparent website header. Please leave additional space at the top of the image to compensate. For accessibility reasons images should not contain rendered text.</p> <p>4 Featured Items (x4) Use the Manage Content tool at the upper left of the page element to modify content. Image size: 307 x 188 (pixels) Use JPG files (compression setting 50% to 60%). For accessibility reasons images should not contain rendered text.</p> <p>5 News Feed News items are created as pages using the News template. They will pull to the feed based on the categories selected. Select the news feeds to display by clicking on the news feed icon in the token toolbar. The preview image is added on the news page and pulled to the home page automatically. Image size is not restricted but keep sizes consistent for best results. To update the default image, replace the following file with desired image. Be sure to use the same file name: (Workbench → File Manager → en→resourcesGeneral→news-01.jpg).</p> <p>7 Read our Services</p>
<p>Maintenance: Identify how the site will be maintained after launch. This could include training and tools (best practices) to ensure the website stays up to date.</p>	<p>Y</p>	<p>The eSolutions team maintains the operating systems and applications to ensure that the content management system, the foundation infrastructure, etc. stays up to date by implementing a standard maintenance window during which updates are applied on the 3rd Tuesday of each month outside of regular business hours.</p>
<p>Provide options for content writing services for the website.</p>	<p>Y</p>	<p>eSolutions has provided all options for content writing within the Financial Component. eSolutions will work with the City within the identified budget to provide support for the content writing of the site. The two options identified are services not to exceed an identified budgetary amount (i.e. 'x' number of pages), and additional content writing efforts for a vast majority of the site. eSolutions will train Temiskaming Shores' website team on Writing for the Web, providing the team with a deep understanding of the jargon to be used, and technique on writing content for the site in a way that will speak to the surrounding community and target audiences.</p>

PROPOSED PROJECT METHODOLOGY/APPROACH

PROJECT MANAGEMENT METHODOLOGY

eSolutions offers its clients an experienced and dedicated team of Project Coordinators and Project Managers to work with them and answer any questions they may have, or resolve any support issues that arise during the projects lifecycle.

As part of our project management methodology, your dedicated eSolutions Project Manager (PM) and Project Coordinator (PC) will host weekly meetings with your website committee, typically through teleconference (e.g. Microsoft Teams). The PC will be responsible for sending a meeting agenda, as well as recording and distributing meeting notes directly following the meeting.

Weekly meetings are established to review deliverables for the week, account for any changes in scope, review the timeline and make any necessary adjustments. Meetings also offer an opportunity for the City web committee to voice any questions or concerns, and for eSolutions to provide consultation on technical/design/sitemap/etc. matters. Weekly meetings will run from the beginning of the project up until launch.

Status Reports

eSolutions understands the need for keeping the project team well-informed about project status. Our regular status reports, delivered at an agreed-upon interval, will keep you informed about the progress of your project. Our clients find these reports very helpful when reporting to council and other stakeholders.

Agendas

The information included in the Agenda comprises the project work (specific phase or task) that will be completed in the following week, as well as the “next steps” for eSolutions and the project Committee. Agendas contain upcoming milestones and dates for sign off on key deliverables. If a deadline is rescheduled for any reason, the Agenda will contain the revised date along with original date; all subsequent dates will also be revised.

Meeting Notes

The information included in the Meeting Notes comprises a summary of decisions made during our meetings, and upcoming action items with deadlines and assigned personnel. The purpose of this document is to provide our clients with a record of each meeting and ensure any discussed changes to the project are officially recorded where all team members can review the decision.

Acceptance List

eSolutions will also maintain, and provide on an ongoing basis, an acceptance list which documents the agreed upon project scope and timeline, all official approvals of project work, scope and schedules changes, deliverables and expected delivery dates, and project-related invoices.

PROPOSED SCOPE OF WORK

TEAM MANAGEMENT

eSolutions' key to success is ensuring we follow a defined process with our clients, while at the same time remaining flexible. We recognize the elements for a win-win situation are an understanding of the project scope, schedule and budget, and that communication is paramount. eSolutions leads weekly meetings with the client's website committee to identify any potential conflicts or constraints before they materialize into real issues that derail the pre-defined timeline and scope. eSolutions will assign a dedicated Project Manager (PM) who will have the overall responsibility for keeping the project on time and budget. To assist the PM in coordination of day-to-day tasks and act as an alternate point of contact, a Project Coordinator (PC) is also assigned to the project.

eSolutions' Project Process



APPROACH

Following the eight (8) steps of our project management cycle outlined above, eSolutions will follow the following framework during the lifecycle of the corporate site:

Phase 1 – Analysis and Consultation

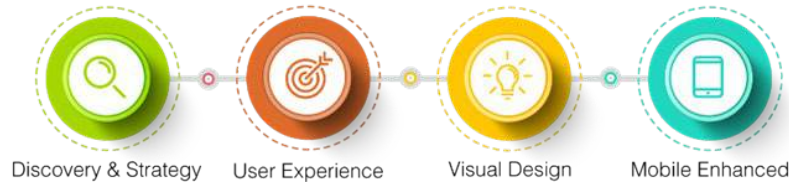
eSolutions will work with the committee after the award date to confirm a mutually agreed upon schedule for the project. The preliminary meeting will clarify tasks and deliverable expectations, evaluate the human and hardware/software resources available, review public survey and approach, as well as review required integrations and design goals. We also evaluate the current toolsets and systems used by the City site for capabilities and extensibility.

Phase 2 – Information Architecture and Navigation Scheme

eSolutions engages in a thorough review of the information architecture and navigation scheme of the current site, in order to determine the current strengths, weaknesses and interactivity. This will be conducted by our design and usability team, working in conjunction with our applications team. Our Information Architect will set up a virtual navigation tree testing workshop through the use of Treejack. We encourage our clients to engage external stakeholders (e.g. public, investors, tourism, council etc.)

Phase 3 – Design Phase

UX and design at eSolutions comes down to a simple philosophy: what exactly is the end-user trying to accomplish when visiting your site? We answer this question by following the **four pillars** of our UX & Design process:



Discovery & Strategy

Before creating the look and feel for your website, our team embarks on a journey of discovery that includes: stakeholder interviews, virtual navigation tree testing, web analytics, task analysis, user profiles/personas, and competitor assessment.

User Experience

We are fierce advocates for end-users. How they respond to your new website is the defining measure of its success. We deliver outstanding user experiences by focusing on core UX heuristics and ensuring that your solution bridges the gap between a website that simply works, and a website that is delightful to use.

Visual Design

We do not believe that one size fits all. Every visual design that we produce is the sum of your vision and our expertise. We design for all tastes, from minimal and precise to whimsical and layered. Our designs empower your content with immersive layouts, expressive typography, bold calls-to-actions, and clever overlays.

Mobile Enhanced

We avoid loading data-hungry assets and use navigation patterns that resonate in the mobile world. We also make sure that each layout is configured to deliver the most important information to mobile users first.

Phase 4 – Content Development Phase

Occurring simultaneously to the development construction phase, the City team will develop content for the new website based on the content preparation tools and training on SEO/accessibility provided by eSolutions. Once content is complete, eSolutions migrates all content into i:Create via our automated process.

Phase 5 – Final Construction Phase

Once the final designs and IA are approved by the committee, eSolutions' CSS and i:Create development teams will complete implementation.

Phase 6 – Quality Assurance Phase

eSolutions tests for product quality throughout the entire development process, finishing with a dedicated test period following development and prior to hand-off to our clients. Among other features, we test for: speed, browser compatibility, and working applications.

Phase 7 – Training

We will provide training and support on all the software included in the proposed solution, including the i:Create CMS and all other modules. As each project is unique, we tailor each training session to the project's unique team and software requirements – we understand that some staff will require more training than others.

Phase 8 – Launch

eSolutions’ dedicated Go Live team ensures each launch goes incredibly smoothly. Before any project is considered “complete,” eSolutions will conduct a Post Implementation Review. During this phase, we will confirm that the finished product looks, feels, and performs the way the City team had envisioned.

QUALITY OF WEBSITE DESIGN

Quality Assurance

eSolutions maintains accountability, technical excellence, and a commitment to consistent, superior services as philosophical guidelines. eSolutions is registered under the ISO 9001:2008 international standard in Consulting, Engineering, and Design Services.

eSolutions projects are managed using our 360-degree project management philosophy, setting the foundation to achieve all deliverables on time and on budget. This includes identifying and mitigating risks to the project early so they have minimal impact on deliverables.

Throughout the quality assurance process, ongoing communication occurs among the project manager, the project coordinator, and team members. This includes routine meetings, emails, and status reports. This communication ensures that all client requirements are addressed accurately and thoroughly, and that the final delivered product meets eSolutions’ high quality standards.

The following is a summary of selected results of client feedback received to date under our ISO 9001:2008 Quality System Program:

Project Aspect	eSolutions’ Score
Adherence to Project Scope	99% - Excellent or Good
Cost Effectiveness	92% - Excellent or Good
Schedule and Deadline Completion	95% - Excellent or Good
Responsiveness	97% - Excellent or Good
Overall Performance	97% - Excellent or Good
Client Expectation	97% - Met or Exceeded

A project will be created in eSolutions secure bug tracking system - Jira. The City will identify two to three staff responsible for consolidating and reporting items to eSolutions during the UAT phase. These staff members will be given a training session on how to use Jira and credentials to access the system. The system is entirely web based and no additional plugins are required. Staff can enter all issues here and they will be reviewed by eSolutions on a daily basis. Updates will be given in the weekly project meetings. Each item will be assigned a severity, and items will be addressed in order of severity. Our severity ratings are as follows:

- Immediate – Critical functionality is not operational and no workaround exists. The issue must be addressed ASAP for UAT to continue.
- High – Limited or failure of functionality. A workaround exists to allow UAT to continue.
- Normal – Non-critical failure of product functionality that has no significant impact on productivity or UAT. This includes issues that have workarounds.
- Low – Cosmetic issues, enhancements, etc. No impact on the performance or functionality of the product.

STAFF MEMBERS

Karen Mayfield, C.Tech., MCSE | President, eSolutionsGroup Limited – Project Director



Karen Mayfield is the President of eSolutionsGroup Limited, a multidisciplinary creative services and IT consulting firm, and a Principal of GHD, an environmental, engineering, construction and IT Services company.

Karen has over 30 years of experience in project management, networking and business development. She is responsible for eSolutions' executive operations and project management of priority projects. Her diverse role also includes managing the development and growth of eSolutions' products and services, including CMS solutions, creative design/digital media, network infrastructure, mobile and custom online applications and marketing/branding services. Leading business strategy and development, fiscal management and partnership management, Karen has overseen the growth of eSolutions from less than five staff members to a team of more than 73 in offices in Waterloo, Ottawa, Toronto and Newmarket.

Karen has significant experience overseeing a creative design team, programmers, quality assurance specialists, web content/SEO/social media strategists and project managers, ensuring the successful delivery of web services planning/development/implementation, CMS solutions, creative design, mobile and custom applications, digital media services, community engagement strategies and website governance.

Along with her extensive professional experience within the information technology sector, Karen is a Civil Technologist (C.Tech.) and a Microsoft Certified Systems Engineer (MCSE). Karen is a member of the Ontario Association of Certified Engineering Technicians and Technologists (OACETT) and has judged for the Economic Developers Council of Ontario's Ontario Marketing Awards for several years. She was also selected by KPMG to attend the prestigious Richard Ivey League School of Business, Quantum Shift Program. Karen is honoured to have received the President's Award from the Economic Developers' Council of Ontario, only the second time in history a vendor was given this prestigious award. In 2011, she was nominated for the Premiere Award for Ontario College Graduates in the technology category.

Karen's community involvement includes roles on Conestoga College's Play the Classic Committee and the Greater Kitchener-Waterloo Business Excellence Awards Committee. Karen pursues an active and involved role as a board member of the Meningitis Foundation of Canada and the Municipal Information Systems Association.

Colleen Colbeck | Project Manager



Colleen has over 8 years of experience managing projects in the non-profit sector. After joining eSolutions in 2016, she has worked directly with all members of the project team to keep the lines of communication open and ensure that project scope, cost, and schedule goals are met. Colleen is passionate about her projects and is committed to understanding the needs of her clients and identifying creative ways to meet them, solve problems, and streamline processes to relieve pain points. Colleen has outstanding communication skills founded in over a decade of customer service, refined by the

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NEWMARKET, ON
1195 Stellar Drive, Unit 1
T. 905-830-5656

TORONTO, ON
184 Front Street East, Suite 302
T. 416-360-1600

WATERLOO, ON
455 Phillip Street
T. 519-884-3352

University of Waterloo's English and Rhetoric program, and tested as a technical writer and integration specialist in the software industry. She has extensive experience working directly with development and quality assurance teams, and she is excellent at interpreting complex information for people of any level of technical understanding.

Melissa Piluso | Project Coordinator



Melissa has a degree in Communication Studies and a diploma in Creative Advertising, as well as over four years of experience working in a marketing agency setting managing clients such as Rogers Communications, IBM, Windstream Enterprise and Optiv. Over the last three years she led projects with a focus on strategic marketing technology and operations. Her education and work experience led her to the Project Coordinator role at eSolutions, which she started at in December of 2019. Melissa brings her excellent communication skills and organizational abilities to the table, and is an avid and quick learner. She is passionate about supporting her clients throughout the lifecycle of a project and beyond.

Jayson Smith, B.Sc., PMP | Managing Director



As a key member of the eSolutions project management team, Jay has successfully managed a variety of projects including website development, custom applications and large scale integrated applications. Notable projects include the redesign and development of the Municipal Information System Association (MISA), Manufacturing Enterprise Solutions Association (MESA), Toronto Region Research Alliance (TRRA) and various municipal websites.

With a degree in Computer Science from Wilfrid Laurier University and a certified PMP, Jay is able to bring the technical insight and understanding necessary to help facilitate business and technical requirements analysis. By effectively communicating complex business problems and high-level technical information to both technical and non-technical audiences, Jay is able to work closely with the client, design and development teams to ensure that the deployment and its functionality meet client expectations.

Marc Trudel | Creative Director



Marc is a Creative Director at eSolutions. He brings experience, passion, and enthusiasm to his work. With 15 years of experience, Marc is responsible for the design of hundreds of website interfaces for clients in the fields of government, mining, technology, and health. His specialties include strong conceptual thinking; web and print design; photography; branding; concept-to-production development.

Marc is a hands-on director who works closely with his team to effectively implement all aspects of each project. His goal for every client, big or small, is to surpass expectations and help create their online identity in the most creative and visually engaging way.

Oliver Ibanez | Front-End Developer, Internet Marketer



As an accomplished Web Designer and Internet Marketer, Oliver has over 15 years' experience building, managing and promoting websites. With strong foundations in design, programming and internet marketing, Oliver is able to build highly intuitive, feature-rich websites with distinct emphasis given to conversions and traffic generation.

Oliver takes a holistic approach to web design and internet marketing by recognizing that the common thread between each discipline is to ultimately attract, engage and convert users. Oliver begins each project by clearing defining the project's key segments, target audiences and goals. He follows through each process with this in mind.

As front-end developer Oliver constantly strives to stay ahead of the pack by analyzing the latest cutting-edge technologies, design techniques and how they can be applied to creating effective web user experiences. This includes responsive/mobile design, UI/UX design, web frameworks and coding advancements. Similarly, Oliver continuously reviews Google's latest algorithm updates, Search Engine Optimization techniques, Social Media strategies and traffic analysis in order to provide better advice and services stakeholders.

Oliver has worked on a broad range of web projects throughout his career. Most notably, Oliver worked with Adidas Canada on a long-term project to develop a custom uniform designer application that allows Adidas dealers to create and place orders for custom uniform designs online.

Michelle L. Teichman, B.A. (Hons.) | Web Content Strategist



As a Web Content Strategist, Michelle plans, drafts and edits content for our website projects. She facilitates discussions to produce effective website navigation plans (sitemaps), and provides training workshops to assist clients in maintaining their online content, as well as providing useful feedback on client progress throughout the writing process. Michelle also collaborates with our staff to write and edit documentation for products, proposals and training, and also assists with promoting eSolutions' products and services. Michelle holds an Honours Double Major degree in English and Creative Writing from the most coveted creative writing program in Canada, and has fifteen years of technical, professional and creative writing experience.

Kimkhoa Tran | i:Create Implementation Manager



Kimkhoa is the i:Create Implementation Manager and a member of the Software Development team. Kimkhoa is primarily responsible for i:Create development scheduling and the successful innovative development and implementation of our i:Create Websites. Kimkhoa manages and leads i:Create developers and ensures that the highest level of Quality is carried through the lifecycle of the project. She is the liaison between team members and external stakeholders such as senior management.

In addition to website development and implementation, Kimkhoa has a strong background in custom web development, database driven applications, reporting services and queries, SharePoint Configuration and Administration and ERD Design. With a background in Project Management Kimkhoa is able to manage the scope, schedule,

budget and quality of the project from start to finish. Kimkhoa has valuable experience providing programming and process systems support in fast-paced, technical environments. Kimkhoa’s professional experience is reinforced by Ontario College Advanced Diploma in Computer Programmer and Analysis and Project Management Training from Conestoga College.

Heathcliffe Hutchings | Technical Trainer & Support



Heath has over ten years’ experience in technical training; joining eSolutions in 2011 he is the primary Technical Trainer / Training Developer covering the core line of web-based products offered. He has a proven ability to learn complex materials and repackage and present them in complete, easy-to-follow directions for clients of varying technical experience. He is also responsible for developing supporting materials, often unique to each client, pre and post training sessions. Heathcliffe’s objective has always been to get clients comfortable and excited about using new software and technology. He strives to take the learning experience beyond basic technical instruction and includes concept exploration and best practices in his training sessions; encouraging a positive environment where new users can openly discuss creative usage and functional implementation.

DETAILED PROJECT TIMELINE

eSolutions has provided a detailed work plan describing the main tasks to be undertaken and all the subtasks required to execute all aspects of the work, for the corporate site. eSolutions can be flexible in our approach and after the initial kickoff meeting we can refine based upon feedback.

ITEM	DATES	CITY STAFF	ESOLUTIONS STAFF
Project Kickoff Meeting <ul style="list-style-type: none"> ▪ Initial consultation City’s website committee ▪ Review proposed project timeline ▪ Assessment of existing sites 	May 18, 2020	COMM	PM, PC
Analysis and Consultation			
City to select copy site template	June 2, 2020	COMM	PM,PC
Review Module Worksheets <ul style="list-style-type: none"> ▪ Calendar, News, Photo Galleries, Contacts 	June 2, 2020	COMM	PM,PC
Website Structure and Navigation			
Draft Sitemap	May 25, 2020		PM,CC
Online sitemap testing via Treejack (Option 2 included, if Option 1 an additional \$2,500 for this service) We will provide a best practice sitemap in Option 1 and have a meeting with staff to refine.	June 15 - 24	COMM	PM, CC

ITEM	DATES	CITY STAFF	ESOLUTIONS STAFF
Recommended Attendees: <i>Web Committee, Department Heads, Member(s) of Council, Accessibility Committee/Accessibility Coordinator, Customer Service, citizen(s)</i>			
Finalize sitemap (revisions if necessary)	July 8, 2020	COMM	PM, CC
Create and provide folder/file structure based on approved sitemap	July 9, 2020	COMM	PM, CC
Writing for the Web Training <ul style="list-style-type: none"> ▪ Sitemap must be approved, 4 hours 	Week of July 13, 2020	COMM	WS
Content Writing <ul style="list-style-type: none"> ▪ eSolutions will provide word documents for every page in the sitemap (sitemap must be approved) ▪ City staff to write content in word documents. 	July 13 – October 13, 2020	COMM	
Design			
Creation of responsive homepage, interior page (tables, H1, H2, etc.) and dropdown menu design for City (based on option you choose)	July 8 - 16, 2020		GD
Presentation of design concepts	July 17, 2020	COMM	GD, PM, PC
Revisions to designs <ul style="list-style-type: none"> ▪ Includes three rounds of revisions 	July 20 - 31, 2020		GD
Signoff on designs	August 3, 2020	PM	
Phase Three: Development and Implementation			
Website Development and Quality Assurance <ul style="list-style-type: none"> ▪ Website design concepts developed into AODA WCAG 2.0 AA templates in the i:Create CMS ▪ Includes Printer Friendly, Email to Friend, functionality, Share, Text Size ▪ Installation and Configuration of included modules and applications <ul style="list-style-type: none"> ○ RSS Feed capability ○ Link off to video (i.e. YouTube) ○ Google Translate ○ Workflow Manager, Broken Link finder ○ Form Builder (with eCommerce) 	August 4, 2020 – November 4, 2020		

ITEM	DATES	CITY STAFF	ESOLUTIONS STAFF
<ul style="list-style-type: none"> ○ Link off (i.e. Esri, Google Maps) ○ eNewsletter with CASL Subscription ○ Site Search powered by www.cludo.com ○ News tool, Emergency Banner ○ Contact Module ○ Calendar ○ Subscription (CASL-compliant for pages, calendar, news) ○ Photo gallery, A-Z Module ○ Social Media integration for News ▪ Incorporation of included third party integrations <ul style="list-style-type: none"> ○ TBD, eNewsletter included if you have constant contact, mailchimp or evoke. Other applications would be linked off or we would assess with the Team the effort ▪ Quality Assurance Testing activities: <ul style="list-style-type: none"> ○ Performance Testing ○ Accessibility Testing ○ Browser Compatibility Testing ○ Device Testing 			
Content Import from file structure (OPTION 2, if we go with OPTION 1, we will move existing content into the new design)	November 4 - 6, 2020	COMM	DEV
Post Development Content Clean-up <ul style="list-style-type: none"> ▪ Dedicated eSolutions' staff reviewing content, menus, modules 	November 9 - 12, 2020		WCM
Run Compliancy & Clean Up Reports <ul style="list-style-type: none"> ▪ Accessibility, Broken, Spell Check Report 	November 13 - 18, 2020		WCM
Phase Four: Training, Website Review/Cleanup and User Acceptance Testing			
i:Create CMS Training <ul style="list-style-type: none"> ▪ Two days CMS + Modules 	Week of November 9, 2020	COMM	TRA
Form Builder training 3 hours via Webex	Week of August 3, 2020	COMM	TRA
Internal Website Review, Cleanup, and User Acceptance Testing <ul style="list-style-type: none"> ▪ Performed by the City 	November 18 – 24, 2020	COMM	

ITEM	DATES	CITY STAFF	ESOLUTIONS STAFF
Phase Five: Go Live			
Development and Review of Launch Plan <ul style="list-style-type: none"> ▪ Domain Review ▪ DNS Entries and Redirects (including 301 redirects for SEO) ▪ CMS Configuration Settings ▪ Third Party Application Configuration ▪ Google Analytics Setup ▪ Cludo Site Search Setup ▪ Website Registration with Search providers (Google, Yahoo, Bing) ▪ City signoff on plan 	Week of November 23, 2020	COMM	PC
eSolutions to Launch New Site Upon Approval by the City <ul style="list-style-type: none"> ▪ Go Live tasks: <ul style="list-style-type: none"> ○ Analytics Activation ○ Search Configuration and Activation ○ DNS, SSL, Friendly URLs, Redirects 	December 3, 2020		DEV, QA, SYS
Ongoing per selected hosting and maintenance	Ongoing as needed	COMM	PM, PC

***Staffing Definitions:**

PM=Project Manager
 GD=Graphic Designer
 WS=Web Strategist

PC=Project Coordinator
 QA=Quality Assurance
 COMM= Website Committee

DEV=Developers
 SYS=Systems and Networking
 TRA=Trainer

REFERENCES

CITY OF ELLIOT LAKE

Address: 45 Hillside Dr. N.
 Elliot Lake, ON P5A 2S9
 Contact Name: Robyn Scott
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CITY OF PETERBOROUGH – 3 SITES

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 Websites: www.peterborough.ca
 Peterborough Library
 www.ptbolibrary.ca
 Peterborough Memorial Centre Site
 www.memorialcentre.ca

COUNTY OF ESSEX

Address: 360 Fairview Ave. W.
 Essex, ON N8M 1Y6
 Contact Name: Wendy St. Amour
 Title: Manager of IT
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 eMail: wstamour@countyofessex.on.ca
 Website: www.countyofessex.on.ca

PROJECT TEAM EXPERIENCE

eSolutions	Role and Responsibilities	Education and Experience	Recent Related Contract Experience
Project Director & Contact for City Karen Mayfield, C.Tech, MCSE	Project oversight and senior review throughout the entire project.	Education: Architectural Technician, Ivey League school of business executive program, Harvard executive program Years of Experience: 33 Years at eSolutions: 15 Location: Waterloo, ON	<ul style="list-style-type: none"> ▪ Town of Milton ▪ City of Brantford ▪ Regional Municipality of Durham (Corporate and EcDev sites) ▪ Town of Aurora ▪ City of Kawartha Lakes (City and EcDev sites) ▪ Waterloo EDC
Project Manager Colleen Colbeck	Weekly meetings scope/schedule and budget coordination and execution.	Education: B.A. (University of Waterloo) Years of Experience: 8 Years at eSolutions: 4 Location: Waterloo, ON	<ul style="list-style-type: none"> ▪ Municipality of South Huron ▪ Town of New Tecumseth ▪ Town of Ajax ▪ City of Belleville and EcDev (IN PROGRESS) ▪ County of Lambton (IN PROGRESS)
Project Coordinator Melissa Piluso	Coordination of day-to-day project activities. Prepare meeting agendas, meeting notes and follow up on tasks.	Education: B.A. Communication Studies (York University), Creative Advertising diploma (Seneca College) Years of Experience: 5 Years at eSolutions: 0.5 Location: Waterloo, ON	<ul style="list-style-type: none"> ▪ City of Kenora (IN PROGRESS) ▪ Municipality of Port Hope (IN PROGRESS) ▪ Port Hope Tourism (IN PROGRESS) ▪ Municipality of Central Huron
Managing Director Jayson Smith, B.Sc., PMP	Works closely with the client, design and development teams to ensure that software deployment and its functionality meet client expectation.	Education: B. Sc. (Hons) Computer Science (Wilfred Laurier University) Years of Experience: 15 Years at eSolutions: 14 Location: Waterloo, ON	<ul style="list-style-type: none"> ▪ Town of Orangeville (IN PROGRESS) ▪ Town of Pelham ▪ City of Cambridge ▪ Municipality of West Elgin ▪ Township of Malahide ▪ City of Orillia
Creative Director Marc Trudel, RGD	Develop site visual design, templates and printed pieces. Will coordinate the designers for the design phase and provide Creative Brief.	Education: Graphic Design Diploma (Cambrian College) and a registered member of RGD Association Years of Experience: 20 Years at eSolutions: 9 Location: Waterloo, ON	<ul style="list-style-type: none"> ▪ Town of Milton ▪ City of Brantford ▪ County of Saddle Hills ▪ Township of Seguin ▪ Town of Cobourg ▪ Municipality of Strathroy Caradoc ▪ Municipality of South Bruce ▪ Municipality of Trent Hills

eSolutions	Role and Responsibilities	Education and Experience	Recent Related Contract Experience
Front End Designer Oliver Ibanez	Developing concepts and CSS style sheets for responsive websites.	Education: Systems Analyst and Design/Computer Programming (Conestoga College), Certified User Experience Specialist (Akendi Inc.) Years of Experience: 15 Years at eSolutions: 6 Location: Waterloo, ON	<ul style="list-style-type: none"> ▪ Town of Goderich ▪ CHEO ▪ City of Lloyminster ▪ Township of Centre Wellington ▪ Municipality of West Grey (IN PROGRESS) ▪ Peterborough Public Library ▪ Region of Waterloo Airport
Web Content Strategist Michelle Teichman, B.A. (Hons.)	Site map, writing for the web training, writing style guide, conduct focus groups for sitemap and navigation.	Education: B.A. (York University) Years of Experience: 16 Years at eSolutions: 6 Location: Waterloo, ON	<ul style="list-style-type: none"> ▪ City of Port Moody ▪ City of Prince Albert ▪ City of West Kelowna ▪ City of Woodstock ▪ City of Thorold
Software Developer Kimkhua Tran	Developing templates for implementing in the content management system.	Education: Computer Programmer/Analyst (Conestoga College) Years of Experience: 14 Years at eSolutions: 10 Location: Waterloo, ON	<ul style="list-style-type: none"> ▪ Northumberland County Immigration ▪ Niagara Regional Police ▪ OACP (IN PROGRESS) ▪ City of Vernon – Tourism ▪ City of Yellowknife
Technical Trainer & Support Heathcliffe Hutchings	Delivers training for all software components, e.g. content management system, news module, calendar software.	Education: B.A. (University of Waterloo), Digital Media Post Graduate (Conestoga College) Years of Experience: 17 Years at eSolutions: 9 Location: Waterloo, ON	Heath is involved in all our website training

Please refer back to section ‘**Staff Members**’ above, for a comprehensive background of each project team member. Additional CVs can be provided upon request.

FINANCIAL PROPOSAL

COMPREHENSIVE FEE BREAKDOWN

A proposed project timeline will be provided once a website option is selected. Typically, a Copy Site (Option 1) will take about 4 months to complete, whereas a New Design (Option 2) will take about 8 months to complete.

OPTION 1: COPY SITE - ENGLISH ONLY WITH GOOGLE TRANSLATE

DESCRIPTION	COST*	HOUR ALLOTMENT PER TASK
Project Management <ul style="list-style-type: none"> ▪ Weekly meetings ▪ Preparation of meeting agendas and notes, timelines, and general administration items ▪ Schedule and risk management activities. 	\$3,525	24
Phase One: Analysis and Site Navigation		
eSolutions to move over content as-is on current site <ul style="list-style-type: none"> ▪ Content freeze date to be provided in advance ▪ Optional is changing the sitemap and having a sitemap session with public using Treejack (additional \$1,500) 	\$2,000	13
Phase Two: Design		
Temiskaming Shores to select copy site template <ul style="list-style-type: none"> ○ http://preview.esolutionsgroup.ca/lake_of_bays ○ http://preview.esolutionsgroup.ca/south_huron ○ http://preview.esolutionsgroup.ca/leamington ○ http://preview.esolutionsgroup.ca/wrids ○ http://preview.esolutionsgroup.ca/brockton ○ http://preview.esolutionsgroup.ca/strathroy/museum ○ http://preview.esolutionsgroup.ca/georgian_bay ○ http://preview.esolutionsgroup.ca/peel_immigration ○ http://preview.esolutionsgroup.ca/cramahe ○ http://preview.esolutionsgroup.ca/gravenhurst/ ○ http://preview.esolutionsgroup.ca/brant ○ http://preview.esolutionsgroup.ca/west_kelowna ▪ eSolutions to update concepts with Temiskaming Shores logo, colours and photos ▪ Temiskaming shores to review and provide feedback ▪ Final signoff of designs 	\$2,125	14
Landing Pages <ul style="list-style-type: none"> ▪ Library/Fire and reusable for future initiatives http://preview.esolutionsgroup.ca/elliott_lake/ 	\$6,500 (not included in total – Reusable)	43
Phase Three: Development and Implementation		
Website design concepts developed to AODA WCAG 2.0 AA CSS - Responsive design for desktop, mobile and tablet	\$1,600	11

DESCRIPTION	COST*	HOUR ALLOTMENT PER TASK
CSS Quality Assurance (browser, colour contrast)	\$900	6
Website design style sheets developed into responsive i:Create CMS templates; Includes Printer Friendly, Email to Friend, functionality, Share, Text Size	\$1,100	7
Integrate Modules: <ul style="list-style-type: none"> News & Alerts Module (integrated into Social Media) Poll Module Contact Module Calendar (Events, Council) Photo Gallery Page Subscriptions 	\$1,800	12
Third party applications and websites: Link off/integrate as required	INCLUDED	NA
Templates Quality Assurance Testing	\$900	6
Phase Four: Content Population and Training		
i:Create CMS Training - Two days onsite <ul style="list-style-type: none"> Day 1 – Content Management System/ Administration Day 2 – Modules 	\$2,750	18
Phase Five: Go Live		
Run Compliancy & Clean Up Reports <ul style="list-style-type: none"> Accessibility Report Broken Link Report Spell Check Report 	\$800	5
Internal Content Review	TO BE COMPLETED BY TEMISKAMING SHORES	NA
Go Live Activities <ul style="list-style-type: none"> URL redirects Submits to Google, Bing etc. Go Live Reports broken link, spell check, and accessibility check DNS change (if required by eSolutions) 	INCLUDED	NA
TOTAL:	\$17,500	117

* excludes applicable taxes and travel/hotel expense

OPTION 2: NEW DESIGN – ENGLISH ONLY WITH GOOGLE TRANSLATE

DESCRIPTION	COST*	HOUR ALLOTMENT PER TASK
Project Management <ul style="list-style-type: none"> Weekly meetings 	\$5,325	36

DESCRIPTION	COST*	HOUR ALLOTMENT PER TASK
<ul style="list-style-type: none"> ▪ Preparation of meeting agendas and notes, timelines, and general administration items. ▪ Schedule and risk management activities. 		
Phase One: Analysis and Site Navigation		
Sitemap <ul style="list-style-type: none"> ▪ Draft ▪ Revisions ▪ Signoff 	\$1,800	12
Online sitemap testing via Treejack <i>Recommended Attendees:</i> <ul style="list-style-type: none"> ▪ Residents, Members of Council, local business owners, students, Customer Service Representatives, website committee etc. 	\$1,500	10
Writing for the Web Training (via Teams) – 3 hours <ul style="list-style-type: none"> ▪ Includes writing style guide ▪ Includes review of a page for each writer 	\$1,200	8
Content Writing Documents (Based on approved sitemap) <ul style="list-style-type: none"> ▪ Content files ▪ Content Writing Schedule 	\$700	5
Content Writing	TO BE COMPLETED BY TEMISKAMING SHORES	NA
Phase Two: Design		
Responsive Homepage Design (1) <ul style="list-style-type: none"> ▪ Includes two rounds of revisions ▪ Final concept & signoff ▪ Includes Landing Page for Fire/Library (reusable for future use) 	\$4,100	27
Menus & Interior Page Design (1) <ul style="list-style-type: none"> ▪ Includes design of drop-down menu and text styles (tables, headings 1 – 6, buttons (3), emphasis colours (3), block quotes, accordion folds) ▪ Includes two rounds of revisions ▪ Final concept & signoff 	\$3,800	25
Phase Three: Development and Implementation		
Website design concepts developed to AODA WCAG 2.0 AA CSS - Responsive design for desktop, mobile and tablet	\$4,400	29
CSS Quality Assurance (browser, colour contrast)	\$1,200	8
Website design style sheets developed into responsive i:Create CMS templates; Includes Printer Friendly, Email to Friend, functionality, Share, Text Size	\$5,100	34
Integrate Modules: <ul style="list-style-type: none"> ▪ News & Alerts Module (integrated into Social Media) 	\$5,500	37

DESCRIPTION	COST*	HOUR ALLOTMENT PER TASK
<ul style="list-style-type: none"> ▪ Poll Module ▪ Contact Module ▪ Calendar (Events, Council) ▪ Photo Gallery ▪ Page Subscriptions 		
Form Builder Module (with eCommerce) <ul style="list-style-type: none"> ▪ Move your municipal forms online! Whether its Animal Licenses, Parking Tickets, Customer Service Feedback, or Burn Permits, Form Builder makes it easy to create AODA WCAG 2.0 Level AA compliant, mobile-friendly forms that are integrated right into your website's look and feel. 	\$3,500	23
Third party applications and websites: Link off/integrate as required	INCLUDED	NA
Templates Quality Assurance Testing	\$1,800	12
Phase Four: Content Population		
Content Population (using eSolutions' Sitemapper tool) <ul style="list-style-type: none"> ▪ Staff will check in their content in the Sitemapper tool. The content is populated into a navigable site for Staff review. ▪ eSolutions will run a script to move all content from Sitemapper to the i:Create site 	\$2,000	13
eSolutions Content Cleanup <ul style="list-style-type: none"> ▪ 5 days of dedicated eSolutions staff going through site to cleanup modules, menus, etc. 	\$1,950	13
Internal Content Review	TO BE COMPLETED BY TEMISKAMING SHORES	NA
Phase Five: Training		
Form Builder Training – One day onsite <ul style="list-style-type: none"> ▪ Morning – training, afternoon – form building workshop 	\$1,800	12
i:Create CMS Training - Two days onsite <ul style="list-style-type: none"> ▪ Day 1 – Content Management System/ Administration ▪ Day 2 – Modules 	\$2,750	18
Phase Six: Go Live		
Go Live Activities <ul style="list-style-type: none"> ▪ URL redirects ▪ Submits to Google, Bing etc. ▪ Go Live Reports broken link, spell check, and accessibility check ▪ DNS change (if required by eSolutions) 	INCLUDED	NA
TOTAL:	\$48,425	323

* excludes applicable taxes and travel/hotel expense

Optional Add-Ons

DESCRIPTION	COST*
eCommerce – Add ecommerce to Calendar tool	\$1,500
eCommerce – Add ecommerce to Form Builder tool	\$1,500

*excludes applicable taxes

HOSTING AND LICENSING

Description	Cost
Website Hosting and Unlimited User License includes: <ul style="list-style-type: none"> ▪ 10 GB disk space ▪ 10 GB/Month bandwidth ▪ DDoS protection (https://www.akamai.com) ▪ Backup and data protection Licensing – Includes Unlimited Software Licensing <ul style="list-style-type: none"> ▪ i:Create ▪ Calendar ▪ News 	\$350/month
Bambora Payment Gateway <ul style="list-style-type: none"> ▪ 3.5% on VISA/Mastercard + ▪ \$25.00 a month + ▪ 0.20 per transaction 	TBD
Cludo Site Search – Essential Lite	\$62.50/month
SSL	N/C
Temiskaming shores to provide OR eSolutions can obtain through Let's Encrypt	

*excludes applicable taxes

SUPPORT OPTIONS

After our 90 days free support we offer optional hourly support. If there are any items that are bugs we do not charge our clients for defects.

DESCRIPTION	COST*
Time and Materials (\$125/hr billed in 15 min increments)	TBD

*excludes applicable taxes

LIST OF RATES FOR ALL PERSONNEL

eSolutions has provided hourly rates per key personnel listed above of the project team within the following section, that are to remain unchanged during the term of this RFP.

Additional cost questions and pricing can be provided upon request.

KAREN MAYFIELD (\$195)
CTech, MCSE, President, eSolutionsGroup

EXECUTIVE TEAM

KAREN MAYFIELD, (\$195)
 CTech, MCSE
 President
ALISON CARDEN (\$185)
 Principal
DAVID GRAY (\$185)
 Principal and CEO

PETER GINGRICH (\$150)
 Associate, Ottawa & Eastern Region
MARC TRUDEL (\$150)
 Creative Director

CREATIVE SERVICES

OLIVER IBANEZ (\$105)
 UX, SEO and Front End Developer

RON LETKEMAN (\$150)
 3D Creative Director, Animator
SHAYNE HEATHFIELD (\$95)
 Intermediate Web Designer

PROJECT MANAGERS & COORDINATORS

JAYSON SMITH (\$135)
 Managing Director,
 Project Manager
COLLEEN COLBECK (\$115)
 Project Manager
DANIEL SHAW (\$115)
 Project Manager
LUKE CZUCZMAN (\$105)
 Project Coordinator
MIKE SPECHT (\$105)
 Project Coordinator
MICHAEL PINNAU (\$95)
 Website Configuration Specialist

EMILIE LEW (\$105)
 Project Manager
Julia Dunham (\$115)
 Project Manager
JANNA ANDRE (\$105)
 Project Coordinator
MARION GRAY (\$105)
 Executive Assistant & Office Manager
ANDREW VINCENT (\$105)
 Project Coordinator
MYVANWY GODBOUT (\$105)
 Website Configuration Manager

SOFTWARE DEVELOPERS

JORDAN ARRON (\$115)
 Mobile App Developer
VINH DO (\$105)
 Software Developer
RYAN JONES (\$105)
 Software Developer
RACHEL PARK (\$105)
 Software Developer
FRANCIS PENALOSA (\$105)
 .Net Developer
ERIC BREWER (\$105)
 Software Developer
ANNA LOBATON (\$105)
 Software Developer
NIKHIL SIDHAYE (\$105)
 Java i:Create Developer

KIMKHOA TRAN (\$115)
 i:Create Implementation Manager
ANGELA RAUWS (\$105)
 Software Developer
RAYMOND REJABA (\$105)
 Software Developer
HAMID DELIOO (\$105)
 Software Developer
VIPUL CHAUHAN (\$105)
 Software Developer
BARRY OROZCO (\$105)
 Software Developer
EDWIN DANGANAN (\$105)
 Software Developer

QUALITY ASSURANCE & CUSTOMER SUPPORT

JAMES HISCOCK (\$95)
 QA Specialist
MAX HERRINGTON (\$95)
 Quality Assurance Analyst
HEATH HUTCHINGS (\$105)
 Technical Trainer
Mark Barrey (\$105)
 Technical Trainer

MICHAEL LAM (\$95)
 QA Analyst
DAVID TRAN (\$95)
 Business Analyst
JEREMY WOLF (\$95)
 QA Specialist
DANIELLE KIRWIN (\$105)
 Technical Trainer

NETWORKING & DATA FORTRESS

JEFF LATIMER (\$135)
 Data Center Manager
ARTHUR CLYSON (\$110)
 Systems Administrator

RYAN SHOCKLEY (\$110)
 Systems Administrator

DIGITAL PROCUREMENT

GORD SEARS (\$175)
 eProcurement Consultant
CHRISTINE WOOD (\$150)
 Project Manager, Digital Procurement

MARIA BELFRY (\$105)
 Product Support Specialist
KATIE PARIBOK (\$105)
 Project Manager, Digital Procurement

MARKETING & COMMUNICATIONS

KEVIN CAMPBELL (\$95)
 Communications Specialist
DANI STOCK (\$95)
 Communications Manager
CARLY SIMPSON (\$95)
 Content Writer
TESSA UEZ (\$90)
 Junior Marketing Coordinator

SEAN WYSE (\$110)
 Information Architect
MICHELLE TEICHMAN (\$120)
 Senior Manager, Content Strategist
CASSAUNDR A LEBLANC (\$90)
 Marketing and Communications Coordinator
MADLINE WEBER (\$90)
 Junior Marketing Coordinator

APPENDIX A – BID FORMS

eSolutions has provided completed forms as found within CS-RFP-001-2020 within the following pages. These forms being:

- Response Form
- Non Collusion Affidavit
- Conflict of Interest Declaration



City of Temiskaming Shores
CS-RFP-001-2020
Website Redesign & Development

CS-RFP-001-2020

Company's submission of bid to:

The Corporation of the City of Temiskaming Shores

Stipulated Bid Price

We/I, Karen Mayfield of eSolutionsGroup Limited
(Registered Company Name/Individuals Name)

Of, 455 Phillip Street, Unit 100A, Waterloo ON, N2L 3X2
(Registered Address and Postal Code)

Business:

Phone Number (519) - 340-3732

Fax Number () - Not applicable.

We/I hereby offer to enter into an agreement to supply and install, as required in accordance to the proposal for a price of:

Lump sum price (incl. HST)

Option 1: \$ 19,775

*eCommerce additional, please refer to page 71 of proposal response.

Hosting &
Licensing: \$ 412.50/month



**City of Temiskaming Shores
CS-RFP-001-2020**

Website Redesign & Development

Conflict of Interest Declaration

Please check appropriate response:

- I/we hereby confirm that there is not nor was there any actual or perceived conflict of interest in our quotation submission or performing/providing the Goods/Services required by the Agreement.
- The following is a list of situations, each of which may be a conflict of interest, or appears as potentially a conflict of interest in our Company's quotation submission or the contractual obligations under the Agreement.

List Situations:

In making this quotation submission, our Company has / has no (*strike out inapplicable portion*) knowledge of or the ability to avail ourselves of confidential information of the City (other than confidential information which may have been disclosed by the City in the normal course of the quotation process) and the confidential information was relevant to the Work/Services, their pricing or quotation evaluation process.

Dated at 4:31 PM this 6th day of May, 2020.

FIRM NAME: Karen

BIDDER'S AUTHORIZED OFFICIAL: Mayfield

TITLE: President, Project Director

SIGNATURE: 

APPENDIX B – PROJECT SUMMARIES

We have provided project summaries for the below clients on the following pages.

Template Site Examples

- Town of Tecumseh www.tecumseh.ca
- Town of Essex www.essex.ca
- City of Elliot Lake www.elliottlake.ca

Custom Design Examples

- City of Peterborough www.peterborough.ca
- City of Brantford www.brantford.ca
- Brantford Economic Development www.advantagebrantford.ca
- City of Orillia www.orillia.ca
- City of Dryden www.dryden.ca



TOWN OF TECUMSEH

Improved online presence signals Tecumseh is poised for growth

Located near the Canada-U.S. border and Detroit River, the Town of Tecumseh's small town feel and everyday friendliness mix perfectly with its big city amenities. Situated close to an international metropolitan area, the Town is host to many exciting business and recreational opportunities. Its natural beauty is only enhanced by its vibrant community spirit.

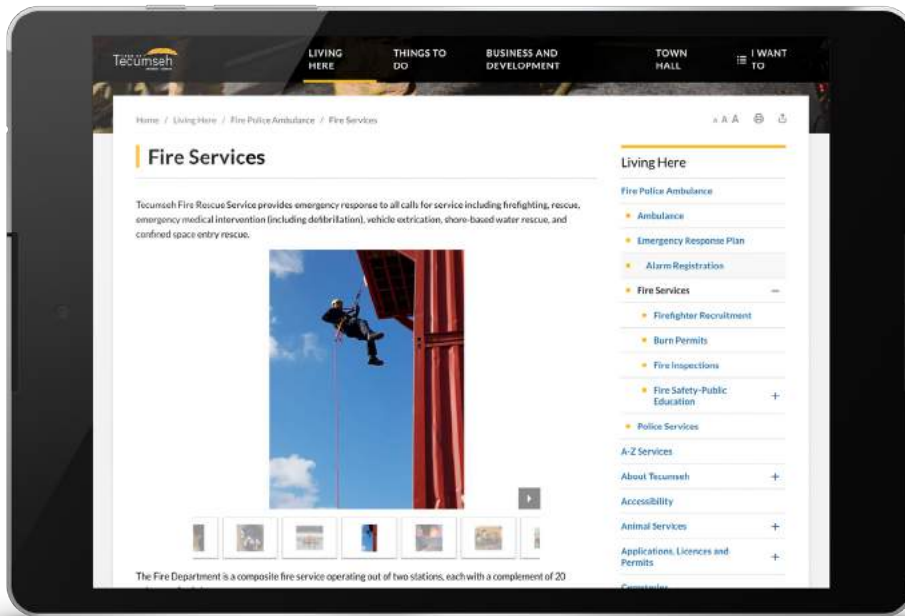
Seeking to better position themselves as a forward-thinking municipality that is poised for growth, Town staff partnered with eSolutionsGroup to develop a new online website.

www.tecumseh.ca

GO LIVE DATE: May 28, 2019

"We are very happy with the new site eSolutions designed for us. Council, staff and the public all had input on the new design through collaboration facilitated by eSolutions. Their specialized staff ensured a smooth development and roll out. I would highly recommend eSolutions to any organization looking for a robust and professional web presence."

— Shaun Fuerth,
Director, Information and Communication
Services, Town of Tecumseh



The Town uses digital photo galleries to showcase its many municipal services and features. The site's galleries can be viewed as a slideshow, users can download images, and staff can add captions to each photo, adding flavour, credits and context.

CHALLENGE

The Tecumseh project team and its Mayor and Council were very forward thinking and came into the project knowing what they wanted out of their new web presence. The group placed online communication at the top of its priority list, so residents, businesses and visitors would be well aware of the Town's updates and services.

In order to improve its website, the Town required a complete overhaul of its information architecture. Content needed to be organized in a way that users could easily find it without needing specialized knowledge of the Town's departments and municipal structure.

Looking to streamline its recruiting process, the Town sought a digital solution that would reduce the time and resources needed to find the best candidates for its job openings.

SOLUTION

The Town revitalized its online communications with multiple new online features. Using the News and Alerts Manager, the Town can keep its citizens up-to-date with the latest important notices and releases. Users can also subscribe to notices and individual web pages whenever updates are made to content. As well, the latest Town Facebook and Twitter posts are incorporated on the homepage.

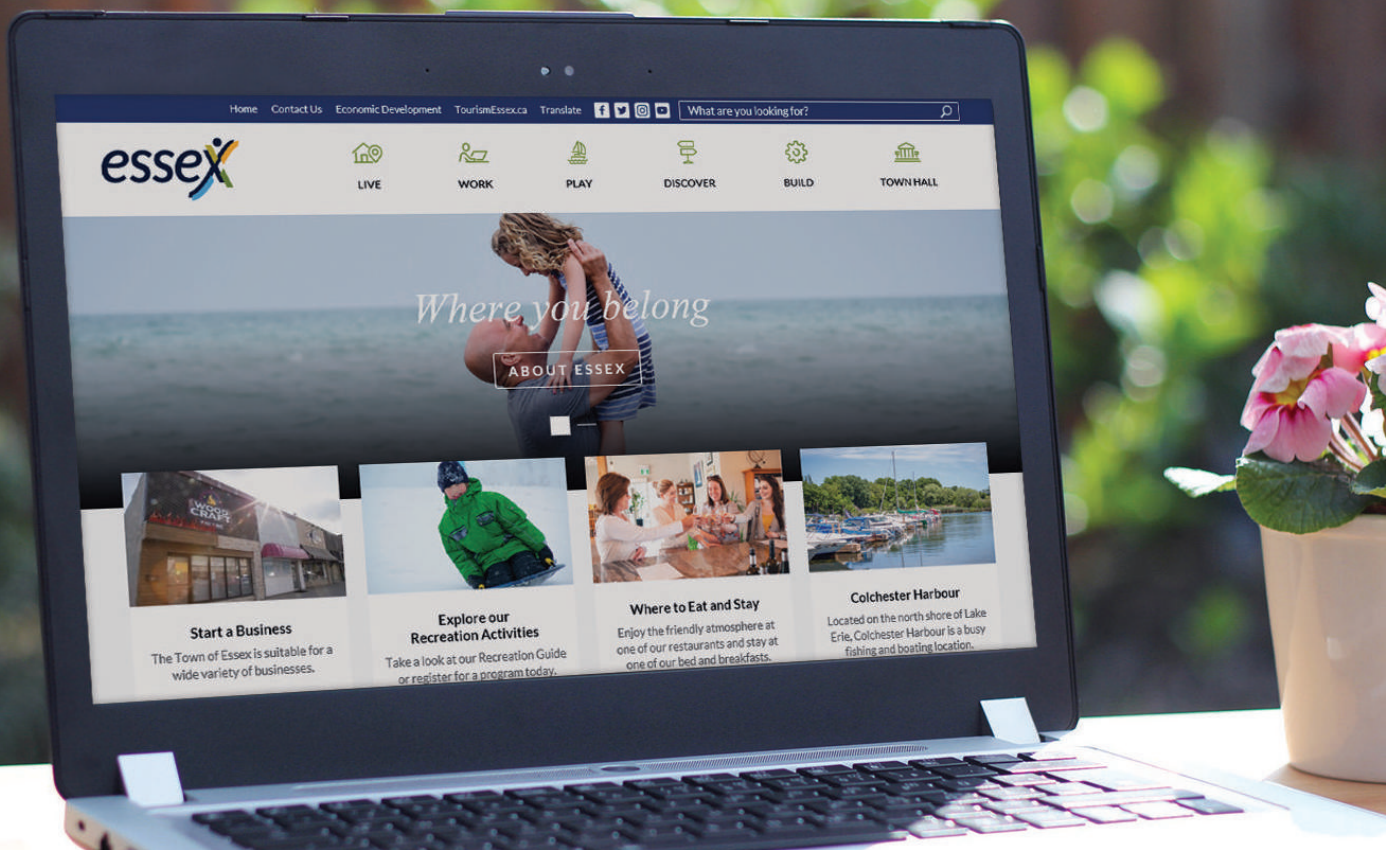
We facilitated a comprehensive sitemapping session with internal and external stakeholders to discover what site users are looking for out of the new website. This session outlined the priorities and needs of the community, determining the new navigational structure.

Using eSolutions' applicant tracking system RecruitRight, the Town can post jobs online, spend more time considering qualified candidates, hire faster and allow applicants to submit their qualifications anytime and anywhere from their mobile devices and desktop.

Advancing municipal services with modern and effective digital tools...

- ▶ A - Z Services Menu
- ▶ bids&tenders
- ▶ Interactive Calendar
- ▶ Photo Gallery
- ▶ Contact and Department Directory
- ▶ News and Alerts Manager
- ▶ Seamless social media integration
- ▶ Parks and Facilities
- ▶ Accessible, responsive forms
- ▶ i:Create content management system
- ▶ Sitemap consultation and development
- ▶ RecruitRight applicant tracking system





TOWN OF ESSEX

Town of Essex thriving in community growth and economic activity since the new website refresh

Surrounded by Lake Erie at the most southern tip of Ontario sits the Town of Essex, a municipality with progressive, business-minded residents and folks that cater to upbeat urban lifestyles and relaxed rural living. With prosperous farms, warm summers and inviting vineyards, the Town of Essex's people encompass the thriving heart of community .

Seeing a digital gap in the municipality's full potential in its communications capabilities, the Town of Essex partnered with eSolutionsGroup to create a refreshed, responsive and accessible web presence.

www.essex.ca

GO LIVE DATE: September 6, 2019

"eSolutions provides a one-stop shop for corporate websites. They provide the guidance to help keep your project on track while making sure your needs are met. It was a pleasure to work with the eSolutions team!"

— Alex Denonville
Communications Manager
Town of Essex



We developed a brand new economic development based microsite for the Town of Essex that has led to Town staff better targeting new investors, entrepreneurs, and home and land buyers. JoinUsInEssex.ca supports further economic growth with a beautiful and intuitive landing page that showcases the municipality, an up-to-date lands and buildings database, local success stories and much more to inform audiences of economic opportunities.

CHALLENGE

As is often the struggle with many municipalities, the Town's previous website content had become cluttered and some services had become outdated. The Town of Essex was looking for a modern, refreshing presentation that showcased their town and made visitors want to stay.

The Town of Essex required a way to showcase all available lands and buildings and keep the database up-to-date with minimal manual effort. This would help attract potential homeowners, business owners and site selectors to this central, digital asset .

Requiring a way to connect with their different audiences through digital updates, Town staff needed a way to quickly and easily deliver information to different members of the community.

SOLUTION

The transformation of the new essex.ca website now displays intuitive digital services that can properly showcase the municipality. Equipped with smart navigation, a refreshed sitemap architecture and updated web content written to best practices, Town staff can help users confidently navigate the new site .

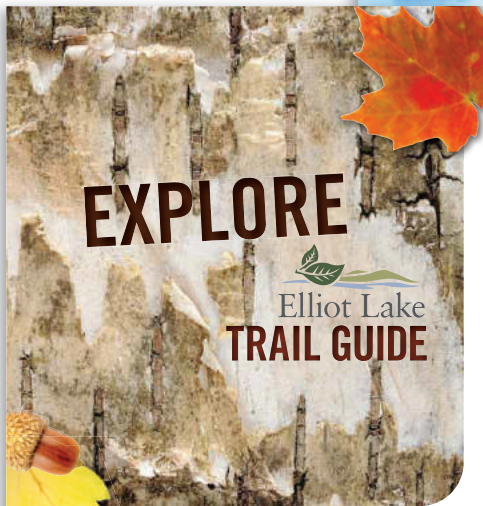
We added the popular Available Lands and Buildings tool to showcase various opportunities throughout the Town. Integrating with MLS (the multiple listings service), updates are made easily and quickly, and users can interact with the tool's listings, by viewing location, size, photos and price all in one place .

With the Town's News and Alerts Manager, and multiple news feeds that target different audiences, such as potential investors, residents and members of the media, the Town created multiple news item streams, such as corporate services, fire and rescue services, economic development activity and more. Users can also subscribe to the categories they are interested in.

The right digital tools to jumpstart your online presence...

- ▶ A-Z Services
- ▶ Available Lands and Buildings with MLS integration
- ▶ Interactive Calendar
- ▶ Contact and Department Directory
- ▶ Economic Development Microsite
- ▶ News and Alerts Manager
- ▶ Seamless social media integration
- ▶ Secure, Canadian based hosting
- ▶ Accessible, responsive forms
- ▶ i:Create content management system





BEAVER MOUNTAIN TRAIL

LEVEL ONE (1) EASY, FAMILY-FRIENDLY TRAIL

13 km Duration: 1 – 1.5 hrs
 Pass from Sheriff Creek Sanctuary
 Sheriff Creek Sanctuary
 to cross the road to entrance

Trail head following the maintenance road you will soon find a road on the right, about 400 metres along the trail, leading to the top of Beaver Mountain. The trail is quite distinctive and has white trail markers. You will pass under the power lines and forest, as you move uphill in an easterly direction for about 1 km. You will see a small rocky outcrop and start the trail. This section of the trail is about 1 km. You will see a valley away to your right. As you head into the valley, the view of the lake will come into view on your left. From the summit, the view of the lake is outstanding. Behind the summit is a cleared area. From the summit, heading downward on the opposite side of the mountain, you will see the "KELLY NORTHY TRAIL" after a brave young girl wished to climb the trail for the last time. There are views from the tower above you and, in winter some excellent views of "ice waterfalls". Once the trail starts to level off, you will see rough upland woods and brings you to the power line trail. At this junction turn left, and proceed along this trail, you are back to your start point.

Northy Trail is narrow and winding. In places, it is quite steep, and parts are very steep drop off. Good hiking boots must be worn and the use of a pole(s)



13 Elliot Lake Trail Guide | Beaver Mountain Trail

14 Elliot Lake Trail Guide | Beaver Mountain Trail





The City of Elliot Lake has an abundant network of walking, skiing and hiking trails that wind throughout natural terrain, along lakes and overlook scenic vistas. The trails are a source of recreation and tourism for the City and meet the varied needs of novice and experienced trail users.

SOLUTION

The first phase of the Trail Guide project was the requirement of a series of trail maps that combined realism with illustration, and accurately displayed the terrain surrounding the City's trails. Our graphic designers and GIS specialists worked with the City to model and render its trail maps using 3D Studio Max, which provided the flexibility to change angles or perspectives as required for future use. The dimensions for the terrain elevations were taken from GIS vector data. The textures were edited in Adobe Photoshop and Illustrator, and were based on satellite photography images.

The second phase of the project was to work alongside the Trail Guide Committee and its volunteers to design and develop a modern and visually appealing Trail Guide with the objective of encouraging the use of trails by all age groups and fitness levels year-round. The Trail Guide includes information that highlights the network of trails, 11 individual maps and descriptions, an overview map of the entire trail system as well as supplementary information on health, nutrition and outdoor safety.

eSolutions graphic designers used a scrap book-style approach that incorporates actual photographs and historic references to appeal to trail users of all ages, in all seasons. We

designed legend icons and recreated more user-friendly maps using the GIS maps created in phase one with a consistent colour scheme and feel, and included natural plants and animals indigenous to the Elliot Lake area, as accents to the text. eSolutions marketing and content writers edited the text for clear language and usability. The Trail Guide won a Marketing and Creative award in 2012 from the Economic Developers Council of Ontario.

SERVICES

The right people bring a solution to life. eSolutions provided City of Elliot Lake with:

- Graphic Design
- Custom Map Cartography
- GIS Analysis and Evaluation
- Publication Layout and Design
- Map Design using GIS Data
- Content Editing
- Print Coordination
- Photographic Editing

www.esolutionsgroup.ca



CITY OF PETERBOROUGH

City consolidates smaller, topic based sites to create one strong, singular online presence

Located on nature's doorstep, Peterborough, Ontario serves as the gateway to cottage country. Host to a thriving arts and culture scene, several parks and trails, and a growing business community, Peterborough's rich history and hundreds of festivals and events keep its residents and visitors connected and engaged.

The City partnered with eSolutionsGroup to develop a brand new municipal website that incorporated content from multiple previous sites. The result is a fully responsive and accessible online solution.

www.peterborough.ca

GO LIVE DATE: April 26, 2019

"eSolutions was a terrific partner to create this brand new website. The team kept us in the loop and on track through the intensive development process, and offered solutions that went beyond our expectations. We can now provide comprehensive digital services to our residents thanks to their expertise. Thank you for a great experience!"

— Brendan Wedley,
Manager of Communication Services,
City of Peterborough

Because the City of Peterborough had multiple smaller sub-sites that needed to be consolidated into its corporate site (such as the airport, fire services, marina and transit), we created and provided three reusable landing page templates with five different themes. Now, the City can present each topic with a professional design that introduces users to content through smooth, intuitive navigation all in one place.



CHALLENGE

Looking for a new website content management system (CMS) that would be easy for non-technical staff to use, the City of Peterborough have multiple content contributors. They needed an easy and intuitive system to update and maintain the site, and training for those who would be using the CMS on a consistent basis.

The City sought an easy, digital method for residents to request a large item pickup for disposal as a part of its garbage and recycling services. Users needed to be able to complete a form with direct workflow in notifying waste staff with location and time information.

Already using several third-party applications and integrations, the City of Peterborough needed the new site to integrate smoothly with these applications, without sacrificing the website's consistent look and feel. Users required an easy transition between web pages.

SOLUTION

We implemented the intuitive i:Create CMS. i:Create is an easy, yet powerful content management system that allows content contributors to make changes through a simple what-you-see-is-what-you-get (WYSIWYG) editor. Requiring no external downloads, i:Create fully puts the power back in staff's hands.

Our digital Bulky Item Pickup tool allows residents to schedule a pick-up with the City's waste collection services. Incorporating e-commerce to allow for payment, the form is sent directly to the appropriate staff members, with all necessary information gathered in one place.

We seamlessly integrated with multiple applications to create the new peterborough.ca, all with a singular look and feel. This included ArcGIS (interactive mapping), eSCRIBE (meeting management software), PerfectMind (membership management), and Vailtech (billing).

Digital tools that provide two-way communication for municipalities and their users

- ▶ bids&tenders
- ▶ Bulky Item Pick-up
- ▶ Interactive calendar
- ▶ Themed landing pages
- ▶ Municipal tax calculator
- ▶ Contact and department directory
- ▶ Extranet (secure pages)
- ▶ Seamless social media integration
- ▶ Writing-for-the-web training
- ▶ Marriage Application
- ▶ Tax certificates
- ▶ Donation form with tax receipt
- ▶ News Manager and emergency bulletins
- ▶ Accessible, responsive payment forms
- ▶ i:Create content management system
- ▶ Sitemap development





2019 Hermes Award - Gold
2019 dotCOMM Award - Gold
2019 WebAwards - Best
Government Website



CITY OF BRANTFORD

Interaction between Brantford residents and municipality better than ever thanks to new website and microsities

The historic City of Brantford can be found in southwestern Ontario, situated along the majestic Grand River. Brantford is a vibrant urban area, filled with opportunities to learn about Canada's heritage, explore the performing arts, taste local culinary delights, shop in a bustling downtown, and much more.

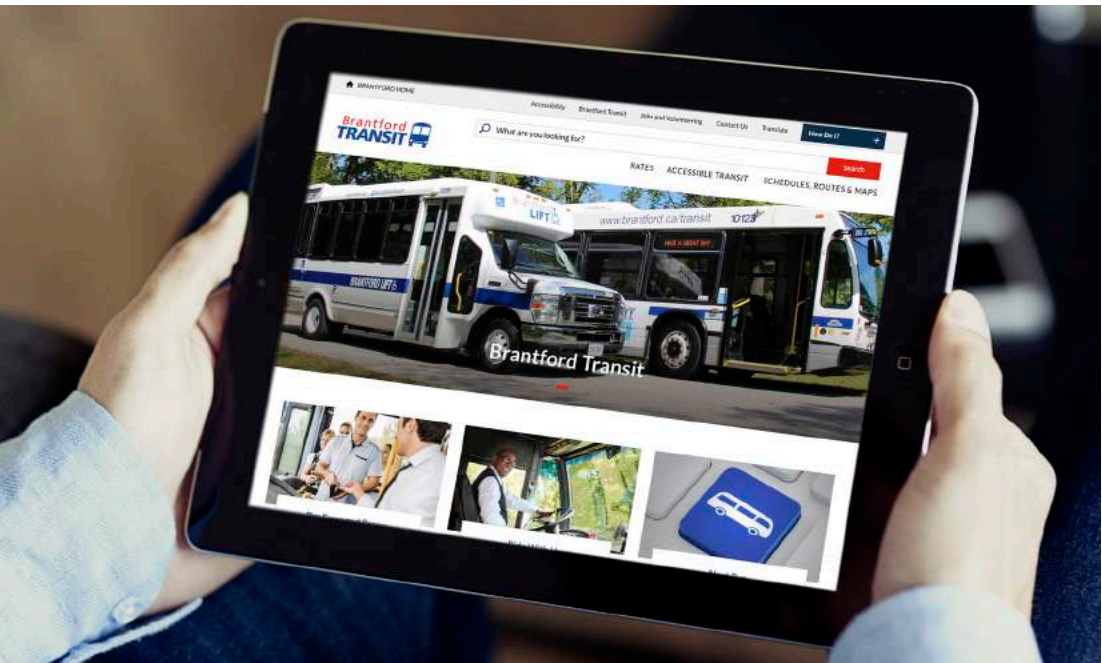
Seeking to update its online presence to boost digital citizen engagement, the City partnered with eSolutionsGroup (eSolutions) to create the brand new brantford.ca and associated microsities.

www.brantford.ca

GO LIVE DATE: February 12, 2019

“Working with eSolutions Group to redevelop the City of Brantford website was an exceptionally positive experience from start to finish. Every member of their extensive and talented team was extremely knowledgeable, responsive and a pleasure to work with. Given the size and scope of the project, we could not have selected a more committed or qualified partner.”

— Maria Viscocchi,
City of Brantford



We created a completely new Brantford Transit microsite, designed from the ground up to serve transit riders and keep the main site's look and feel. Using the microsite, accessible from brantford.ca's homepage, users can learn about bus fares and ticket information, bus rules, accessible transit options, schedules, routes and maps, and real-time next bus information. The microsite maintains brantford.ca's consistent, clean and modern look and feel. We also created microsites and standalone sites for Brantford Careers, Fire Department, Economic Development and the Wayne Gretzky Sports Centre.

CHALLENGE

Looking to showcase its many standout parks, playgrounds and facilities, the City of Brantford needed a solution that could easily display all options to users in a visual and convenient way. Residents needed to be able to see where the facilities are and what features are available at each one.

Anticipating various online residential requests for City services, such as paying bills, submitting business/licence applications and reporting issues, the City required a solution that could bring these options together.

The City of Brantford needed a digital method to collect bulky item pickup requests from its residents, such as refrigeration appliances, metal equipment and fencing, wood and tree limbs, broken glass, window panes, and more. The solution needed to be smooth, intuitive and capable of directing requests to staff and waste operators.

SOLUTION

Pulling from Brantford's Geographic Information System (GIS), we implemented our Parks and Facilities page. This offers users an interactive map alongside a complete listing of facility names, descriptions, photos, addresses, hours of operation and contact information.

Our "How Do I?" web tool lets users scan from a list of common citizen requests, such as registering for programs, volunteering, requesting a city service and booking a facility. This function allows online navigation to be simple and effective.

We implemented a Bulky Item Pickup function, allowing residents to submit an application for home waste pickup. This tool pulls from GIS for mapping and address input, and integrates with Moneris payment. The tool also tracks requests and sends automatic email confirmation directly to the City's contractor for easy workflow.

A smooth municipal experience starts with utilizing the latest technologies

- ▶ Business Directory
- ▶ By-Law Manager
- ▶ bids&tenders
- ▶ Interactive calendar
- ▶ Photo Gallery
- ▶ News and Alerts Manager
- ▶ Parks and Facilities database
- ▶ Seamless social media integration
- ▶ "How Do I?" directory
- ▶ Secure, Canadian based hosting
- ▶ Accessible, responsive payment forms
- ▶ i:Create content management system
- ▶ Writing-for-the-web training
- ▶ Parser and API training
- ▶ Microsite development
- ▶ Bulky Item Pickup tool





2019 Hermes Award - Gold
2019 APEX Award of Excellence

ADVANTAGE BRANTFORD

A cutting edge website gives Brantford a competitive advantage to attract new business and investment

Located in the heart of southern Ontario, the City of Brantford is strategically placed close to major North American markets. The community's population has seen a steady growth rate in recent years and is always welcoming new businesses, residents and visitors.

In order to support the growing municipality, Brantford's Economic Development team partnered with eSolutionsGroup (eSolutions) to create a new website that works to attract new investment, deliver business data, and engage with key stakeholders in the community.

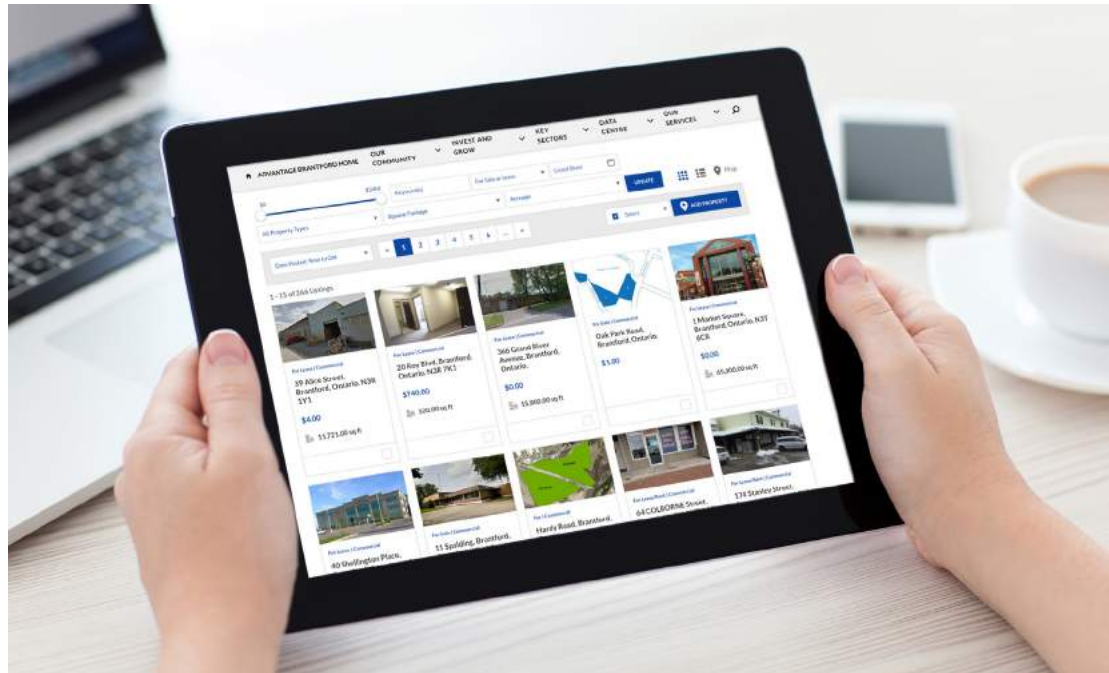
www.advantagebrantford.ca

GO LIVE DATE: February 12, 2019

"The eSolutions team provided outstanding service and support throughout the entire project."

— Kevin Dekok,
City of Brantford Economic
Development Officer

The Brantford Economic Development website includes an Available Lands and Buildings feature that helps connect businesses and site selectors with suitable locations. This powerful tool simplifies the selection process and provides comparative data that assists with decisions surrounding relocation and cost analysis.



CHALLENGE

Advantage Brantford is the primary online source of information for potential investors and businesses looking to relocate. The team sought a modern design and a solution that was easy to navigate, while serving key stakeholders and users.

In order to provide a seamless experience for visitors, the Brantford Economic Development team required an updated application to show off Brantford's many available site locations for sale or lease. The solution needed to be accessible, easy to find and compatible on all devices.

Staff needed to know how to easily use their new content management system (CMS). The CMS had to be intuitive and powerful enough to showcase everything Brantford has to offer. They did not want maintaining content to be an unpleasant chore.

SOLUTION

The new Advantage Brantford, built in eSolutions' i:Create CMS, provides a reliable and accessible digital experience. With simplified content management, a design that updates Advantage Brantford's look and feel and a homepage with scrolling high resolution images, the city's digital presence shines like never before.

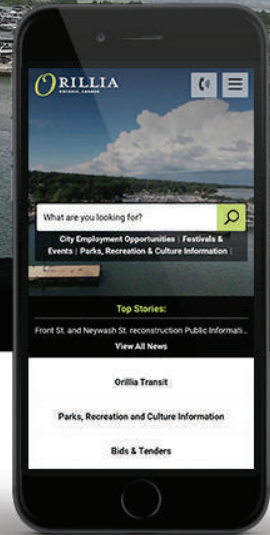
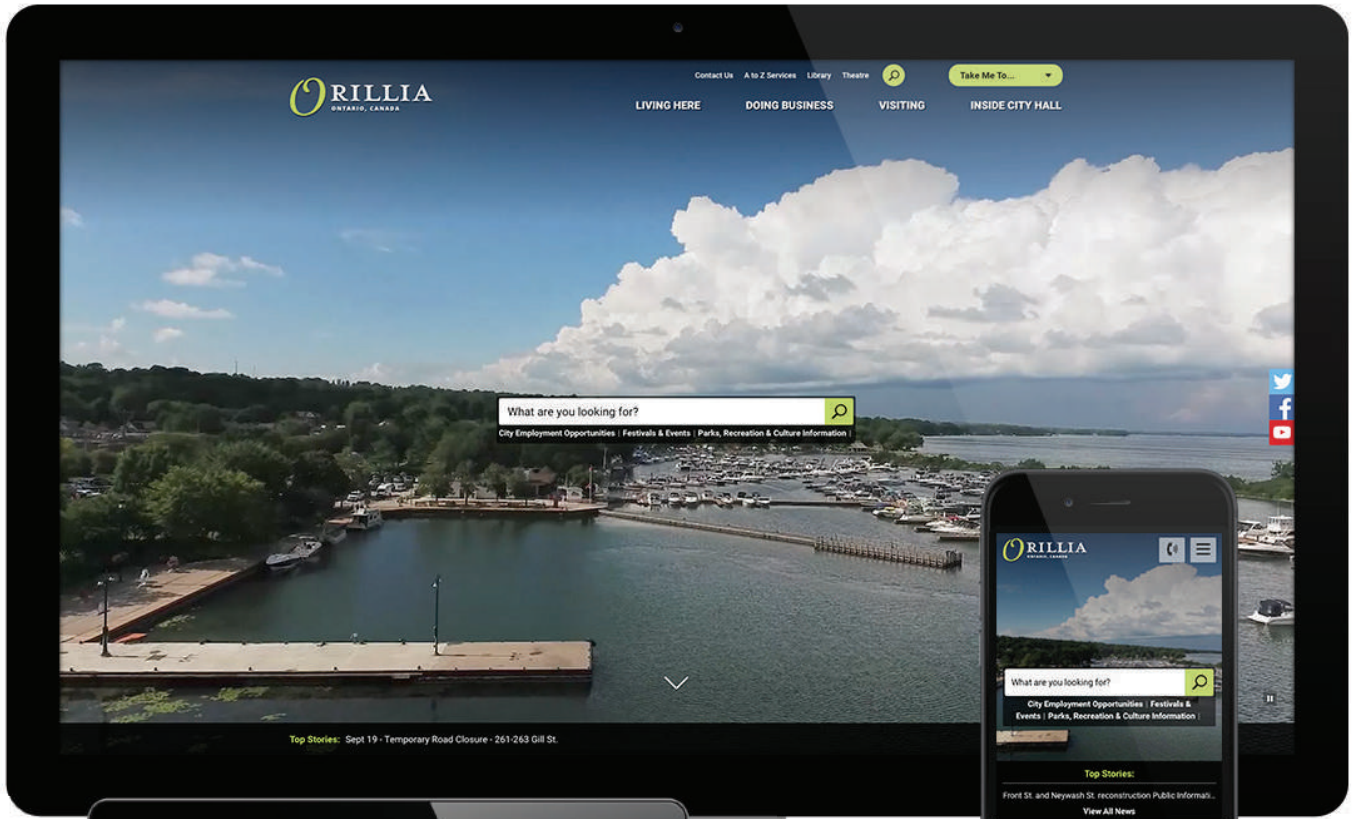
Integrating with the city's multiple listings service (MLS), eSolutions added the Available Lands and Buildings solution, providing a comprehensive site inventory. The new website also features a business directory and news tool that showcases local business news and information.

Our team provided in-depth training sessions, including i:Create and Writing-for-the-Web training, ensuring future content is accessible, simple, and applicable.

Digital tools that provide a foundation for strong growth

- ▶ Available Lands and Buildings
- ▶ Business Directory
- ▶ i:Create Content Management System
- ▶ Document management
- ▶ News and Alerts Manager
- ▶ Writing-for-the-web training
- ▶ Secure, Canadian based hosting
- ▶ Accessible, responsive forms
- ▶ Advanced Layout Builder
- ▶ Expert sitemap development
- ▶ Google Translate





www.orillia.ca



Located in Simcoe County between Lake Couchiching and Lake Simcoe, the **City of Orillia** is home to approximately 20,000 residents. Also known as, “The Sunshine City”, the City of Orillia attracts many tourists to its large waterfront, annual festivals, and its opera house.

THE CHALLENGE

Introduce a new content management system (CMS) that facilitates the creation, organization and editing of content by staff

Introduce an engaging, visually appealing design that complements the City’s brand, vision and values

Improve visual aspects of the website and modernize the underlying technology to support multiple devices using different operating systems

Offer citizens self-service opportunities by improving website navigation, allowing users to find the information they need quickly and easily

Improve customer service through communication tools such as polls/online voting, surveys, forms that can be created and managed through the CMS

Comply with WCAG 2.0 accessibility standards and meet W3C guidelines for accessible content

THE SOLUTION

Use of i:Create, a user-friendly CMS that allows staff to input, edit and maintain content easily and efficiently

A consistent look and feel throughout the entire website, including seamless integration of existing and new applications for strong brand representation and an uninterrupted user experience

Responsive web design that integrates seamlessly across all devices and screen sizes

Implementation of topic-based landing pages that centralize information related to specific audiences (Transit and Parks, Recreation and Culture)

Integration of Form Builder, a secure form building tool used to create simple forms for feedback, to submit online reports, participate in surveys, and to subscribe to news updates

Use of accessibility training for City staff (Writing for the Web) and an accessibility checker built into the CMS, ensuring content meets WCAG 2.0 Level AA standards

OUR PRODUCTS AND SERVICES

- ▶ Website design and development
- ▶ i:Create CMS
- ▶ Business directory
- ▶ News Manager
- ▶ Parks and Facilities module
- ▶ Calendar module
- ▶ Form Builder
- ▶ Bylaw module
- ▶ eBook module
- ▶ Landing pages with theming
- ▶ Writing for the Web training
- ▶ Analysis, focus groups and surveys
- ▶ Hosting, Tier 3 Data Fortress
- ▶ AODA Accessible and compliant

“The project was managed so well that there were no challenges. The weekly meetings kept everyone on track and ensured that deadlines were met. eSolutions was more than accommodating and gelled well with our internal team.”

— Marsha Hopper, Application Support Technician, Business Analyst

GO LIVE DATE: September 6, 2017



CITY OF DRYDEN

Answering countless community needs with one easy-to-navigate solution

With 8,000 residents, a number of high priority goals and just one budget to work with, the City of Dryden needed a website that would cover all its bases. Economic development and online bidding. Tourism and local business. Police and fire services. Plus, all the information its diverse audience needs at its fingertips – from first-time homeowners learning about garbage removal to visitors planning a hike in Aaron Provincial Park.

Coordinating so many needs under one roof is a challenge for many small municipalities. eSolutions answered the call with a robust

www.dryden.ca

GO LIVE DATE: December 18, 2017

online solution that delivers easy, clear navigation, so managing big content isn't a big headache.

Our process involved Dryden citizens in the website design process from the start through sitemapping focus groups that laid the foundation for intuitive website navigation, as well as content that delivers on everything users need.

Now everyone using the website can find what they're looking for quickly and easily. And the City can continue living up to its commitment to open government, with a transparent two-way channel of communication.

Digital tools are powerful, but training your team how to use them is even more powerful! Our training and accessibility workshops helped Dryden staff get the most out of their new i:Create content management system (CMS) and Recruit Right applicant tracking system (ATS). Now they can take full advantage of endless productivity-boosting features.



CHALLENGE

When online services are hard to find, it can put an unnecessary strain on the busy workloads of municipal staff. The Dryden website was poorly organized with minimal search capabilities, meaning citizens struggled to find information on their own.

One of Dryden’s digital goals was to increase citizen engagement through online communication tools such as polls, online voting, surveys and forms. Along with being very difficult to execute with their existing CMS, the channels were no longer compliant with WCAG 2.0 accessibility standards and W3C guidelines for accessible content.

For a small Human Resource department, hiring for vacant positions was primarily a manual task. Dryden was actively searching for a tool that could streamline the hiring process and give its HR team better tools to get the right people in the door.

SOLUTION

The new website features user-friendly navigation based on the results of our sitemapping focus groups. In addition, the “I want to” menu on the home page centralizes information by allowing website visitors to quickly jump to information.

The new website makes community engagement easy with Form Builder, a tool for collecting information and feedback online. Integrated with eCommerce, it also provides a secure way to receive payment.

Dryden staff now have an accessibility checker built right into our i:Create CMS to ensure content meets WCAG 2.0 Level AA standards.

Recruitment processes are streamlined with our accessible, mobile friendly RecruitRight ATS. The HR team benefits from a more manageable workload, with automated steps and reusable content.


Tools and features that deliver on every need


- ▶ Available Lands and Buildings
- ▶ Interactive Calendar
- ▶ Contact and Department Directory
- ▶ Online feedback and polling
- ▶ News and Alert Manager
- ▶ Accessible, Responsive Payment Forms
- ▶ i:Create Content Management Solution
- ▶ Recruit Right – Applicant Tracking System
- ▶ Parks and Facilities
- ▶ Writing for the web training
- ▶ Content Writing Services
- ▶ AODA Accessible and compliant



APPENDIX C – VALUE-ADD RECOMMENDATIONS

eSolutions is pleased to present the following optional value added software and services. We are happy to provide further information, or demos, for any of the following.

MODULE	DESCRIPTION
	<p><i>"Your Municipality. Their Interests. One Portal."</i></p> <p>Give your residents a personalized online municipal experience with a single sign-on portal that brings all the community information they care about into one convenient place. From individual property tax and utilities data to emergency alerts, to snow removal updates and personalized event recommendations – it's the experience today's citizens demand.</p> <p>With Citizen Portal, use existing user data, interactions and browsing habits to tailor approved dashboard content and help citizens engage with their community on a convenient, easy and personal level. Integrating with more than three dozen applications and widgets, each citizen's one-stop dashboard will reflect their own interests and provide geolocated neighbourhood information.</p> <p>Key Advantages:</p> <ul style="list-style-type: none"> ▪ Secure login using Google, Facebook or other platforms through LoginRadius SSO Identity Management ▪ More than three dozen widgets available for personalized dashboard, including: <ul style="list-style-type: none"> ○ My property tax and utilities ○ News, notices, alerts and subscriptions ○ Event and program registrations ○ Service disruptions ○ Road closures and construction updates ○ My councillor and voter look-up ○ Report a problem and bylaw complaints ○ Waste, bulky item and leaf collection dates ○ Snow removal status and snow events ○ Real-time transit stops and times ○ Volunteer and employment opportunities ○ Parks, fields and facilities close to me ○ Service requests ○ Permits ○ Bylaw reporting ▪ Smart city integration: Information and statistics relevant to the user, including: <ul style="list-style-type: none"> ○ Parking availability near me and traffic statistics ○ Energy and individual hydro usage ○ Water and air quality in my area ○ Upcoming construction events ○ Asset management data (streets, trees, sidewalks, sewers) ○ MLS integration (demographics, earnings, walk score data)

	<ul style="list-style-type: none"> ○ Video CCTV ▪ Operations dashboard option for your staff ▪ Economic development dashboard option for your businesses and potential investors ▪ Integrates into your existing website <ul style="list-style-type: none"> ○ Compliant with legislative accessibility requirements (WCAG 2.0, AODA, ADA)
	<p>Recruit Right</p> <p>Recruiting great job candidates can be a constant challenge. From sorting through the stack of resumes to scheduling interviews and follow-ups, finding the perfect person to join your team is overwhelming.</p> <p>eSolutions RecruitRight web-based application takes your recruitment system online. Highly customizable to your organization, you can create an online job postings portal and fully manage the hiring process the way that works for you.</p> <p>With RecruitRight, you will save time and money by creating efficient workflows and tracking processes so you can focus on finding the talent you need.</p> <p>Key Advantages:</p> <ul style="list-style-type: none"> ▪ Centralize your recruitment process with one system for all staff ▪ Online 24/7 – requires no software installation to your environment ▪ AODA compliant ▪ Fully configurable system – make it work within your existing recruitment workflow ▪ Integrates into your existing website ▪ Eliminate staff hours by providing them with features to speed up the recruitment process <ul style="list-style-type: none"> ○ Copy previous postings ○ Export all resumes and cover letters ○ Review resumes online and provide instant feedback ○ Book and track interviews ○ Generate reports automatically ○ Manage applicant test dates, reference checks, background checks and offer letters ○ Make use of built-in question libraries ○ Flag disqualified responses ▪ Quickly identify top candidates using prescreening scoring questions ▪ Fully unlimited system, no hidden or extra fees. No limits on the number of users, job postings or applicants ▪ Facilitates quick metric reporting on every position to meet immigration regulatory guidelines for LMIAs (Labour Market Impact Assessments) ▪ All staff can collaborate directly within the system – all documentation and workflow tracking is built-in ▪ Contribute to the product community and see your suggestions implemented in the coming months



City Services

City Services <https://www.greaternapanee.com/en/town-services.aspx>
<http://www.cambridge.ca/en/city-services.aspx>

Help users discover the various services offered by their municipality through the City Services module – a unique visual representation of city service categories, organized into an interactive map.



2BIG4EMAIL

<http://2big4email.craworld.com/en/uploadfiles.aspx>

Secure transfer of single or multiple large files

Key Features Include:

All files are hosted in our Canadian Data Centre

Flexible, web-based application and requires no software installation

Upload multiple files simultaneously

Tracks who, when and the number of times a file is downloaded

Set permissions for who can send and receive files

Expire or delete uploaded files

View history of uploads



Live Chat Module | Responsive support in real-time

<http://www.pickering.ca/en/cityhall/LiveChat.asp>

Key Features include:



- Offers instant, real-time chat
- Immediately chat with a representative who can answer questions in real-time
- Indicator shows when the operator is ready and present
- Manage multiple chats simultaneously
- Simple reports summarize chat metrics



SEO | Search Engine Optimization and Tracking

Search Engine Optimization - improve the visibility of your website or a specific web page in a search engine's results.

Analytics Reporting – Web statistics will provide insight into both the short and long term success of your strategy and provide the base information to react quickly to

	<p>market shifts and opportunities with ongoing statistical tracking, analysis and consultation.</p> <p>Courses: www.events.esolutionsgroup.ca</p> <p>Search Engine Marketing – guarantee that your website will appear in the top results for any keywords you choose to target</p> <p>Social Media – Easily share events, information and services while improving your ability to interact with and serve the public.</p> <ul style="list-style-type: none"> ▪ Policy Development ▪ Social Media Strategy
	<p>Bulky Item Pickup</p> <p>Ever had a large, bulky item that you'd like to throw away but can't take to the landfill on your own, like an old fridge or mattress? Well, we're proud to have co-created an easy, online solution that allows you to do just that! With the new City of Brantford Bulk Pickup Module—launching alongside the new brantford.ca—the digital tool allows citizens to request to have their large household items and appliances picked up on their regular waste collection day.</p> <p>For residents, it's as simple as submitting your home address, email address and listing the bulk items through the City's website. Then you simply leave your item(s) curbside on the scheduled date. It couldn't be easier! And for the City, staff can easily manage all aspects of the scheduled pickups, send email confirmations and track all requests throughout the year. Automatic lists of requested daily pickups are also emailed directly to the contractor.</p> <p>To develop this handy module, we leveraged web services developed by City staff providing valid GIS addresses to identify multi-residential locations, businesses and garbage collection zones. The bulk pickup program permits residents to schedule pickups twice a year—once in the first six months, and a second time in the last six months. The module was developed to manage scheduled pickups for each address to ensure compliance with the regulations of the program, generate daily reports, and send timed reminder emails to residents.</p>
	<p>Parking Ticket Administration</p> <p>Streamline the process of administering parking tickets and provide residents with the convenience of paying online all through one centralized application. From ticket administration and printing to receiving payment or handing-off to the court system, all of your data and tasks can be managed in one place.</p> <p>Take a walk through the Parking Ticket Administration process in the following preview: http://preview.esolutionsgroup.ca/parkingtickets/</p> <p>Key features include:</p> <ul style="list-style-type: none"> ▪ Ability for by-law enforcement officers to issue tickets, and save ticket information on-the-go from a mobile device

- Ability to add notes on issues tickets to track any customer interactions that occur between issuance and payment or hand-off to the court
- Ability for users to look up and pay for their parking ticket online via a PCI compliant payment gateway. Payments will be attributed to the parking ticket in the back-end so you can report on unpaid tickets
- Export of data for issued tickets that can be sent to the Ministry of Transportation (MTO), and ability to import the information provided back by MTO
- Ability to generate printable Notice of Impending Conviction letters for all tickets outstanding after a certain # of days
- Certificate requesting conviction report that can be sent to the court for all outstanding unpaid tickets issued within a specified date range

Detailed reporting so you can review tickets issue by Officer, Location, and Violation Type as well as payment history

Bylaw Ticketing Administration

Streamline your administrative processes and provide residence with the convenience of paying Part 1 Provincial Offence fines online through the same centralized application where parking tickets are paid.

Key features include:

- Ability for by-law enforcement officers to input issued tickets into the online management system for tracking and payment.
- Ability to add notes on issued tickets to track client interactions.
- Ability for users to look up and pay for their Part 1 Provincial Offence tickets online via a PCI compliant payment gateway. Payments are attributable to the Part 1 Provincial Offence ticket in the back-end so that you can easily report on unpaid tickets.
- Ability to override a set-fine amount and due date for a given ticket, based on negotiations taking place during the AMPS process.
- Ability to generate printable reports of unpaid tickets to be handed off to treasury / collections
- Detailed reporting so you can review tickets issued by Officer, Location and Violation Type, as well as payment history.



Winter Roads

eSolutions has co-created a new module with the Town of Ajax for winter snow clearing - the Ajax Plow Map (<https://lnkd.in/eBNKhMR>). The map gives citizens real-time information on snowplowing routes for roads and sidewalks, and keeps up with the Operations Department that patrols the roads 24/7. You can't get more accurate than that. To create the Ajax Plow Map, we worked with the Town and with Fleet Freedom, who had an existing API for GPS tracking. We leveraged this to create task mapping, which allows the Plow Map to pull-real time info about where trucks are plowing and provide updates via the web. Ajax citizens can now see an estimated start and end time for routes anywhere the Town plows. The map is interactive and even shows exactly how many road and sidewalk plows are in service at any given time. The best part is that it's responsive, so it can be viewed on any device. There's also multiple ways to use it, such as searching by address or location or even time period (e.g. past 8 hours, past 24 hours), which allows people to find specific snow clearing updates in real-time, 24/7.



Available Lands and Buildings | Promote your location, location, location

<http://www.leedsgrenville.com/en/landsbuildings/searchform.aspx>

Key Features include:

- Flexible web-based systems
- Search land and buildings using keywords
- Listings can include property name, address, telephone, fax, website, map, photographs, price and site details



Municipal Consent

Take your municipal consent application (MCA) process online with Municipal Consent. Paperless, efficient and transparent, easyConsent makes it easy for organizations to apply for municipal consent. easyConsent lets you track and manage municipal consent applications, while external vendors are able to register and make document revisions to their online application in a 24/7 environment. Everyone will be able to see the flow and status of the application – in real-time. Once permits are granted, an interactive mapping component will track all projects, so everyone at your organization and all vendors can see all projects at all time. That means greater efficiencies for everyone.

Key Features:

- External vendors can register on your website to apply online and make document revisions to their existing applications anytime, anywhere they have an Internet connection
- Both you and the applicant can see the application's status in real-time.
- After a permit is granted, the project is added to an interactive map. Tracking all ongoing and future projects on one map means everyone at your municipality and all vendors are in the loop.
- When you decide to go with easyConsent, eSolutionsGroup sets up and installs the software and trains your staff on-site.
- You manage the easyConsent process internally with minimal technical support from us required into the future.
- Ongoing costs include a fee per approved MCA.



Vendor Pay (FREE for client all modules and no licensing)
Training only

bids&tenders core platform includes a web hosted system that provides staff with ability to manage the bid posting process from start to finish. The package includes a public facing vendor portal where the bids, addenda and all other associated bid details are posted for the end users and vendors to see. Vendors can create an account, manage their account and register for bids online. After registration, vendors will be able to download and view the bid documents. The software includes several automated notifications and process management. We have over 200 public agencies in Ontario alone.

Key Features:

Bid Management

- Create and manage bid postings.
- Schedule bids to publish and close automatically
- Upload an unlimited of bid documents and addendum documents
- Enable document preview feature
- Ability to charge a fee for documents (optional)
- Team Member Management
- Bid / Site Meeting Management with integration to Outlook calendar (.ics)
- Publish Plan Taker List
- Publish Bids Submitted List
- Publish Award List with values
- Track Plan Takers, Document Downloads and Addendum Downloads
- Online Addendum Acknowledgement
- Create public, pre-qualify and private/invitational bids
- Full tracking on audit history
- All emails are logged and tracked and can be viewed and resent from system
- Ad hoc reporting
- OMBI (Ontario Bench Marking Initiative) Statistic reporting
- Automated Email Notifications (to vendor and/or staff)
- New bid opportunities (by commodity category)
- Addendum Notices
- Site Meetings
- Bid Status Changes
- Award Letters
- Regret Letters
- Custom Template Emails

System Administration - A fully configurable system!

- Manage Drop Down Lists, Bid Categories, Departments etc.
- Create and Manage Email Templates and Settings (over 40 templates)
- Create and Manage the public interface (content, branding, workflow)
- Manage eCommerce settings (GL Accounts, values, taxes, payment gateway)
- Create and manage users, groups, and permission and workflow settings

Public Vendor Portal

- Personalize vendor dashboard

	<p>View all bids by status View details of bids (plan takers, bids submitted, award details) Profile Management Ability to upload WSIB and insurance documents Ability to upload contract details Subscribe to bid categories Ability to submit bids online Vendor Dashboard for self-management</p> <p>No Bid Response Survey and Tracking Ability to create automated surveys for vendors that did not submit Reporting on no bid response reasons Alerts for no bid notifications</p>
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esolutionsgroup.ca

Memo

To: Mayor and Council
From: Timothy H. Uttley, Fire Chief/CEMC
Date: May 19, 2020
Subject: Amendment to Firework's By-law
Attachments: Draft By-law

Mayor and Council:

On April 3, 2020, the Province of Ontario declared a Restricted Fire Zone which included the City of Temiskaming. The Ontario government took this action to protect people and communities from the risk of preventable human-caused fires and to ensure that the province's emergency response system remains strong during the COVID-19 outbreak.

Staff supports the efforts of the government to reduce the risks to both residents and our Volunteer Firefighters to reduce the risks to human-caused fires and risks associated with the COVID-19 pandemic. In an effort to further reduce fire risks associated with the discharge of fireworks, and to ensure emergency response resources are dedicated to COVID-19 response and to discourage the potential for large, social gatherings, the following is being recommended to Council's for consideration:

1. Be it resolved that the Council of the City of Temiskaming Shores hereby acknowledges receipt of Memo No. 001-2020-PPP; and
2. That Council directs staff to prepare the necessary by-law to amend By-law No. 2009-161, as amended, being a By-law to Regulate the Sale, Display and Discharge of Fireworks and Firecrackers in the City of Temiskaming Shores, to restrict the discharge of fireworks during a Municipal Fire Ban or during a Provincial Restricted Fire Zone declaration, for consideration at the May 19, 2020 Regular Council Meeting; and
3. That Council prohibit the discharge of consumer fireworks on Victoria Day 2020 and on Canada Day 2020.

I would like to thank Council for your consideration.

Prepared by:

Reviewed and submitted for
Council's consideration by:

“Original signed by”

“Original signed by”

Timothy H. Uttley
Fire Chief/CEMC

Christopher W. Oslund
City Manager

The Corporation of the City of Temiskaming Shores

By-law No. 2020-000

**Being a by-law to amend By-law No. 2009-161
to regulate the sale, display and discharge of fireworks and
firecrackers in the City of Temiskaming Shores**

Appendix 01
001-2020-PPP
May 19, 2020

Whereas Section 121 of the *Municipal Act, 2001, S.O. 2001, c. 25*, as amended provides that a local municipality may prohibit and regulate the sale of fireworks and the setting off of fireworks, and further that a by-law may prohibit those activities unless a permit is obtained for those activities and may impose conditions for obtaining, continuing to hold and renewing the permit, including requiring the submission of plans;

And whereas the Council of The Corporation of the City of Temiskaming Shores has adopted By-law No. 2009-161 on the 16th day of March 2010 regulating the sale, display and discharge of fireworks and firecrackers in the City of Temiskaming Shores;

And whereas the Council of The Corporation of the City of Temiskaming Shores deems it necessary to amend By-law No. 2009-161;

And whereas Council considered Memo No. 001-2020-PPP at the May 19, 2020 Regular Council meeting and directed staff to prepare the necessary by-law to amend By-law No. 2009-161, to restrict the discharge of fireworks during a Municipal Fire Ban or a Provincial Restricted Fire Zone, for consideration at the May 19, 2020 Regular Council meeting;

Now therefore the Council of The Corporation of the City of Temiskaming Shores hereby enacts the following as a by-law:

1. That Council hereby amends Schedule "A" to By-law No. 2009-161 being a by-law to regulate the sale, display and discharge of fireworks and firecrackers in the City of Temiskaming Shores, by adding Section 3.3 viii) which reads:

No person shall discharge any *consumer fireworks* when a Municipal Fire Ban or a provincial Restricted Fire Zone declaration is in effect.

2. That this by-law shall come into force and take effect on the date of its final passing.
3. That the Clerk of the City of Temiskaming Shores is hereby authorized to make any minor modifications or corrections of an administrative, numerical, grammatical, semantically or descriptive nature or kind to the by-law and schedule as may be deemed necessary after the passage of this by-law, where such modifications or corrections do not alter the intent of the by-law.

Read a first, second and third time and finally passed this 19th day of May, 2020.

Mayor – Carman Kidd

Clerk – Logan Belanger

Memo

To: Mayor and Council
From: Timothy H. Uttley, Fire Chief/CEMC
Date: May 19, 2020
Subject: Waiver of Fees
Attachments: N/A

Mayor and Council:

The events over the last few months regarding the COVID-19 pandemic have caused anxiety for individuals, families and businesses in the City of Temiskaming Shores and around the world.

Since that time Council has done everything within their authority to help ensure the necessary resources are in place to protect the health of our residents and also lessen the financial burdens being placed on everyone. In response to COVID-19, Council had requested all departments to revisit their operational and capital budgets and see where possible savings could be found in order to lessen the impact to our residents.

As part of this process, and with the implementation of a Restricted Fire Zone and the cancellation of Open-Air Burning Permits, Council indicated their desire to also waive the fees for all open-air burning permit fees (pending the lifting of the restricted fire zone) for 2020, and also waive the fees charged for false alarm responses for 2020. Staff has reviewed the Fire Services operational budget and considering Council's desire to lessen the financial burden to our residents, and acting upon advice of the City Manager, the following is being recommended to Council's for consideration:

1. Be it resolved that the Council of the City of Temiskaming Shores hereby acknowledges receipt of Memo No. 002-2020-PPP; and
2. That Council hereby agrees to waive the fees collected for Open Air Burning Permits and False Alarm Response Fees for 2020 as outlined in By-law No. 2012-039, being a By-law to Adopt Schedule of Departmental User and Service Charges for the City of Temiskaming Shores; and
3. That Council further agrees that no refunds will be issued for permits that have been issued for 2020, or for fees collected for false alarm responses.

I would like to thank Council for your consideration.

Prepared by:

Reviewed and submitted for
Council's consideration by:

"Original signed by"

"Original signed by"

Timothy H. Uttley
Fire Chief/CEMC

Christopher W. Oslund
City Manager

Memo

To: Mayor and Council
From: Steve Burnett, Technical and Environmental Compliance Coordinator
Date: May 19, 2020
Subject: Cancellation of Orange Drop Event

Mayor and Council:

At the Regular Meeting of Council held on March 10th, 2020, Council approved By-law No. 2020-022, being a by-law to enter into an agreement with Drain-All Ltd. as a register collector and transporter for the City's annual Orange Drop Event scheduled for June 6th, 2020.

As a result of the current Covid-19 situation and Provincial restrictions that are in place, Staff reached out to Drain-All to discuss options associated with postponement of the event to a future date. It was identified to Staff that many municipalities are cancelling their events and availability of future dates are quite limited.

At the Public Works Committee Meeting held on April 30th, 2020, this item was discussed resulting in the following recommendation:

Recommendation PW-2020-016

Moved by: Mayor Carman Kidd

Be it resolved that:

The Public Works Committee hereby supports cancelling the 2020 Orange Drop event.

Carried

Therefore, it is Staff's recommendation that the 2020 Orange Drop Event scheduled for June 6th, 2020 be cancelled and that Council directs Staff to notify Drain-All Ltd. of the decision and to provide proper messaging asking residents to retain their Household Hazardous Waste until the 2021 event.

Prepared by:

Reviewed and approved by:

Reviewed and submitted for
Council's consideration by:

"Original Signed By"

"Original Signed By"

"Original Signed By"

Steve Burnett
Technical and Environmental
Compliance Coordinator

G. Douglas Walsh
Director of Public Works

Christopher W. Oslund
City Manager

Memo

To: Mayor and Council
From: Steve Burnett, Technical and Environmental Compliance Coordinator
Date: May 19, 2020
Subject: Haileybury Landfill Operations Update

Mayor and Council:

At the Regular Meeting of Council held on March 24th, 2020, Council delegated power to the Mayor and City Manager to deal with different matters as it relates to the COVID-19 Pandemic including the authority to close municipal facilities and/or limit municipal services. Utilizing this authority and, supporting the Provincial Government's Stay at Home recommendation, the Haileybury Landfill was closed to the general public from April 14th, 2020 to May 4th, 2020.

Throughout the closure, Council and Staff investigated options associated with the Spring Amnesty Program resulting in the program running for two consecutive weeks (May 5-9 and May 12-16), with vehicle access being restricted to support physical distancing. The program proved to be quite successful, as there were hundreds of vehicles per day that utilized the landfill. With the increased number of vehicles and restricted access, the program ran smooth with traffic flow being consistent.

As a result of the success of the Spring Amnesty Program and with the Provincial Government's recent announcements to gradually re-open, it is recommended that Council supports opening the Haileybury Landfill for normal operations effective May 20th, 2020.

Prepared by: Reviewed and approved by: Reviewed and submitted for Council's consideration by:

"Original Signed By"

Steve Burnett
Technical and Environmental
Compliance Coordinator

"Original Signed By"

G. Douglas Walsh
Director of Public Works

"Original Signed By"

Christopher W. Oslund
City Manager

Subject: Transition of Blue Box
to Full Producer Responsibility

Report No.: PW-015-2020
Agenda Date: May 19, 2020

Attachments

Appendix 01: Letter from AMO

Recommendations

It is recommended:

1. That Council for the City of Temiskaming Shores acknowledges receipt of Administrative Report PW-015-2020; and
2. That Council agrees the best time for the City of Temiskaming Shores to transition the Blue Box Program to Full Producer Responsibility is January 1st, 2025 based on expiration dates within the collection and processing contracts; and
3. That Council agrees to consider providing collection services to Producers once the Blue Box wind-up plan and Regulations are developed; and
4. That Council agrees any questions regarding this resolution be directed to the Technical and Environmental Compliance Coordinator for the City of Temiskaming Shores; and
5. That Council directs Staff to forward this resolution to the Association of Municipalities of Ontario and the Ontario Ministry of the Environment, Conservation and Parks.

Background

In August 2019, Minister Yurek ,for the Ministry of the Environment, Conservation and Parks, announced that municipal Blue Box programs will be transitioned to full producer responsibility over a three-year period based on the recommendations from the Special Advisor’s report titled, “Renewing the Blue Box: Final report on the blue box mediation process.” Municipal governments played a key role in helping to develop the recommendations within this report. These recommendations broadly reflected the positions advocated by the Association of Municipalities of Ontario (AMO) and there was also a great deal of alignment with producers on how the Blue Box should be transitioned.

The municipal transition is proposed to occur between 2023 and the end of 2025. The Minister wants to ensure that the transitioned Blue Box system is affordable for producers, workable for the waste processing sector, and effective and accessible for residents. AMO and municipal representatives are involved in the consultation process to develop

a new regulation for the Blue Box Program. The Province's intent is to finalize a Regulation by the end of 2020.

Many webinars and in-person workshops on the Blue Box transition have been hosted by AMO in which staff have attended. The webinars and workshops provided an opportunity to engage directly with the waste management sector to build understanding about the transition process.

Discussions also began surrounding what municipal governments should take into consideration about how to prepare for this change and what factors might be considered as to when a Council might want to transition.

Analysis

At the Regular Meeting of Council held on January 7th, 2020, Council received correspondence from AMO requesting that Council pass a resolution indicating the City's preferred date to transition the Blue Box Program to Full Producer Responsibility. Additional information requested to be in the resolution include the rationale for the transition date, Council's interest in providing services to producers and key contacts for follow-up questions.

Staff reviewed both contractual agreements the City has for collection and processing of recyclables. The term for the collection agreement expires on December 31st, 2024 and the term for the processing agreement expires on December 31st, 2022. The renewal of the processing agreement would be done to align with the expiration of the collection agreement. Based on this rationale, it is Staff's recommendation that the preferred date to transition the Blue Box Program is January 1st, 2025.

Throughout the development of the plan to transition Blue Box to Full Producer Responsibility, it has been indicated on many occasions that municipalities would have the opportunity to become service providers for the producers. With the Blue Box wind-up plan and associated Regulations yet to be developed, it is difficult to determine if becoming a service provider for Producers would be in the best interest of the City. Therefore, Staff is recommending that the City would consider becoming a service provider once the wind-up plan and regulations are developed and reviewed.

It is also Staff's recommendation that, being the manager of the City's full solid waste management program, the Technical and Environmental Compliance Coordinator be the key contact for any follow up questions.

Appendix 01 outlines the resolution request provided by AMO.

Financial / Staffing Implications

This item has been approved in the current budget: Yes No N/A

This item is within the approved budget amount: Yes No N/A

Alternatives

No alternatives were considered.

Submission

Prepared by:

Reviewed and approved by:

Reviewed and submitted for
Council's consideration by:

"original signed by"

"original signed by"

"original signed by"

Steve Burnett
Technical & Environmental
Compliance Coordinator

G. Douglas Walsh, CET
Director of Public Works

Christopher W. Oslund
City Manager

Dear Mayor/Head of Council:

RE: Call for Action to Pass a Resolution about Transition of the Blue Box to Full Producer Responsibility

I would ask your Council to pass a resolution outlining your municipal government's preferred date to transition your Blue Box program to full producer responsibility if provided the opportunity to self-determine (between January 1, 2023 and December 31, 2025). While the Province has not yet determined what mechanism will be used to choose when municipalities will transition, AMO believes your Councils are in the best position to decide when the best time to transition your Blue Box program is based on your specific circumstances (e.g. assets, contracts, integrated waste management system).

AMO is asking that a Council resolution be passed by June 30, 2020, be directed to AMO and the Ontario Ministry of Environment Conservation and Parks, that specifies:

1. Your Council's preferred date to transition based on existing service provision (between January 1, 2023, and December 31, 2025);
2. Rationale for transition date;
3. Whether your municipal government is interested in potentially continuing to provide services (e.g. contract management, collection, haulage processing services etc.) or not; and,
4. Key contacts if there are any follow-up questions.

NOTE: Your Council's stated preference may not be the final determination of your transition date, nor are you obligated in any way by the date that is specified.

Please read the rationale for self-determination (**Attachment 1**), and the example resolution (**Attachment 2**) for more details.

Thank you for your attention and assistance in this matter. If you have any questions or require further information, please contact Dave Gordon, Senior Advisor, at 416 389 4160 or dgordon@amo.on.ca or Amber Crawford, Policy Advisor, at 416 971 9856 extension 353 or acrawford@amo.on.ca.

Sincerely,

Jamie McGarvey
AMO President
Mayor of Parry Sound

Subject: COVID-19 Trails, Paths & Walkways
Closures

Report No.: RS-005-2020
Agenda Date: May 19, 2020

Attachments

Appendix 01: City of Toronto - Trails, Paths & Walkways Guidelines

Appendix 02: Timiskaming Health Unit – COVID-19 Recreation and Active Travel Evidence Brief

Recommendations

It is recommended:

1. That Council for the City of Temiskaming Shores acknowledges receipt of Administrative Report No. RS-005-2020; and
2. That Council direct staff to remove all notices of closure for trails, paths and walkways within the municipality, provide public health notices requiring physical distancing at these facilities and monitor usage to ensure the public is following recommended public health practices.

Background

The COVID-19 pandemic has caused numerous disruptions to regular operations and usage of municipal facilities for the City of Temiskaming Shores. On March 17, 2020 the Province of Ontario directed that all facilities offering indoor recreational programming close to the public. Locally, this directive meant that City of Temiskaming Shores arenas, halls and the Pool & Fitness Centre were to be closed.

On March 30, 2020 the Province of Ontario further directed that all shared, outdoor recreation amenities be closed. For the City of Temiskaming Shores that included all playgrounds, park shelters, sports fields, basketball courts, tennis courts and the Carter Antilla Skatepark. That directive did not include trails, paths and walkways such as the STATO trail or hiking trails at Devil's Rock and Pete's Dam.

At the Regular Meeting of Council on March 24, 2020, council for the City of Temiskaming Shores passed Resolution No. 2020-196 authorizing the Mayor and City Manager delegated powers including "*Authority to close municipal facilities and/or limit municipal services*". On April 7, 2020, acting upon an abundance of caution, Mayor Kidd and City Manager Chris Oslund directed staff to close all municipal trails, paths and walkways including trails at Pete's Dam Park and Devil's Rock, the New Liskeard Boardwalk, and the STATO from the Pool and Fitness Centre to Beach Boulevard in New Liskeard and from City Hall to Browning Street in Haileybury.

On May 4, 2020 the Temiskaming Health Unit released an evidence review of research and best practices involving Canadian outdoor recreation amenities in the context of COVID-19. Their review of research and policy concluded that:

The evidence presented in this document informs a number of potential actions and includes practical case examples from other municipalities for reducing the risk of COVID-19 transmission while permitting citizens to still access vital outdoor recreational and active travel spaces (Appendix 2).

The City of Temiskaming Shores Recreation Committee met on Thursday May 7th and discussed the closure of municipal trails, paths and walkways. After discussion, the following recommendation was passed:

Recommendation RS-2020-028

Moved by: Chuck Durrant

Seconded by: Jesse Foley

The Recreation Committee considered the information circulated regarding usage of outdoor spaces including trails, paths and walkways in the context of the current COVID-19 Pandemic; And

That the committee recognizes the health benefits of being active in the outdoors; And

That trails, paths and walkways while they may be areas that COVID-19 could be transmitted that risk is very low; And

That the benefits of opening municipal paths, trails and walkways including trails at Devils Rock and Pete's Dam, the Boardwalk and the entire length of the STATO trail, outweigh the risks;

The committee hereby requests that those facilities be opened for usage by the public as long as recommendations by public health authorities are followed.

CARRIED

Analysis

Closure of municipal recreation facilities beyond those mandated by the province have been occurring infrequently around Ontario. Two prominent examples are the closure of the Bell Park Boardwalk by the City of Greater Sudbury and the closure of a portion of the Waterfront Trail by the City of Hamilton. In both cases, the specified reason was the overuse by citizens and the lack of space for proper physical distancing.

The evidence brief completed by the Timiskaming Health Unit provides a compelling case for the mental health benefits of continued outdoor recreation. Additionally, it provides various measures which can be utilized to minimize the risk of allowing public use of trails, paths and walkways. Further, by closing these facilities, the City of Temiskaming Shores is forcing some citizens to use sidewalks and road sides for their physical activity. As noted by the Timiskaming Health Unit *“An inability to safely practice physical distancing while using sidewalks presents the risks listed above as well as equity issues for those who rely on sidewalk travel for their essential errands and health and wellbeing.*

It should be noted that the most populous city within the province (the City of Toronto), that also has the highest number of COVID-19 cases, continues to encourage its citizens to utilize their trails and walkways within greenspaces (Appendix 1).

The City of Temiskaming Shores has already installed caution tape and signage around all park shelters and playgrounds within the municipality since they remain closed. Additionally, signage is being installed to further remind the public to continue physical distancing while within municipal greenspaces and that signage would also be installed on any reopened trails, paths and walkways. Municipal staff would also accompany any reopening of facilities with messaging to remind the public to follow appropriate public health measures such as the current ban on gatherings of more than 5 people. Lastly, municipal staff are prepared to further minimize the risk of opening the trails at Pete’s Dam by creating a one-way system of usage to minimize instances of meeting people travelling in the opposite direction.

Staff are confident that by reopening our trails, paths and walkways The City of Temiskaming Shores can provide a space for physical activity that can boost physical and mental well-being of citizens in a way that minimizes the risk of transmission of COVID-19.

Financial / Staffing Implications

This item has been approved in the current budget: Yes No N/A

This item is within the approved budget amount: Yes No N/A

Staffing implications related to this matter are limited to normal administrative functions and duties.

Alternatives

1. The City could extend the closures of our trails, paths, walkways and waterfront portions of the STATO Trail.

Submission

Prepared by:

Reviewed and submitted for
Council's consideration by:

"original signed by"

"original signed by"

Mathew Bahm
Director of Recreation

Christopher W. Oslund
City Manager

City of Toronto Website: <https://www.toronto.ca/home/covid-19/covid-19-latest-city-of-toronto-news/affected-city-services/>

As of May 5, 2020

Parks

High Park Closure During Cherry Blossom Bloom

High Park will be closed starting Thursday, April 30, for public safety reasons during the bloom period of the park's Sakura (cherry blossom) trees. Maintaining proper physical distancing will not be possible as thousands of people visit the park annually to view the cherry blossom trees. Park reopening dates will be announced when the bloom period concludes. Blooms are weather-dependent.

To ensure no one misses the annual bloom, the City is bringing spring indoors through [virtual blossom viewing](#). Throughout the closure period, the City will provide a continuous BloomCam livestream of the cherry tree grove in High Park, plus multiple live events and videos featuring virtual walk-throughs of the blossoming Sakura (cherry blossom) trees.

Additional information:

- The blossoms typically last between four and 10 days, depending on weather. The peak bloom time period traditionally occurs from late April to early May.
- This closure follows similar cherry blossom crowd control responses that have already occurred in Japan, Korea, Europe and Washington, D.C.
- Municipal bylaws give the General Manager of Parks Forestry and Recreation the authority to close a park in the interest of public safety.
- Park enforcement by Toronto Police Services and City bylaw officers will ensure residents are complying with the closure.
- Violations related to accessing a closed City park can result in a set fine of \$750 if a ticket is paid voluntarily, but the maximum fine can be as much as \$5,000.
- The cherry blossoms area at Trinity Bellwoods Park is enclosed by fencing with enforcement patrols during its bloom period.
- City enforcement officials and Toronto Police Services may patrol other smaller sites of cherry blossoms in Toronto.

Park Amenities Closures

Based on recommendations from Toronto's Medical Officer of Health to stop the spread of COVID-19 and save lives, the City has made changes to how City parks can be used.

As the nice weather approaches, we want to leave parks open for residents. We know how important parks are for respite, serenity as well as an escape to nature and green space in our city.

At this time, a park is not meant to be a destination:

- You are encouraged to get fresh air and exercise, and to keep moving.
- We are asking you not to bring a picnic to the park as it can lead to people congregating together.
- While visiting a park, you must practise physical distancing. Under the City's physical distancing bylaw, any two people who don't live together, who fail to keep two metres of distance between them in a park or public square, can receive a \$1,000 ticket.
- Under the Province's Emergency Order, a social gathering or organized public event of more than five people is prohibited, unless everyone gathered together live in the same household. This applies in parks.

People can walk/run/bike in the following areas:

- Park and ravine green spaces
- Beaches
- Trails
- Boardwalks
- Dogs can be walked on-leash

People can also:

- Fish (with a licence)
- Boat, kayak, canoe

All amenities in parks are closed

The City can close a park, or any part of it, in the interests of public safety. The General Manager of Parks has temporarily closed parks amenities. In addition, the Province has issued an Emergency Order to close outdoor recreational amenities. While in a park, residents must not use park amenities or congregate in groups.

Closed City park amenities include:

- Playgrounds, play structures and equipment
- Sports facilities and multi-use fields
- Soccer fields
- Basketball courts
- Baseball diamonds
- Tennis, platform tennis, table tennis and pickleball courts
- Off-leash dog areas
- Skateboard and BMX parks
- Picnic areas and shelters
- Fixed barbecues
- Outdoor exercise equipment
- Greenhouses, nurseries and conservatories
- Zoos and farms
- Golf courses and frisbee golf locations
- Allotment and community gardens
- Ice rinks (with or without ice)
- Park washrooms/shelters
- Marinas
- Parking lots

Use of benches

The focus of enforcement has shifted away from issuing charges to individuals solely for the use of park benches as a place for temporary respite. The focus in relation to the use of park benches is on individuals who are not in compliance with the prohibitions on social and public gatherings, and who do not practise physical distancing while using park benches.

Benches are not destinations where people should congregate. Benches are not sanitized. People may unknowingly spread the virus by sneezing or touching the bench when the next person comes along, sits down and touches it.

Use of picnic tables

You cannot use a picnic table at this time. Picnic tables are considered amenities under the provincial order. Much like benches, picnic tables are not sanitized and can also promote congregating.

Use of barbecues

You cannot use a privately owned, portable barbecue or hibachi in a park. No portable barbecue can be used without a parks permit, which are not being issued right now.

Farmers Markets, Community and Allotment Garden Permits

All Park, Forestry & Recreation [permits](#) for farmers markets up to June 29 are postponed.

The City's community gardens and allotment gardens will open for the 2020 season as the Province of Ontario has amended its emergency order. Plans for the safe

operation of community gardens include [COVID-19 public health guidelines](#) .

Permit holders will be notified directly when their allotment is available and community groups will be notified directly on their garden's opening date.

Evidence and Promising Practices for Management of Outdoor Recreation and Active Travel Spaces during COVID-19: A guidance document for municipalities in Timiskaming

May 4, 2020

INTRODUCTION

Outdoor recreational spaces make important contributions to social well-being as well as physical and mental health.¹ During a public health emergency such as the COVID-19 pandemic, the use of these spaces by large numbers of people may increase the risk of community spread (see Appendix A for further data on COVID-19 transmission considerations in outdoor spaces).¹

This document was developed to support municipalities with decision-making related to the safer use of outdoor recreation and active travel spaces during the COVID-19 outbreak, to help in best serving all citizens. What follow are a rationale for encouraging access to outdoor recreation spaces where feasible and increasing space for active travel to allow physical distancing, as well as a brief summary of evidence for risk related decision making pertaining to these areas and COVID-19.

REDUCING DISEASE SPREAD

Both individual and community measures have been implemented in Ontario to stop the spread of COVID-19. Individual measures include: encouraging individuals to wash hands often with soap and water, avoid touching eyes, nose and mouth with unwashed hands, avoid contact with those who are sick, staying home if sick and above all practicing physical distancing at all times.² Within this quickly-evolving situation, public interpretation of recommendations related to staying home and what may be considered an appropriate (or essential) outing has been understandably varied. To stop the spread of COVID-19 the Government of Ontario declared all outdoor recreational amenities closed across the province as of March 30 with the exception of walkthrough access to green spaces in parks, trails, ravines and conservation areas not otherwise closed.⁵

However, closure of parks, amenities, and green spaces restricts vital opportunity for population stress relief, physical activity and child development.^{1,6,7} An inability to safely practice physical distancing while using sidewalks presents the risks listed above as well as equity issues for those who rely on sidewalk travel for their essential errands and health and wellbeing.

Importance of Outdoor Recreation and Travel Spaces

Outdoor recreational spaces are essential for physical and social well-being.¹ The following has been noted in literature, academic and scientific bodies:

- Access to active play in nature and outdoors—with its risks—is essential for healthy child development.^{6,7}
- Green space can be preventative and restorative for mood disorders.⁸
- Nature is essential to our well-being. Proven health benefits of spending time in nature include: decreased depression/stress, reduced mortality from chronic diseases, reduced aggression, crime rates, violence, fear and enhanced personal and spiritual well-being.⁸
- The greater the time spent in a natural environment, the bigger the nature dose and the larger the health benefits.⁸

- Municipalities have a critical role in establishing a community-wide approach to increase access to unstructured outdoor play.⁹

Evidence shows that both small and large green spaces contribute to better health. There is also evidence that certain populations including pregnant women, people with low income, minority and ethnic groups, children and adolescents and older adults gain the most from increased access to outdoor green spaces. Apartment dwellers, without access to backyards, rely on these spaces for outdoor access.^{12,13}

It is difficult to capture in a timely way all the different ways that COVID-19 is impacting the population's well-being but data on mental health has recently become available. Closure of parks, amenities and green spaces as a result of COVID-19 has restricted opportunities for healthy outdoor activity and mental well-being with predicted dire health consequences.^{1,10} The impact of the COVID-19 pandemic on mental health in particular is expected to be severe.¹⁰ Early crowdsourcing data from Statistics Canada show significant stress from home confinement among people aged 15 to 24.¹¹ This population was more likely to report that they were very or extremely concerned about stress from confinement at home (41%), a concern they also shared with adults aged 35 to 44 (40%) who were more likely to be living with young children.¹¹ Morneau Shepell's Mental Health Index showed the majority of respondents (81 per cent) report the COVID-19 pandemic is negatively impacting their mental health.¹⁰ Mental health concerns and anxieties are expected to continue to worsen as COVID-19 escalates.¹⁰ Now is the time for governments to take action, ramp up mental health efforts and help people find ways to cope with stress during this pandemic while improving their mental and physical health.

MANAGING RISK

While it remains imperative that people reduce the number of trips outside of the home, exercise and basic weekly errands continue to be considered essential activities. The management of outdoor recreational and travel spaces requires a thoughtful analysis to balance the needs of the population against the potential risks of community spread.¹ Many municipalities across Ontario have balanced the risks of COVID-19 with the health and equity benefits of access to outdoor spaces (see Appendix B for examples).

Options for Risk Reduction in Outdoor Recreational Spaces

Maintaining safe access to outdoor recreational spaces is a challenge during the time of the COVID-19 pandemic.¹ However, providing safe access to outdoor spaces is possible using measures to reduce risk. A number of potential measures have been proven to reduce the risk of disease transmission in outdoor recreational spaces.¹ It is imperative however, that each recreational space be assessed for transmission risks such that the appropriate combination of measures can be implemented.¹ Furthermore it is important to acknowledge municipal opening and closure of outdoor recreational spaces within the restrictions of current provincial guidelines is voluntary and may be enacted or retracted based on transmission risk of COVID-19 and citizen compliance in following risk reduction measures as the pandemic advances and retreats.

Risk reduction measures include:

- **Maximize distance and minimize interaction** between park users.
- **Close or remove features** that cause visitors to gather, such as viewpoints or seating.
- **Close physical features** on which virus may have settled (e.g., playgrounds).
- **Sanitizing surfaces** may be necessary in specific situations, in which case priority should be given to smooth, non-porous surfaces on which the virus is most persistent.
- **Discourage activities that involve physical contact.**

- **Washrooms** may be a necessity. Public washrooms will require additional sanitation if they remain open.
- **Provide opportunities for hand hygiene.**
- Ensure that **trash containers** are available for discarding personal protective equipment.
- **Consider neighbourhood access** to parks before moving to restrict already limited options. Park space can be limited to local residents by closing parking lots.
- **Increase space available** to encourage dispersion and non-collective activities.
- **Update online park information** to reflect these new options for dispersion.
- **Increase enforcement of health orders** regarding physical distancing measures.

Options for Risk Reduction on Municipal Sidewalks and Roadways

Many of the same measures listed above apply to municipal sidewalks and roadways, where physical distancing is not feasible for sidewalk users and cyclists within their current design. In many cases, walkers (and those using mobility devices) must move off the sidewalk onto the roadway to maintain physical distancing. Municipalities are rebalancing streets to provide more space for people to move safely on sidewalks and on bicycles while observing physical distancing. An example of this would be to functionally widen sidewalks in areas with more sidewalk use by reducing parking to those without mobility issues or eliminating a second lane of traffic. Appendix B includes an inventory of street rebalancing efforts underway across Canada and a photo essay, including signage, of such efforts.

CONCLUSION

Municipalities have been faced with challenging decisions of whether to go beyond provincial emergency orders to stop the spread of COVID-19 and may also deliberate on local measures as provincial orders are gradually lifted. The challenge of balancing many priorities and making quick decisions during these evolving and uncommon times is remarkable. Moreover there may be barriers affecting municipalities' ability to put initiatives in place that manage risk while maintaining access to outdoor recreation and active travel spaces. Public health is available to support the integration of health and well-being into municipal decision-making, for example by exploring policy options or developing public communications and signage. Outdoor recreational spaces are essential for physical and social well-being.¹ The evidence presented in this document informs a number of potential actions and includes practical case examples from other municipalities for reducing the risk of COVID-19 transmission while permitting citizens to still access vital outdoor recreational and active travel spaces.

For more information, please contact Amanda Mongeon, Program Manager, at 705-647-4300, Ext. 2264 or mongeon@timiskaminghu.com.

Contributors: Janet Smale Research, Planning and Policy Analyst
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 Crystal Gorman, Public Health Promoter
 Amanda Mongeon, Program Manager
 Kerry Schubert-Mackey, Director

Reviewed by: Dr. Glenn Corneil, MOH (A)

Formatting/Graphic Support: Nicki Duke

References

- ¹ National Collaborating Centre for Environmental Health. (2020). COVID-19 and outdoor safety: Considerations for use of recreational spaces. Public Health Agency of Canada. Retrieved from: <https://ncceh.ca/documents/guide/covid-19-and-outdoor-safety-considerations-use-outdoor-recreational-spaces>
- ² Public Health Agency of Canada. (2020). Know the Facts: About Coronavirus Disease (Covid-19). Government of Canada. Retrieved from: <https://www.canada.ca/content/dam/phac-aspc/documents/services/publications/diseases-conditions/coronavirus/covid-19-know-the-facts/04-03-02-COVID-Know-The-Facts-EN-04.pdf>
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COVID-19 Transmission Summary: Considerations for Outdoor Recreational Spaces

WHAT IS COVID-19?

COVID-19 is an illness caused by a coronavirus. Symptoms of human coronaviruses may be very mild or more serious, such as fever, cough, and difficulty breathing and may take up to 14 days to clear after exposure to the virus (PHAC, 2020).

TRANSMISSION

What We Know

Person-to-Person:

Coronaviruses are most commonly spread from an infected person through:

- Respiratory droplets when coughing or sneezing
- Close personal contact, such as touching or shaking hands
- Touching something with the virus on it, then touching the eyes, nose or mouth before washing hands (PHAC, 2020).

Surface Transmission:

- Surface transmission is possible. However, in general, coronaviruses do not survive for long on objects. They can survive for around 3 hours on inert objects with dry surfaces and for around 6 days on inert objects with wet surfaces (Gouvernement du Québec, 2020).

ASSUMPTIONS

- Symptomatic cases of COVID-19 are causing the majority of transmission;
- Person-to-person transmission is mostly occurring via infectious respiratory droplets;
- Airborne transmission is not known to be routinely occurring in community settings;
- Fecal-oral and body fluid transmission of COVID-19 viruses could be occurring although risk is very low (Government of Canada, 2020).
- There is some evidence that COVID-19 transmission may be affected by changes in temperatures and humidity which may affect droplet viability (NCCEH, 2020).

Municipal Examples of Access to Outdoor Spaces

METHOD

On April 22 the Timiskaming Health Unit conducted a scan of municipal websites and social media sites to obtain information on what is happening across the province with regards to municipal outdoor spaces. On April 22, Timiskaming Health Unit staff participated in Share the Road's *Making Space for Physical Distancing in Ontario* webinar, learning about street rebalancing efforts in Ontario and beyond.

On March 30, the Government of Ontario closed all communal or shared, public or private, outdoor recreational amenities everywhere in Ontario due to COVID-19. Green spaces in parks, trails, ravines and conservation areas that weren't otherwise closed could remain open for walkthrough access. The purpose of this search therefore was to review what municipalities were doing across Ontario to balance the risk of COVID-19 while keeping trails and outdoor recreation spaces open to the public.

EXAMPLES

Keeping Trails Open/Restriction

City/Town	Messaging	Social Media (if applicable)
Kingston	PH advises local trail networks to re- open if numbers remain stable	https://globalnews.ca/news/6822534/kfla-public-health-crca-open-trails-covid-19/
Waterloo	City of Waterloo trails are open during COVID-19 for distanced walking and bike trips. You are only to go out with your family unit, stay local and do not drive to a destination area. Do not use benches, park equipment, fields or playgrounds.	https://www.waterloo.ca/en/living/trails.aspx# *signage below
Aurora	The Town of Aurora trails are open for use and residents may utilize the pathways to walk through the parks. Please practice social distancing when using Aurora's trails and do not use park benches and picnic tables and avoid all high touch surfaces on your journeys.	https://www.aurora.ca/en/covid-19.aspx
County of Brant	Trails and parks (not playgrounds) owned and/or managed by the County of Brant remain OPEN, but you MUST practice physical distancing and maintain a minimum of 2 metres / 6 feet from others.	https://www.brant.ca/en/county-government/covid-19.aspx#Playground-and-Recreational-Amenities-are-CLOSED
Richmond Hill	Parks and trails remain open for walkthrough and cycling access only. If you are visiting a park or trail, please practice physical distancing, do not use any park amenities and do not congregate in groups.	https://www.richmondhill.ca/en/find-or-learn-about/novel-coronavirus.aspx
Peterborough	Parks and trails open for walk-through access	https://www.peterborough.ca/en/explore-and-play/parks-and-trails.aspx

City/Town	Messaging	Social Media (if applicable)
Saugeen Shores	Green spaces & parks open for walk-through access	https://www.saugeenshores.ca/en/town-hall/covid-19.aspx#
Town of Caledon	At present green spaces in parks and trails remain open for walkthrough access, but individuals must maintain the safe physical distance of at least two metres apart from others.	https://www.caledon.ca/en/townhall/coronavirus.asp
Barrie	Green space in trails and parks remain open for walkthrough access, however the public is reminded to follow the SHMDU to avoid crowds and maintain a safe distance of 2m from those around you.	https://www.barrie.ca/Living/City%20Services/Pages/COVID-19-Impacted-City-Services.aspx *Signage example below
Belleville	Waterfront trails open. Enjoy trails but use wisely.	https://belleville.ca/news/details
City Mississauga	Green spaces and park trails remain open for walking as long as physical distancing is maintained.	http://www.mississauga.ca/portal/residents/parks-recreational-trails

Street Rebalancing

Canada-wide Street Rebalancing Inventory	Velo-Canada Bikes has developed a database of street rebalancing efforts across Canada	https://docs.google.com/spreadsheets/d/19X2GhrVSv8_v5s3gfXvqt8rnM5iU99wpI51LbRYou2U/edit#gid=2054921953
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Sample Signage/Language

The City of Peterborough
21 hrs · 🌐

Warm weather this weekend means many of us will spend time outdoors. Parks & trails remain open but recreational amenities are closed. Practice #PhysicalDistancing by staying 2m apart. Avoid busy places & don't gather in groups.
#staysafeptrbo | <http://peterborough.ca/COVID19>

COVID-19

Your Guide to Safe Outdoor Activities

Outdoor recreational amenities remain closed, but green spaces and trails are open. Even if you have no symptoms of COVID-19 you must still practice physical distancing when you're outdoors.

When outdoors:

- Stay at least 2m apart from others
- Do not gather in groups
- Step off trail or sidewalk when encountering others
- Be aware of high-touch points such as benches
- Keep dogs on a leash

Do not visit or use:

- Outdoor exercise equipment
- Park shelters, picnic areas
- Beaches
- Playgrounds, skateboard parks
- Off-leash dog park
- Baseball diamonds, soccer pitches, and courts (tennis, basketball, volleyball)

Stay home if you have symptoms.
Choose low-risk activities; hospitals don't need more patients. Minimize contact with others, and with high-touch surfaces. Stay local and spread out.

The City of Barrie
May 2 at 11:39 AM · 🌐

A Guide to Safe Outdoor Activities During COVID-19

Barrie's outdoor recreational amenities remain closed, but our green spaces and trails are open. If you have no symptoms of COVID-19 it is imperative that you still practice safe physical distancing while you enjoy the outdoors. If you have symptoms, please stay home.

For your safety and ours, please:

- Practice safe physical distancing of at least two arms length (at least 2 metres)
- Do not gather in groups
- If you encounter others on the trail, simply step off the trail or sidewalk to ensure a safe physical distance.
- Be aware of high touch points such as benches.
- Keep dogs on leash at all times, and
- Please stay home if you exhibit any symptoms of illness.

We remind residents that many of our outdoor amenities are closed in Barrie until further notice. Please do not visit or use:

- Outdoor exercise equipment
- Park shelters and picnic areas
- Playgrounds
- Dog off-leash parks
- Sports fields (ball diamonds, soccer pitches, tennis/basketball/volleyball courts)
- Beaches
- Skateboard parks

Please walk on the grass within parks if needed to ensure safe physical distancing of at least 2 metres.

City of London, Ontario - Municipal Government
May 2 at 2:00 PM · 🌐

If you're out for a walk in one of #LdnOnt ESAs during this time of #COVID19, please remember that along with physical distancing, to use the official access points indicated on the trail maps & ensure all pets are on a leash (max 2m/6ft).
<https://bit.ly/3cj8R9E>

For a list of services that remain available, visit:
london.ca/covid-19

COVID-19 NOTICE

City of Mississauga - Municipal Government
22 hrs · 🌐

REMINDER: Our playground equipment and park amenities remain closed until further notice to stop the spread of #COVID19. Call 311 to report anyone using our park amenities such as sports courts, picnic tables, playground equipment & park benches.

COVID-19 Park Restrictions

- ❌ No access to parking lots
- ❌ No access to playground equipment and other amenities
- ❌ No gatherings of more than 5 people (unless members of a single household)
- ✅ Yes to using our park trails but maintain physical distancing (2 metres apart)

mississauga.ca/coronavirus

City of Toronto - Your Local Government
April 26 at 10:23 AM · 🌐

#StayHomeTO! Remember that the #COVID19 enforcement team is patrolling parks and ticketing those that do not practise #physicaldistancing. Any 2 people who don't live together, who fail to keep 2 metres apart in a park, are subject to a \$1,000 fine. <https://www.toronto.ca/.../covid-19-orders-directives-by-laws/>

Sample Signage/Language (Cont'd)

THE CORPORATION OF THE TOWN OF COBALT
 Press Release: Town of Cobalt April 21, 2020

**EFFECTIVE IMMEDIATELY
 BY PROVINCIAL ORDER UNDER THE
 EMERGENCY MANAGEMENT & CIVIL PROTECTION ACT**

**PARK AMENITIES
 CLOSED**

WALKTHROUGH ACCESS ONLY

Playgrounds **Dog Parks**
Sports Fields **Benches/Tables**

OPEN
 Green spaces in parks and trails will remain open for walking access at this time but, individuals must stay 2 metres (6 feet) apart **AND** avoid social gatherings of more than five (5) people.

COVID-19 SAFETY WARNING
 Public Health Officials remind you to:

Stay home if you are sick.
 Avoid touching surfaces.
 While walking in the park, please practice social distancing of 2m (6 feet).
 Wash your hands with soap and water and/or use a hand sanitizer frequently.

18 Glen Street, Box 76, Cobalt, ON, Canada N3J 1G3
 Tel: 705-679-8877 • Fax: 705-679-9020 • Email: cobalt@cobalt.ca • www.cobalt.ca

City of Waterloo
 March 27 · 🌐

You'll start to see these signs posted in public spaces that traditionally draw crowds.

A friendly reminder to practice physical distancing while still enjoying the increasingly warm weather 🤙🤙🤙

Ontario Trails
 16 April at 19:20 · 🌐

Ontario Trails - Reinforces Emergency Order - <https://mailchi.mp/.../31-9-2020-ontario-trails-emergency-ord...>

MAIL CHI MP
Ontario Trails - Reinforces Emergency Order
 The personal and public protocol required by emergency orders, and...

[Trail Etiquette and COVID-19: Guidance from Ontario Trails Association](#)

Examples of Street Rebalancing (click on image to for more detail)

The Centre for Active Transportation - TCAT
 April 23 at 2:21 PM · 🌐

A photo collection of Canadian examples of how cities - large, small, urban, suburban - are making space for physical distancing by rapidly deploying barriers to create sidewalks and bike lanes out of under-used road space. Have more examples? Send us a message!

Making Space for Physical Distancing
 A Photo Collection of Examples from across Canada

City of Brampton – Your Local Government
 April 17 at 5:42 PM · 🌐

Just released | City implements interim bike lanes to promote safe active transportation opportunities during COVID-19 pandemic. More here: <http://ow.ly/tvOJ50zhABB>

Subject: Haileybury Arena Dehumidifier
 Replacement

Report No.: RS-006-2020
Agenda Date: May 19, 2020

Attachments

- Appendix 01:** RFQ Results Summary
- Appendix 02:** Draft Agreement

Recommendations

It is recommended:

1. That Council for the City of Temiskaming Shores acknowledges receipt of Administrative Report No. RS-006-2020 and;
2. That Council directs staff to prepare the necessary by-law to enter into an agreement with CIMCO Refrigeration for the replacement of the dehumidifier at the Shelley Herbert-Shea Memorial Arena as detailed in Request for Quotation RS-RFQ-002-2020 at a total upset cost of \$30,000, plus applicable taxes for consideration at the May 19, 2020, Regular Council Meeting.

Background

During the 2020 City of Temiskaming Shores Capital budget deliberations council approved the replacement of the dehumidifier within the Shelley Herbert-Shea Memorial Arena at a budget estimate of \$60,000.

Staff released Request for Quotation RS-RFQ-002-2020 on April 23, 2020, and distributed it to known potential bidders.

Analysis

There were two (2) submissions received in response to the Request for Quotation prior to the closing date of May 12, 2020 at 2:00 p.m. The RFQ was to solicit quotations from qualified contractors for the removal and disposal of the current dehumidifier and the installation of a new dehumidifier.

The submissions were reviewed and evaluated in accordance to the requirements of the RFQ and the deliverables to be provided by the successful contractor.

Vendor	Cost
CIMCO Refrigeration	\$30,000.00 +HST
Northland Group of Companies Ltd.	\$33,775.00 +HST

Financial / Staffing Implications

This item has been approved in the current budget: Yes No N/A

This item is within the approved budget amount: Yes No N/A

Approved Capital Budget: \$60,000.00

Alternatives

No alternatives are being considered at this time.

Submission

Prepared by:

Reviewed and submitted for
Council's consideration by:

"original signed by"

"original signed by"

Mathew Bahm
Director of Recreation

Christopher W. Oslund
City Manager

Document Title: **RS-RFQ-002-2020 Dehumidifier Replacement**

Closing Date: **Tuesday, May 12, 2020**

Closing Time: **2:00 p.m.**

Department: **Recreation Services**

Opening Time: **2:15 p.m.**

Attendees via teleconference: 705-672-2733 Ext. 774

City of Temiskaming Shores:

Logan Belanger, Clerk	Mathew Bahm	

Others:

Submission Pricing

Bidder: CIMCO Refrigeration

Dehumidifier (L.S.):	\$30,000.00
HST:	\$3,900.00
Total:	\$33,900.00

Bidder: Northland Group of Companies Ltd.

Dehumidifier (L.S.):	\$33,775.00
HST:	\$4,390.75
Total:	\$38,165.75

Bidder: N/A

Dehumidifier (L.S.):	\$
HST:	\$
Total:	\$

Bidder: N/A

Dehumidifier (L.S.):	\$
HST:	\$
Total:	\$

Note: All offered prices are offers only and subject to scrutiny. Submissions will be reviewed for errors, omissions and accuracy by municipal staff prior to any awarding. All proponents whether successful or not will be notified of results, in writing at a later date.

The Corporation of the City of Temiskaming Shores
By-law No. 2020-000
Being a by-law to authorize an Agreement with CIMCO
Refrigeration for the Dehumidifier Replacement at the
Haileybury Arena

Whereas under Section 8 of the Municipal Act, 2001, S.O. 2001, c.25, as amended, the powers of a municipality shall be interpreted broadly to enable it to govern its affairs as it considers appropriate and to enhance the municipality's ability to respond to municipal issues;

And whereas under Section 9 of the Municipal Act, 2001, S.O. 2001, c.25, as amended, a municipality has the capacity, rights, powers and privileges of a natural person for the purpose of exercising its authority under this or any other Act;

And whereas under Section 10 (1) of the Municipal Act, 2001, S.O. 2001, c.25, as amended, a single-tier municipality may provide any service or thing that the municipality considers necessary or desirable for the public;

And whereas Council considered Administrative Report No. RS-006-2020 at the May 19, 2020 Regular Council meeting and directed staff to prepare the necessary by-law and agreement for the replacement of the dehumidifier at the Haileybury Arena with CIMCO Refrigeration, at an upset limit of \$30,000.00, plus applicable taxes, for consideration at the May 19, 2020 Regular Council meeting;

Now therefore the Council of The Corporation of the City of Temiskaming Shores hereby enacts the following as a by-law:

1. That the Mayor and Clerk be authorized to enter into an Agreement with CIMCO Refrigeration for the replacement of the dehumidifier at the Haileybury Arena for a total upset limit of \$30,000.00 plus applicable taxes, a copy of which is attached hereto as Schedule "A" and forming part of this by-law.
2. That the Clerk of the City of Temiskaming Shores is hereby authorized to make any minor modifications or corrections of an administrative, numerical, grammatical, semantically or descriptive nature or kind to the By-law and schedule as may be deemed necessary after the passage of this By-law, where such modifications or corrections do not alter the intent of the By-law.

Read a first, second and third time and finally passed this 19th day of May, 2020.

Mayor - Carman Kidd

Clerk - Logan Belanger



Schedule "A" to

By-law 2020-000

Agreement between

The Corporation of the City of Temiskaming Shores

And

CIMCO Refrigeration

for the replacement of the dehumidifier
at the Haileybury Arena

This agreement made in duplicate this 19th day of May, 2020.

Between:

The Corporation of the City of Temiskaming Shores
(hereinafter called "the Owner")

and

CIMCO Refrigeration
(hereinafter called "the Contractor")

Witnesseth:

That the Owner and the Contractor shall undertake and agree as follows:

Article I:

The Contractor will:

- a) Provide all material and perform all work described in the Contract Documents entitled:

**Corporation of the City of Temiskaming Shores
Shelley Herbert Shea Memorial Arena Dehumidifier Replacement
Request for Quotation No. RS-RFQ-002-2020**

- b) Do and fulfill everything indicated by this Agreement and in the Contract Documents attached hereto as Appendix 01 and forming part of this agreement; and
- c) Complete, as certified by the Director, all the work by **July 31st, 2020.**

Article II:

The Owner will:

- a) Pay the Contractor in lawful money of Canada for the material and services aforesaid **Thirty Thousand Dollars and Zero Cents (\$30,000.00) plus applicable taxes,** for the dehumidifier replacement at the Shelly Herbert-Shea Memorial Arena, as provided in the Contract Documents.
- b) Make payment on account thereof upon delivery and completion of the said work and receipt of invoice, in accordance with the City of Temiskaming Shores Purchasing Policy, and with terms of Net 30 days after receiving such invoice.

Article III:

A copy of each of the Form of Tender, Special Provisions, Item Special Provisions, General Conditions, Specifications, Addenda/Addendum No. 1 to 1 are hereto annexed to this Form of Agreement and together with the plans relating thereto, and listed in the Specifications, are made a part of this Contract, herein called the Contract Documents,

as fully to all intents and purposes as though recited in full herein.

Article IV:

All communications in writing between the parties shall be deemed to have been received by the addressee if delivered to the individual or to a member of the firm or to an officer of the Owner for whom they are intended or if sent by hand, Canada Post, courier, facsimile or by another electronic communication where, during or after the transmission of the communication, no indication or notice of a failure or suspension of transmission has been communicated to the sender. For deliveries by courier or by hand, delivery shall be deemed to have been received on the date of delivery; by Canada Post, 5 days after the date on which it was mailed. A communication sent by facsimile or by electronic communication with no indication of failure or suspension of delivery, shall be deemed to have been received at the opening of business on the next day, unless the next day is not a working day for the recipient, in which case it shall be deemed to have been received on the next working day of the recipient at the opening of business.

The Contractor:

CIMCO Refrigeration
2939 Belisle Drive
Greater Sudbury, ON
P3N 1B3

Attn.: Curtis Stuyt

The Owner:

City of Temiskaming Shores
P.O. Box 2050 / 325 Farr Drive
Haileybury, Ontario
P0J 1K0

The Director:

Director of Recreation
City of Temiskaming Shores
P.O. Box 2050
325 Farr Drive
Haileybury, Ontario
P0J 1K0

Remainder of this page left blank intentionally

In witness whereof the parties have executed this Agreement the day and year first above written.

Signed and Sealed in)
the presence of)

Contractor's Seal)

CIMCO Refrigeration

Curtis Stuyt
Title: _____

Witness - Signature
Print Name: _____
Title: _____

**Corporation of the City of
Temiskaming Shores**

Municipal Seal)

Mayor - Carman Kidd

Clerk – Logan Belanger



Appendix 01 to
Schedule "A" to

By-law No. 2020-000

Form of Agreement



Section D - Respondent Information Form

RESPONDENTS must complete and submit all page within Section D (Pages 22-29)

1.	Respondent's Main Contact Individual:	Curtis Stuyt
2.	Address:	2939 Belisle Drive Greater Sudbury, ON P3N 1B3
3.	Office Phone #:	[REDACTED]
4.	Cellular #:	[REDACTED]
5.	E-mail Address:	[REDACTED]
6.	Website:	www.cimcorefrigeration.com
7.	Tax Account #	[REDACTED]
8.	Manufacturer ISO Certified?	YES NO <input checked="" type="checkbox"/>

Acknowledgement To Receipt Of Addenda

This will acknowledge receipt of the following addenda and, that the pricing quoted includes the provision set out in such addendum(s)

<u>ADDENDUM #</u>	<u>DATE RECEIVED</u>
# <u>1</u>	<u>May 11th, 2020</u>
# _____	_____
# _____	_____

Check here if NO Addenda received.

Rich Welner
RESPONDENT

[Signature]
SIGNATURE

5/12/20
DATE



To the City of Temiskaming Shores, hereafter called the "Owner ":

I/WE RICH WELNER of CIMCO Refrigeration the undersigned declare:

1. THAT I/WE have carefully examined the locality and site of the proposed Works, as well as all the Contract Document (Health & Safety Regulations) relating thereto, prepared, submitted and rendered available by the Owner, by and on behalf of the Municipality and hereby acknowledge the same to be part and parcel of any Contract to be let for the Work therein described or defined.
2. THAT no Person(s), Firm or Corporation other than the one whose signature(s) of whose proper officers and the seal is or are attached below has any interest in this Bid or in the Contract proposed to be taken.
3. THAT this Bid is made without any connections, knowledge, comparison of figures or arrangements with any other company, firm or person making a Bid for the same Work and is in all respects fair and without collusion or fraud.
4. I/WE represent that no member of Council, and no officer or employee of the Owner, is, or has become interested, directly or indirectly, as a contracting party, partner, stockholder, surety or otherwise howsoever in or on the performance of the said contract, or in the supplies, Work or business in connection with the said contract, or in any portion of the profits thereof, or of any supplies to be used therein, or in any monies to be derived there from.
5. THAT the several matters stated in the said Bid are in all respects true accurate and complete.
6. THAT I/WE do hereby Bid and offer to enter into a Contract to do all the Work and to provide all of the labour and to furnish, deliver, place and erect all materials mentioned and described or implied therein including in every case freight, duty, currency exchange, H.S.T. in effect on the date of the acceptance of Bid, and all other charges on the provisions therein set forth and to accept in full payment therefore, in accordance with the prices and terms set forth in the Bid herein.
7. THAT additions or alterations to or deductions from the said contract, if any, shall be made in accordance with the prices stated in Provisional Items of the Schedule of Unit prices in strict conformity with the requirements of the Contract and all unused monies in Provisional Items shall be deducted from the final cost of the Work and any quantities exceeding those shown shall be added.
8. THAT this Bid is irrevocable and open to acceptance until the formal Contract is executed by the Awarded Bidder for the said Work or Sixty (60) Working Days, and prices for as long as stated elsewhere in the document, whichever event first occurs and that the Owner may at any time within that period without notice, accept this Bid whether any other Bid has been previously accepted or not.
9. THAT if I/WE withdraw this Bid before the formal Contract is executed by the Awarded Bidder for the said Work or Sixty (60) Working Days, whichever event first occurs, the amount of the Bid deposit accompanying this Bid shall be forfeited to the Owner.
10. THAT the Awarding of the Contract by the Owner is based on this submission, which shall be an acceptance of this Bid.
11. THAT if the Bid is accepted, I/WE agree to furnish all documentation, security and certifications as required by the Contract document and to execute the agreement in triplicate within Seven (7) Working Days after notification of Award. If I/WE fail to do so, the Owner may retain the money deposited by us, to the use of the Owner and to accept the next lowest or any Bid or to advertise for new Bids, or to carry out completion of the Works in any other way they deem best and I/WE also agree to pay to the



Owner the difference between this Bid and any greater sum which the Owner may expend or incur by reason of such default or failure or by reason of such action as aforesaid on their part, including the cost of any advertisement for new Bids, and shall indemnify and save harmless the Owner and their officers from all loss, damage, cost, charges and expense which they may suffer or be put to by reason of any such default or failure on my/our part.

- 12. THAT I/WE agree to save the Owner, its agents, or employees, harmless from liability of any kind for the use of any composition, secret process, invention, article or appliance furnished or used in the performance of the Contract of which the Bidder is not the patentee, assignee, or licensee.
- 13. THAT I/WE propose to engage the sub-contractors and obtain materials and equipment from the Bidders and manufacturers listed in the schedules on the following pages headed "Schedule of Sub-contractors" and "Schedule of Bidders and Manufacturers" (unless all sub-contractors, Bidders and manufacturers are legibly and properly named, the Bid may be declared informal).
- 14. I/WE agree to adhere to all Occupational Health and Safety standards and requirements as set out within the Occupational Health and Safety and the Safety Standards Sections of the Bid document.
- 15. I/WE acknowledge that we shall perform all Work in accordance with the Occupational Health and Safety Act and all its associated regulations. We have a written Occupational Health and Safety policy which is reviewed, maintained and implemented in accordance with the Occupational Health and Safety Act and all its associated regulations.

16. THE TOTAL BID PRICE (EXCLUDING APPLICABLE TAXES):

Thirty Thousand
xx DOLLARS (\$ 30,000.00)
 in lawful money of Canada.

17. The Bidder hereby accepts and agrees that the Addendum/Addenda referred to in these bid documents form part and parcel of the said contract. All Addendum/Addenda should be issued to the Contractor before twenty-four (24) hours of Closing Time. It is the responsibility of the Contractor to have received all Addendum/Addenda that have been issued by the Owner or Owner's Representative. Please check with the owner via e-mail (pallair@temiskamingshores.ca) prior to submitting your bid submission for the number of addendums released

18. The Bidder hereby agrees to commence the work no earlier than July 13, 2020 and to complete all work by July 31, 2020. Liquidated damages shall be paid for time past this period.

The undersigned affirms that he/she is duly authorized to execute this Bid.

BIDDER'S SIGNATURE AND SEAL: *R. Welner*
 (I have authority to bind the company)
R Welner

POSITION: District Manager

WITNESS: *Ann Boase*
 (If not under seal)

POSITION: Service Coordinator

(If Corporate Seal is not available, documentation should be witnessed)



City of Temiskaming Shores

Shelley Herbert Shea Memorial Arena Dehumidifier Replacement
RS-RFQ-002-2020

DATED AT THE Ottawa (City/Town)

THIS 12th DAY OF May 20 20

Items and Unit Prices

Price complete, including supply and installation of replacement roofing, site preparation, all labour, equipment, machinery, tools and parts used, all work as described herein, site clean-up, removal from site of all packaging and rubbish, warranties, guarantees and all other costs:

The Bid amount shall include all costs incurred, excluding HST.

Description	Total Price
Removal of existing electric de-humidifier Supply/Install Electric desiccant dehumidifier as outlined in the Scope of Work	\$ 30,000.00
HST:	\$ 3,900
Total Project Value:	\$ 33,900.00

Note: Owner reserves the right, at its sole discretion to accept or refuse any of the above unit pricing without affecting other unit prices.

Provisional Items

The Bidder Hereby Bids and offers to enter into the Contract referred to and to supply and do all or any part of the Work, which is set out or called for in this Bid, at the unit prices, and/or lump sums, hereinafter stated. The Bid amount shall include all costs incurred, excluding HST.

Description	Unit	Price
Hourly rate for Supervisor	per hour	\$ <u>99.00</u>
Hourly rate for Labourer	per hour	\$ <u>83.00</u>
Hourly rate for Tradesperson	per hour	\$ <u>93.00</u>



List Sub-Contractors

State OWN FORCES if a sub-Contractor is not required for any of the trades listed; otherwise name Work and sub-Contractor proposed to be used.

The Owner reserves the right to approve all proposed Sub-Contractors and where the Owner objects to the use of any proposed Sub-Contractor, the Bidder shall use another sub-Contract Bidder acceptable to the Owner. Any proposed changes to the approved list of Sub-Contractors subsequent to Contract Award shall be subject to the approval of the Owner.

The Awarded Bidder may be required to produce schedule of references for all or any proposed Sub-Contractors.

The Awarded Bidder shall only use those Sub-Contractors approved by the Owner and shall be held fully responsible to the Owner for the acts and omissions of its sub-Contractors.

Type of Work	Sub-Contractors	Contact Name and Number
OWN	FORCES	



City of Temiskaming Shores
RS-RFQ-002-2020
Shelley Herbert Shea Memorial Arena Dehumidifier Replacement

Non-Collusion Affidavit

I/We RICH WELNER of CIMCO the undersigned am fully informed respecting the preparation and contents of the attached quotation and of all pertinent circumstances respecting such bid.

Such bid is genuine and is not a collusive or sham bid.

Neither the bidder nor any of its officers, partners, owners, agents, representatives, employees or parties of interest, including this affiant, has in any way colluded, conspired, connived or agreed directly or indirectly with any other Bidder, firm or person to submit a collective or sham bid in connection with the work for which the attached bid has been submitted nor has it in any manner, directly or indirectly, sought by agreement or collusion or communication or conference with any other bidder, firm or person to fix the price or prices in the attached bid or of any other Bidder, or to fix any overhead, profit or cost element of the bid price or the price of any bidder, or to secure through any collusion, conspiracy, connivance or unlawful agreement any advantage against the City of Temiskaming Shores or any person interested in the proposed bid.

The price or prices quoted in the attached bid are fair and proper and not tainted by any collusion, conspiracy, connivance or unlawful agreement on the part of the Bidder or any of its agents, representatives, owners, employees, or parties in interest, including this affiant.

The bid, quotation or proposal of any person, company, corporation or organization that does attempt to influence the outcome of any City purchasing or disposal process will be disqualified, and the person, company, corporation or organization may be subject to exclusion or suspension.

Signed 
R WELNER

Company Name CIMCO Refrigeration, Division of Toromont Ind.

Title District Manager



City of Temiskaming Shores
RS-RFQ-002-2020
Shelley Herbert Shea Memorial Arena Dehumidifier Replacement

Conflict of Interest Declaration

Please check appropriate response:

- I/we hereby confirm that there is not nor was there any actual or perceived conflict of interest in our quotation submission or performing/providing the Goods/Services required by the Agreement.
- The following is a list of situations, each of which may be a conflict of interest, or appears as potentially a conflict of interest in our Company's quotation submission or the contractual obligations under the Agreement.

List Situations:

In making this quotation submission, our Company has / has no *(strike out inapplicable portion)* knowledge of or the ability to avail ourselves of confidential information of the City (other than confidential information which may have been disclosed by the City in the normal course of the quotation process) and the confidential information was relevant to the Work/Services, their pricing or quotation evaluation process.

Dated at Ottawa this 12 day of May, 2020.

FIRM NAME: CIMCO Refrigeration Div of Toromont.

BIDDER'S AUTHORIZED OFFICIAL: Rich WELNER

TITLE: District Manager

SIGNATURE: 

The Corporation of the City of Temiskaming Shores

By-law No. 2020-051

Being a by-law to authorize a Lease Agreement with Kyle and Maria Overton for the operation of the Temiskaming Shores Waterfront Mini-Putt for the period of May 1, 2020 to December 31, 2029

Whereas under Section 8 of the Municipal Act, 2001, S.O. 2001, c.25, as amended, the powers of a municipality shall be interpreted broadly to enable it to govern its affairs as it considers appropriate and to enhance the municipality's ability to respond to municipal issues;

And whereas under Section 8 of the Municipal Act, 2001, S.O. 2001, c.25, as amended, the powers of a municipality shall be interpreted broadly to enable it to govern its affairs as it considers appropriate and to enhance the municipality's ability to respond to municipal issues;

And whereas under Section 9 of the Municipal Act, 2001, S.O. 2001, c.25, as amended, a municipality has the capacity, rights, powers and privileges of a natural person for the purpose of exercising its authority under this or any other Act;

And whereas under Section 10 (1) of the Municipal Act, 2001, S.O. 2001, c.25, as amended, a single-tier municipality may provide any service or thing that the municipality considers necessary or desirable for the public;

And whereas Council considered Administrative Report No. CS-019-2020 at the May 19, 2020 Regular Council meeting and directed staff to prepare the necessary by-law to authorize a lease agreement with Kyle and Maria Overton for the operation of the Temiskaming Shores Waterfront Mini-Putt for consideration at the May 19, 2020 Regular Council meeting;

Now therefore the Council of The Corporation of the City of Temiskaming Shores hereby enacts the following as a by-law:

1. That the Mayor and Clerk be authorized to enter into a Lease Agreement with Kyle and Maria Overton for the operation of the Temiskaming Shores Waterfront Mini-Putt for the period covering May 1, 2020 to December 31, 2029.
2. That By-law No. 2018-093 be hereby repealed.
3. That the Clerk of the City of Temiskaming Shores is hereby authorized to make any minor modifications or corrections of an administrative, numerical, grammatical, semantically or descriptive nature or kind to the by-law and schedule as may be deemed necessary after the passage of this by-law, where such modifications or corrections do not alter the intent of the by-law.

Read a first, second and third time and finally passed this 19th day of May, 2020.

Mayor – Carman Kidd

Clerk – Logan Belanger

This Lease Agreement made on the 19th day of May, 2020.

Between:

The Corporation of the City of Temiskaming Shores
(the "Landlord")

And:

Kyle and Maria Overton
(the "Tenant")

WHEREAS the Landlord is the owner of the lands in the City of Temiskaming Shores, in the District of Temiskaming, being parts 1 to 11 on Reference Plan 54R-2733, Parcel 22186 S.S.T., upon which the Tenant's premises are situated (the "land").

AND WHEREAS the tenant is desirous of renting certain portions of the land, comprising an area of approximately 10,455 square feet, from the Landlord.

1. Premises

1.1 **Now this agreement witnesses** that in consideration of the rents reserved and the covenants and agreements herein contained on the part of the Tenant, the Landlord hereby leases to the Tenant the area known as the "New Liskeard Waterfront Mini Putt" (the "Mini Putt") in the City of Temiskaming Shores;

1.2 The Landlord grants

- (a) The Tenant and his guests permission to use the washrooms at the adjacent Kiwanis Spur Line Building (the "Kiwanis Building").
- (b) The Tenant and his guests permission to use the parking lots in the area known as the Spur Line;
- (c) The Tenant permission to use the storage room in the Kiwanis Building to store a lawnmower; and
- (d) The Tenant permission to use water from the Kiwanis Building.

2. Term

2.2 This Agreement shall remain in effect for the period commencing on the 1st day of May, 2020 and ending the 31st day of December, 2029.

3. Rent

3.1 Rental shall be at the rate of \$3,600 per annum, payable in equal monthly installments, plus HST, payable in advance on the 1st day of each month,

commencing on the official day of opening of the mini putt operation, for the lease of the land known as “the Mini Putt”.

4. Renewal

- 4.1 At the end of this term, at the option of the Landlord, the agreement may be renewed for a further ten (10) year period, subject to the same terms and conditions of this agreement.

5. Rent Adjustment

- 5.1 The parties agree that rent payable for “the Mini Putt”, hereunder shall be adjusted annually, at a rate of 2% per year effective January 1st of each year.

6. Tenant’s Covenants

- 6.1 The Tenant hereby covenants with the Landlord as follows:

- (a) to pay the rent hereby reserved in the manner and on the days specified herein;
- (b) to use the said land for a Mini Putt and related uses only and not to permit them to be used for any other purpose whatsoever without prior written approval of the landlord;
- (c) not to sublease the “Mini Putt” or any part thereof without the prior consent of the Landlord and such consent will not be unreasonably withheld by the Landlord;
- (d) not to make any alterations or additions to the “Mini Putt” without the prior consent of the Landlord, and to keep the said “Mini Putt” in good repair.
- (e) to permit the Landlord and his agents at all reasonable times to enter and view the state of repair of the “Mini Putt” and promptly to repair and maintain them in accordance with any notice so given by the Landlord or his agents;
- (f) to pay Hydro Charges as they become due; and
- (g) to provide General Liability Insurance for coverage of all areas under this lease in the joint names of the tenant and the City of Temiskaming Shores with the limits of not less than (\$2,000,000) **two million dollars (Canadian)**, inclusive per occurrence for bodily injury, death or damage for property including loss of use thereof. Proof of insurance must be supplied to the Landlord prior to occupying the facilities and thereafter to provide proof of insurance on each anniversary of the date of occupation;

and, to provide proof of insurance forthwith upon request by the City at any time.

- (h) to maintain the washroom facilities in a clean and orderly manner daily; and
- (i) to operate the “Mini Putt” at least for the period from May 14 to Labour Day in each year on a daily basis.

7. Default Conditions

7.1 Should the Tenant fail to perform or observe any of the covenants, agreements, or conditions and provisions contained in this lease, and such failure continues for, or shall not be remedied within 30 days next after the giving of written notice to the Tenant by the Landlord, it shall be lawful for the Landlord to enter upon the lands or any part thereof, and, at the option of the Landlord, terminate this lease.

8. Landlord’s Covenants

8.1 The Landlord hereby covenants with the Tenant as follows:

- (a) to permit the Tenant so long as he pays the rent reserved herein and complies with his covenants, to use the said land without interference from the Landlord;
- (b) to supply toilet tissue and cleaning supplies for the washrooms in the Kiwanis Building as necessary; and
- (c) to pay all present and future rates and taxes in respect of the said land other than those covenanted to be paid by the Tenant.

9. Provisos

9.1 Provided always and it is hereby agreed as follows:

- (a) The Landlord may terminate this lease and re-enter the said land:
 - (i) if any installment of rent or any part thereof is in arrears for thirty (30) days provided that the Landlord has provided at least fifteen (15) days written notice of its intent;
 - (ii) at the end of the term of this agreement the tenant may remove any fixture or improvement provided by him upon the land;
 - (iii) at the end of term of this agreement and where a new agreement has not been entered into the tenant may continue to occupy the land on a month to month basis under the same terms as were previously

agreed to, unless the Landlord gives notice to vacate in writing to the tenant. Such notice shall be a minimum of sixty (60) days;

- (iv) if the Tenant shall be adjudicated bankrupt or judged to be insolvent, or if a receiver or trustees of the Tenant’s property be appointed if the Tenant shall file a Petition in Bankruptcy or Insolvency, or if an execution or attachment shall be issued against the Tenant or any of the Tenant’s property whereby the “Mini Putt” or any part thereof may be taken or occupied by someone other than the Tenant; and
 - (v) this agreement may not be modified or amended except by an instrument in writing and signed by the parties hereto or by their successors or assigns.
- (b) Notwithstanding the other conditions above, this lease may be terminated for any reason by the Tenant, by giving sixty (60) days prior written notice or cash in lieu of written notice.
 - (c) The Landlord may re-enter and secure the said land to prohibit entry by the public immediately in the event of a lapse of insurance coverage as required under this agreement.
 - (d) This agreement shall be binding upon the parties hereto, their heirs, executors, successors and assigns.

Remainder of Page left Blank Intentionally

In witness whereof the parties have executed this Agreement the day and year first above written.

Signed and Sealed in)
the presence of)

Kyle and Maria Overton

Owner – Kyle Overton

Owner – Maria Overton

Municipal Seal)

**Corporation of the City of
Temiskaming Shores**

Mayor – Carman Kidd

Clerk – Logan Belanger

The Corporation of the City of Temiskaming Shores

By-law No. 2020-052

Being a by-law to amend By-law No. 2019-155 to enter into a lease agreement with Kyle and Maria Overton for the operation of the Spurline Concession at the Waterfront

Whereas under Section 8 of the Municipal Act, 2001, S.O. 2001, c.25, as amended, the powers of a municipality shall be interpreted broadly to enable it to govern its affairs as it considers appropriate and to enhance the municipality's ability to respond to municipal issues;

And whereas under Section 8 of the Municipal Act, 2001, S.O. 2001, c.25, as amended, the powers of a municipality shall be interpreted broadly to enable it to govern its affairs as it considers appropriate and to enhance the municipality's ability to respond to municipal issues;

And whereas under Section 9 of the Municipal Act, 2001, S.O. 2001, c.25, as amended, a municipality has the capacity, rights, powers and privileges of a natural person for the purpose of exercising its authority under this or any other Act;

And whereas under Section 10 (1) of the Municipal Act, 2001, S.O. 2001, c.25, as amended, a single-tier municipality may provide any service or thing that the municipality considers necessary or desirable for the public;

And whereas Council considered Administrative Report No. CS-019-2020 at the May 19, 2020 Regular Council meeting and directed staff to prepare the necessary by-law to amend By-law No. 2019-155, for the inclusion of a renewal clause of five (5) years in the lease agreement for the use of the Spurline Concession, for consideration at the May 19, 2020 Regular Council meeting;

Now therefore the Council of The Corporation of the City of Temiskaming Shores hereby enacts the following as a by-law:

1. That Council hereby amends Schedule "A" to By-law No. 2019-155 being a by-law to enter into a lease agreement with Kyle and Maria Overton for the operation of the Spurline Concession at the Waterfront, by adding the following section in numerical sequence, as follows:

4. Renewal

At the end of this term, at the option of the Landlord, the agreement may be renewed for a further five (5) year period, subject to the same terms and conditions of this agreement.

2. That the Clerk of the City of Temiskaming Shores is hereby authorized to make any minor modifications or corrections of an administrative, numerical, grammatical, semantically or descriptive nature or kind to the by-law and schedule as may be deemed necessary after the passage of this by-law, where such modifications or corrections do not alter the intent of the by-law.

Read a first, second and third time and finally passed this 19th day of May, 2020.

Mayor – Carman Kidd

Clerk – Logan Belanger

The Corporation of the City of Temiskaming Shores

By-law No. 2020-053

Being a by-law to authorize an Agreement with eSolutions Group Limited for the Website Resign and Development for the City of Temiskaming Shores

Whereas under Section 8 of the Municipal Act, 2001, S.O. 2001, c.25, as amended, the powers of a municipality shall be interpreted broadly to enable it to govern its affairs as it considers appropriate and to enhance the municipality's ability to respond to municipal issues;

And whereas under Section 9 of the Municipal Act, 2001, S.O. 2001, c.25, as amended, a municipality has the capacity, rights, powers and privileges of a natural person for the purpose of exercising its authority under this or any other Act;

And whereas under Section 10 (1) of the Municipal Act, 2001, S.O. 2001, c.25, as amended, a single-tier municipality may provide any service or thing that the municipality considers necessary or desirable for the public;

And whereas Council considered Administrative Report No. CS-020-2020 at the May 19, 2020 Regular Council meeting and directed staff to prepare the necessary by-law and agreement for the website redesign and development with eSolutions Group Limited, at an upset limit of \$17,500.00, plus applicable taxes, for consideration at the May 19, 2020 Regular Council meeting;

Now therefore the Council of The Corporation of the City of Temiskaming Shores hereby enacts the following as a by-law:

1. That the Mayor and Clerk be authorized to enter into an Agreement with eSolutions Group Limited for the website redesign and development, at an upset limit of \$17,500.00, plus applicable taxes, a copy of which is attached hereto as Schedule "A" and forming part of this by-law.
2. That the Clerk of the City of Temiskaming Shores is hereby authorized to make any minor modifications or corrections of an administrative, numerical, grammatical, semantically or descriptive nature or kind to the By-law and schedule as may be deemed necessary after the passage of this By-law, where such modifications or corrections do not alter the intent of the By-law.

Read a first, second and third time and finally passed this 19th day of May, 2020.

Mayor - Carman Kidd

Clerk - Logan Belanger



Schedule “A” to

By-law 2020-053

Agreement between

The Corporation of the City of Temiskaming Shores

And

eSolutions Group Limited

for the website redesign and development for
the City of Temiskaming Shores

This agreement made in duplicate this 19th day of May, 2020.

Between:

The Corporation of the City of Temiskaming Shores
(hereinafter called "the Owner")

and

eSolutions Group Limited
(hereinafter called "the Contractor")

Witnesseth:

That the Owner and the Contractor shall undertake and agree as follows:

Article I:

The Contractor will:

- a) Provide all material and perform all work described in the Contract Documents entitled:

**Corporation of the City of Temiskaming Shores
Website Redesign & Development
Request for Proposal No. CS-RFP-001-2020**

- b) Do and fulfill everything indicated by this Agreement and in the Contract Documents attached hereto as Appendix 01 and forming part of this agreement; and
- c) Complete, as certified by the Director, all the work by **January 1st, 2021.**

Article II:

The Owner will:

- a) Pay the Contractor in lawful money of Canada for the material and services aforesaid **Seventeen-Thousand, Five-Hundred Dollars and Zero Cents (\$17,500.00) plus applicable taxes**, for the website redesign and development, as provided in the Contract Documents.
- b) Make payment on account thereof upon delivery and completion of the said work and receipt of invoice, in accordance with the City of Temiskaming Shores Purchasing Policy, and with terms of Net 30 days after receiving such invoice.

Article III:

A copy of each of the Form of Tender, Special Provisions, Item Special Provisions, General Conditions, Specifications, Addenda/Addendum No. 0 to 0 are hereto annexed to this Form of Agreement and together with the plans relating thereto, and listed in the Specifications, are made a part of this Contract, herein called the Contract Documents,

as fully to all intents and purposes as though recited in full herein.

Article IV:

All communications in writing between the parties shall be deemed to have been received by the addressee if delivered to the individual or to a member of the firm or to an officer of the Owner for whom they are intended or if sent by hand, Canada Post, courier, facsimile or by another electronic communication where, during or after the transmission of the communication, no indication or notice of a failure or suspension of transmission has been communicated to the sender. For deliveries by courier or by hand, delivery shall be deemed to have been received on the date of delivery; by Canada Post, 5 days after the date on which it was mailed. A communication sent by facsimile or by electronic communication with no indication of failure or suspension of delivery, shall be deemed to have been received at the opening of business on the next day, unless the next day is not a working day for the recipient, in which case it shall be deemed to have been received on the next working day of the recipient at the opening of business.

The Contractor:

eSolutions Group Limited
455 Phillip Street, Unit 100A
Waterloo, ON
N2L 3X2

Attn.: Karen Mayfield

The Owner:

City of Temiskaming Shores
P.O. Box 2050 / 325 Farr Drive
Haileybury, Ontario
P0J 1K0

The Director:

Director of Corporate Services
City of Temiskaming Shores
P.O. Box 2050
325 Farr Drive
Haileybury, Ontario
P0J 1K0

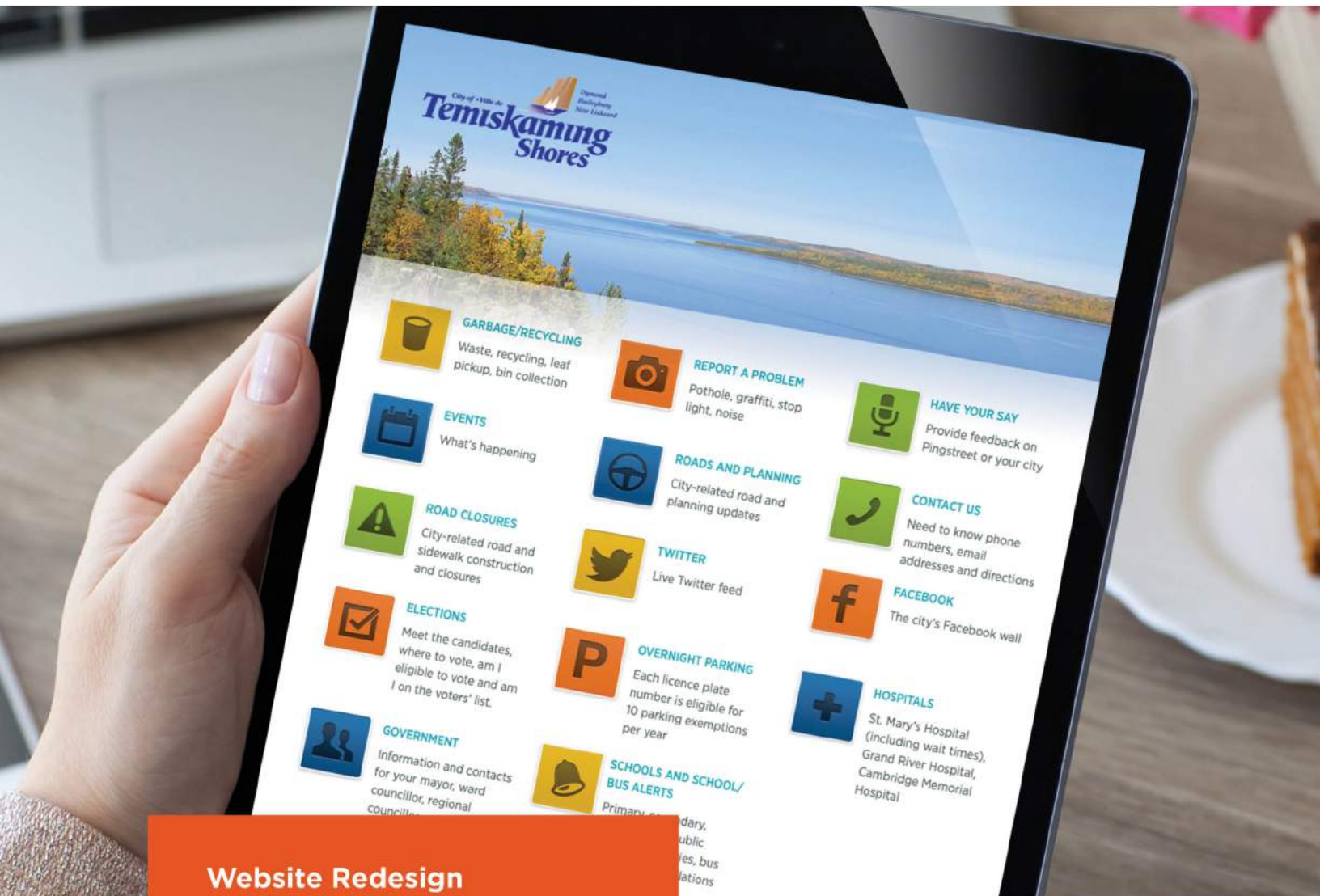
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Appendix 01 to
Schedule "A" to

By-law No. 2020-053

Form of Agreement



Website Redesign and Development

City of Temiskaming Shores
CS-RFP-001-2020

052-2020 | May 2020

LETTER OF INTRODUCTION

City of Temiskaming Shores
325 Farr Drive
Haileybury, ON POJ 1K0
Attn: Logan Belanger, Clerk

May 6, 2020

CS-RFP-001-2020: City of Temiskaming Shores Website Redesign and Development Project

Thank you for the opportunity to submit this proposal for the City of Temiskaming Shores' (the City) CS-RFP-001-2020 Website Redesign & Development project. We understand the need for a more sophisticated user experience, simplified content management, excellent information and customer service, while meeting high standards for design quality, accessibility and visual appeal for the City site. The website will be polished, well-organized and will reflect and compliment all the City has to offer. eSolutions will work alongside the City to meet all of the project goals and objectives outlined within the RFP.

We believe that eSolutions is well suited to be a trusted partner of this project, having successfully completed similar work for municipalities in size and scope over the past 19 years. As a national, digital agency, we have established a reputation as municipal experts and have worked with all levels of government including provincial, federal and territorial agencies.

When you work with eSolutionsGroup, you get:

Municipal Experience	Successful delivery of diverse projects for over 360 public sector clients including the City of Thunder Bay, City of Dryden, City of Elliot Lake, City of Kenora (in progress), City of Kawartha Lakes, City of Peterborough, Town of Kapuskasing and many more.
Exceptional Service	Timely responsiveness, dependability, flexibility and a sincere desire to provide the optimal solutions for our clients are ingrained in our corporate culture.
Diverse Skill Set	Designers, programmers, web developers, mobile developers, marketing and project management professionals provide a wide spectrum of solutions and possibilities for our clients, all backed by significant breadth and depth of experience.
PCI Compliant	Owning and operating our own PCI-compliant, Tier III data center, located in Canada. We also are experts in supporting Azure and AWS hosting environments.

We feel strongly that if we are successful in our bid we will achieve the objectives you have set forth for this project and provide the citizens and staff with a fresh new City website design that can facilitate positive change.

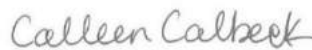
We are honoured to have built a strong relationship with the City thus far and look forward to continuing this relationship.

Yours truly,



Karen Mayfield, C.Tech, MCSE

President, Project Director
455 Phillip St., U100A, Waterloo ON, N2L 3X2
519-591-6575
kmayfield@eSolutionsGroup.ca



Colleen Colbeck, CAPM

Project Manager
ccolbeck@eSolutionsGroup.ca



Jay Smith, PMP

Managing Director
jdsmith@eSolutionsGroup.ca

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UNDERSTANDING OF PROJECT REQUIREMENTS & DELIVERABLES

eSolutions understands that the City is seeking an experienced vendor to design and deliver quality website solutions for the corporation of the City of Temiskaming Shores services. These web solutions will support the City's brand while creating an ecosystem that promotes the use of self-serve and on-demand municipal services.

Being a bustling community composed of the three former municipalities of Haileybury, New Liskeard and Dymond located at the head of beautiful Lake Temiskaming that stretches over 100 kilometers south before becoming the Ottawa River, the City provides municipal services to 11,000 residents. The new site need to speak to the City's main audiences of constituents, as well as new visitors, tourists, existing businesses, and site selectors providing professional project location services to companies looking at expansion, relocation and consolidation opportunities.

At eSolutions, we are committed to working with the City's project team, staff and greater community to showcase it as a vibrant community where people live, learn, work and play. In collaboration with the City, the eSolutions developed web presences for the corporate site will reinforce the City's vision to a place where people can live in dignity, with independence, inclusion and equal opportunity. It will help the City achieve:

- **Responsible growth and environmental protection** through the best digital tools in business development, support and attraction in City of Temiskaming Shores, and environmental sustainability through green technologies and web-based tools that eliminate the need for printouts, hard copies and manual processes that necessitate a larger carbon footprint.
- **Quality programs and services** through accessible, inclusive web solutions that provide simple access to public services, improve the City's communication and engagement with stakeholders, decrease the need for residents' phone, email and in-person requests for information, and offer modern, flexible and customer-centric navigation and interactions.
- **Build complete communities** through digital infrastructure that allows the City to meet the modern, on demand municipal needs of citizens, visitors and businesses with a responsive, accessible, user experience delivered in a visually appealing design that reflects the unique look and feel of the City's image and brand.
- **Culture of municipal excellence** through self-serve customer focused modules and solutions, boosted opportunities for engagement and digital two-way communication, and measured site evaluation tools that provide accountability to citizens (Google Analytics access, identified web page subject matter experts and owners, digital contacts and resources for the public, opportunities for feedback, inclusive site development processes and more).

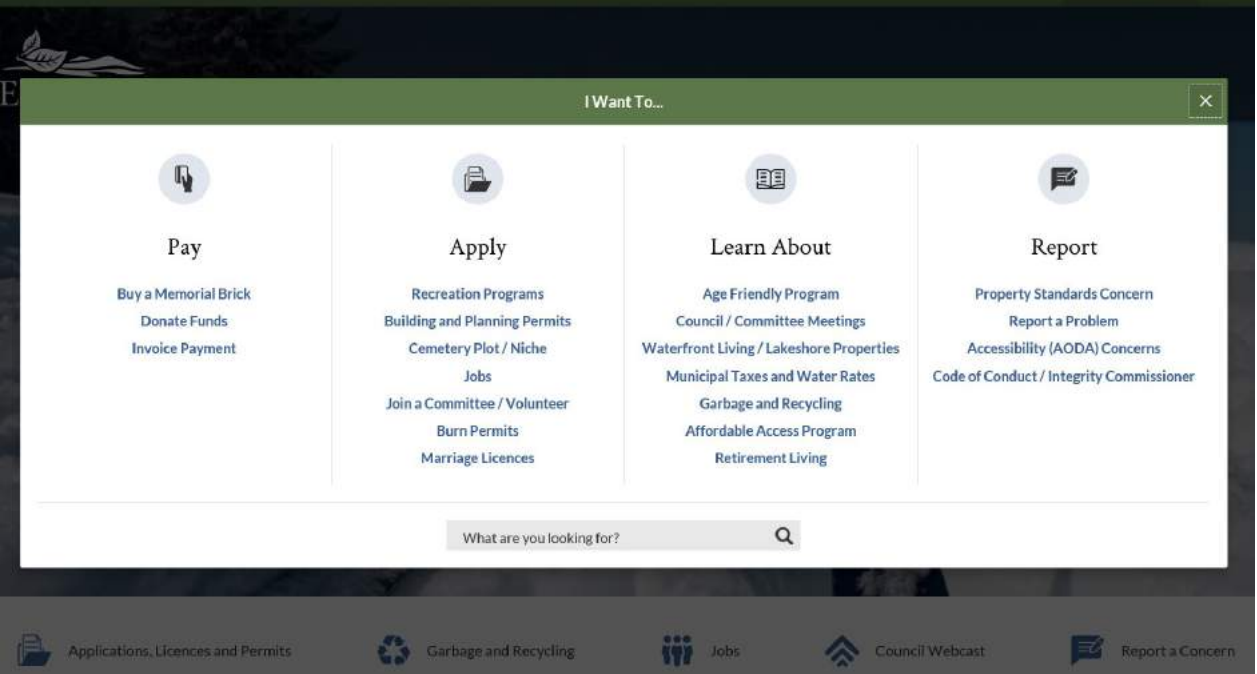
We can help your website digitally establish the best your government has to offer by showcasing not just your services but who you are as your citizens' local government. Your website isn't just a place where people can search and find information, but an experience through which users can engage with staff, learn more about your mandate, key sectors, site selection, and receive a successful and pleasurable experience upon every visit.

PROJECT REQUIREMENTS

User-Centric Structure

Items	Y/N	Comments
<p>Ensure website architecture is structured to find information easily</p>	<p>Y</p>	<p>eSolutions understands the varied audience the City of Temiskaming Shores’ website serves, with additional identification to be provided through employee engagement and customer data analysis. It is essential that the layout of the design, as well as the navigation schema allow for each user to intuitively find what they are looking for.</p> <p>Option 1 – Is to move over existing content into new design (with optional sitemap update). Option 2 - To accomplish this, eSolutions will be conducting a virtual navigation tree testing workshop with your staff, board members and the public. eSolutions’ workshops are highly collaborative and interactive. Depending on the complexity of your website, we recommend anywhere from 2- 4 hours to complete your navigation tree testing together. The workshop includes:</p> <p>Sitemap Draft – eSolutions will facilitate a virtual navigation tree testing workshop with the public, staff and council through the use of Treejack (due to current travel restrictions with COVID-19). Navigation tree testing asks users to complete real-world tasks and measures their success in order to find any problem areas in the site structure. Tree testing helps to determine if our category labels and language align effectively with a user’s understanding and their real-world tasks. This evaluates the menu hierarchy to see how it performs before the design of the website and its navigation, which allows for easy refinement of our menu categories and semantics. Major changes to a website’s overall information architecture are much easier earlier on the project process. Each task tests a category label by asking the user to find something contained within that category. With Treejack, we’ll be able to find how many participants found the correct answer, how they got to their answer, and how long they took to get there.</p> <p>Tree testing helps us understand if:</p> <ul style="list-style-type: none"> ▪ A visitor can find what they're looking for ▪ The website is user-centric and structured well ▪ Navigation labelling is suitable for the audience ▪ Page names and categories accurately convey meaning

Items	Y/N	Comments
		<p>Sitemap Approval – eSolutions will ask for a formal approval of the sitemap in writing. Once approved, eSolutions’ creative design team uses the sitemap to produce concepts for the site’s homepage and interior pages.</p> <p>Once the navigation is completed, the design starts whether you are choosing Option 1 (template) or Option 2 (new design). After the content is completed we marry the content with the design by importing the word documents. We have a full User Acceptance Testing along with a beta site that is sent to all staff, user group attendees and council prior to going live. Once the navigation is completed, the design starts. After the content is completed we marry the content with the design by importing the word documents. We have a full User Acceptance Testing along with a beta site that is sent to all staff, user group attendees and council.</p>
<p>Ensure website information can be located within three-click industry standard guidelines</p>	<p>Y</p>	<p>Our award-winning design team is uniquely advantaged in that all of our web designers are also highly skilled UX Designers; allowing us to balance the needs and capabilities of design with the needs and capabilities of development. We take the time up front in every project to ensure a well-designed and relevant structure and navigation for the website, working from a usability perspective at all times.</p> <p>The effective user-centred design navigation that will be created with your new sitemap means your website visitors will be able to find the information that they are looking for easily, and in a logical format that follows the “no more than 3 clicks deep” rule.</p>
<p>Ensure the website homepage and e- Communications reflect the Municipality's brand</p>	<p>Y</p>	<p>eSolutions understands the website is the City's digital face is to the world and therefore its images and layout must reflect in the new sites we will create. The City's websites must express a unique sense of place. eSolutions will provide a creative brief at the early stages of the project to determine the colours and images we use that will support and reinforce the City's brand guidelines and strategy.</p>
<p>Ensure “frequently accessed” information is located in a prominent location</p>	<p>Y</p>	<p>In addition to the navigation that is the result of the Online sitemap testing via Treejack, eSolutions will work with the staff to create a design and layout with multiple of navigation options to get users to the right information. This could include calls to action to important content, "Parking, Careers, Pay, Find out About, Report, Apply For, A to Z" menu with links to common content and a prominent search bar that provides valuable and relevant results.</p> <p>Example: www.elliottlake.ca</p>

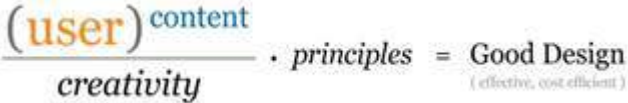
Items	Y/N	Comments
		
<p>Ensure the website architecture is easily adaptable to respond to customer desires and demands</p>	<p>Y</p>	<p>i:Create will allow the staff that have the appropriate permissions to easily adapt and change the website navigation to respond to customer needs and demands. You will also be able to change the top bucket names as a result of HTML 5 (allowing for roll over states) and we no longer use images for the main buckets making the full site editable by our clients.</p> <p>Example: www.portmoody.ca/modules/atoz/index.aspx</p>


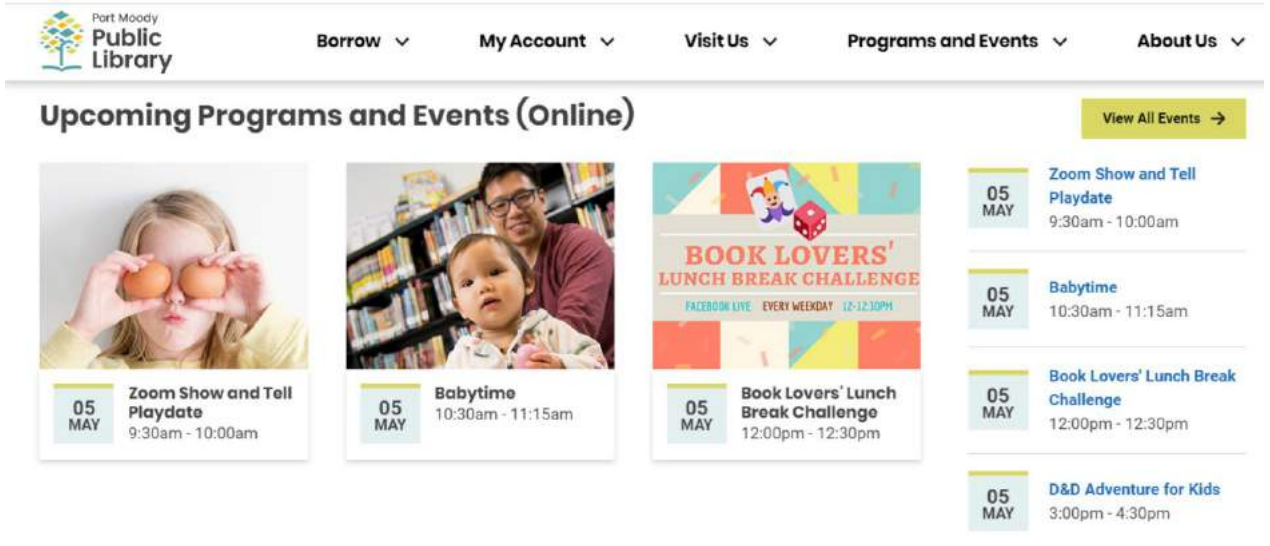
Items	Y/N	Comments
		<div data-bbox="625 180 1887 310"> </div> <div data-bbox="625 412 911 451"> <h3>A to Z Services</h3> </div> <div data-bbox="655 488 842 511"> <p>Home / A to Z Services</p> </div> <div data-bbox="674 548 1850 570"> <p>A B C D E F G H I J K L M N O P Q R S T U V W X Y Z #</p> </div> <div data-bbox="621 620 1014 652"> <p>Example: www.kawarthalakes.ca</p> </div> <div data-bbox="625 651 1856 737"> <div style="background-color: #92d050; padding: 5px; display: flex; justify-content: space-between; align-items: center;"> I'd Like To...? ✕ </div> </div> <div data-bbox="646 776 888 1097"> <p> Apply or Register</p> <ul style="list-style-type: none"> For Boards and Committees For a Building Permit For Community Housing For a Job For a Marriage Licence For Online Program Registration </div> <div data-bbox="961 776 1192 998"> <p> Learn About</p> <ul style="list-style-type: none"> 2020 Municipal Budget Council Departments and Divisions Jump In Seasonal Flooding </div> <div data-bbox="1270 776 1486 966"> <p> Pay</p> <ul style="list-style-type: none"> Dog Licence Fee Facility Rental Parking Ticket Provincial Offence Ticket </div> <div data-bbox="1581 776 1850 992"> <p> Report</p> <ul style="list-style-type: none"> By-Law or Municipal Infraction An Issue or Concern Roadside Litter Streetlight Maintenance Requests </div>

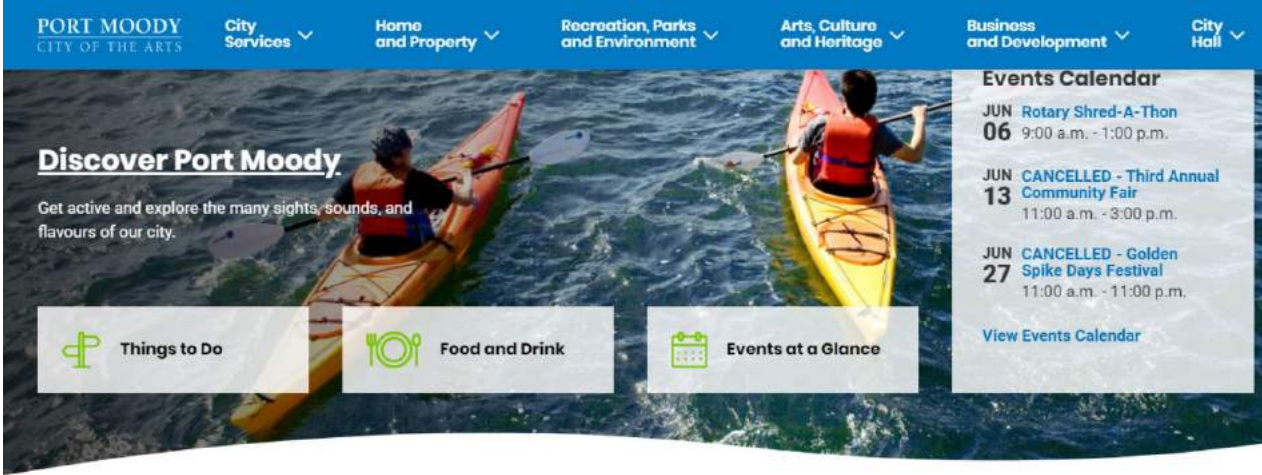
Items	Y/N	Comments
Promote a positive image of the municipality	Y	<p>eSolutions' design approach involves working closely with our clients and stakeholders of the site to assess the functionality of the layout and design, and to also assess the navigation of the site to ensure that it has an intuitive feel and can be readily understood by all user groups. i:Create utilizes templates and Cascading Style Sheets (CSS) to maintain a dependable experience across the site through consistent navigation, layout, colours, and font. eSolutions will be designing the website to be responsive (more detail on following pages), meaning that the menus will adjust based on the device of the user. Our working philosophy is that our work should meet tomorrow's needs, as well as it meets today's. In every design process, we assess a number of factors that influence the final design, including:</p> <ul style="list-style-type: none"> ▪ Intended user groups General public, economic development, businesses, tourism, council, staff ▪ Intended user medium Website, brochure, publication, flyer? ▪ Client objectives for messaging Professional, approachable, modern, classical? ▪ Colours/monochromes, serif/sans colour schemes and fonts ▪ Lights/darks serif? ▪ Images and graphics ▪ Portrait/close up, people/things, logos/callouts/taglines? ▪ Technical restrictions on the medium ▪ Screen resolutions, page limits, print formats? ▪ Volume of information to be presented ▪ Overview/detail, promotional/resource? ▪ What are your 2-3 main calls to action? Where do you want to direct stakeholders? ▪ Function of the homepage ▪ Content Schedule (yearly events)

Responsive to Stakeholders Needs

Item	Y/N	Comments
Ensure the website provides information to stakeholders. (Stakeholders include residents, businesses, potential visitors, potential residents, potential investors, staff)	Y	<p>eSolutions believes the goal of good design is to efficiently communicate to its target audience. Good design begins with the target audience or user. Understanding the needs, values and expectations of the audience ensures maximum impact in the delivery of the message.</p> <p>Knowledge of the content ensures that the essential message is communicated and the best delivery mechanism is selected. Each element of the project is carefully considered, divided, and processed with creativity. Barriers to effective communication are minimized by the application of sound Design Principles. The complete Design Philosophy includes the option to loop back to any portion of the equation to ensure the selected solution impacts the target audience in the most effective manner.</p>

Item	Y/N	Comments
		<div style="text-align: center;">  <p>The eSolutionsGroup design philosophy is executed through a four step project process:</p> <ul style="list-style-type: none"> ▪ Discovery: the initial brainstorming phase. Our design team works with the client to identify goals, audience, and ideas. ▪ Design: takes a comprehensive look at initial ideas. Concepts are designed in concert with the client to achieve a solution with which the audience will identify. ▪ Implementation: is the execution of the concept in its final format. Upon final approval, files are assembled and completed for final production. ▪ Review: includes review and summary of the initial project goals and a comprehensive study of its effectiveness from an end user and client viewpoint. </div>
Promote tourism and community events (e.g. community events calendar)	Y	Feature all of your events, festivals, meetings, programs and activities with a responsive, customizable web-based solution that puts you in control. The calendar module gives you the power to manage and post events across multiple calendars, easily map fields by importing directly from Excel and create customized fields and permissions, while also intuitively promoting user engagement through event update subscriptions, automated emails and the event submission and approval feature. Event planning and publishing across every location and department provides the ultimate experience in collaboration and simplifies your calendar. Example: www.durham.ca/en/tourism/index.aspx

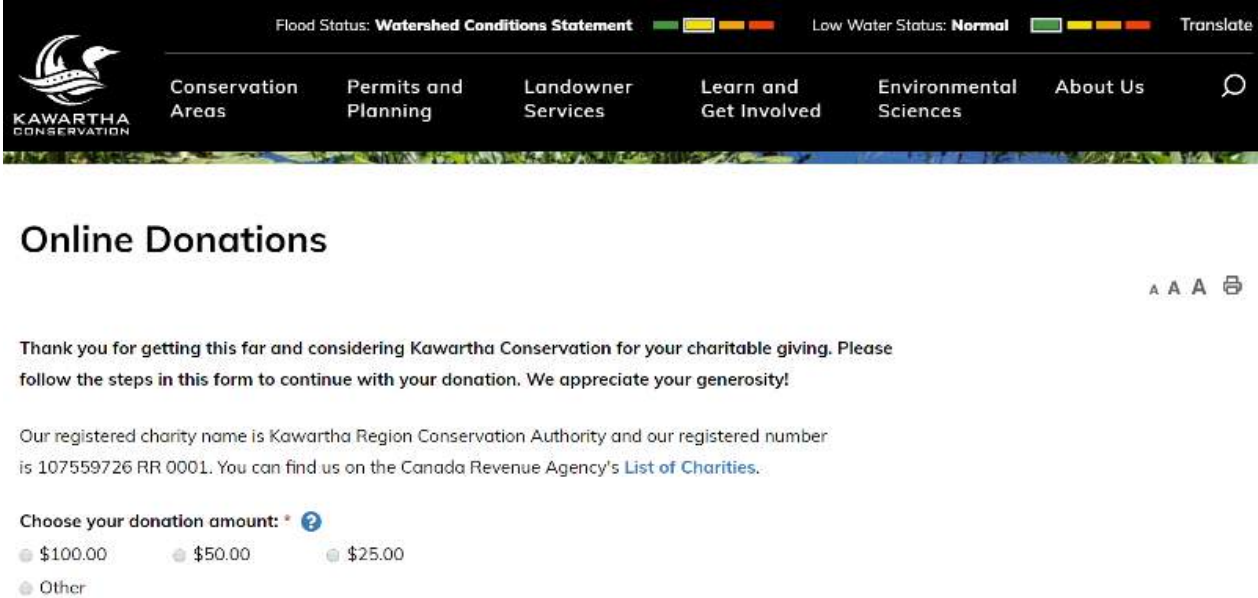
Item	Y/N	Comments
		 <p>The screenshot shows the Durham Region website homepage. At the top, there is a navigation bar with links for 'Durham Region', 'Living Here', 'Discovering Durham', 'Doing Business', 'Health and Wellness', and 'Regional Government'. A search bar and a 'Translate' button are also present. Below the navigation bar is a large banner image of a boat on a lake with the text 'Durham Good Natured, Good Times.' and 'Discover Durham Region!' with an 'Explore Now' button. A secondary navigation bar includes 'Explore & Engage', 'Sip & Savour', 'Rest & Relax', 'Communities', and 'Events'. There are also circular icons for 'Sport Tourism', 'Travel Trade', and 'Meeting Planners'.</p> <p>Port Moody Library Example: www.portmoodylibrary.ca</p>  <p>The screenshot shows the Port Moody Public Library website. The header includes the library logo and navigation links: 'Borrow', 'My Account', 'Visit Us', 'Programs and Events', and 'About Us'. The main content area is titled 'Upcoming Programs and Events (Online)' with a 'View All Events' button. Below this, there are several event cards for May 5th:</p> <ul style="list-style-type: none"> Zoom Show and Tell Playdate: 9:30am - 10:00am Babytime: 10:30am - 11:15am Book Lovers' Lunch Break Challenge: 12:00pm - 12:30pm (Facebook Live, Every Weekday, 12-12:30PM) Zoom Show and Tell Playdate: 9:30am - 10:00am Book Lovers' Lunch Break Challenge: 12:00pm - 12:30pm D&D Adventure for Kids: 3:00pm - 4:30pm

Item	Y/N	Comments
<p>Engage, raise awareness and educate residents on new and existing programs and services</p>	<p>Y</p>	<p>During the concept process we will create a design that will include multiple updateable areas, allowing for the City to regularly update the site with fresh content related to your programs and services. It will include multiple calls to action and can/will showcase things like new and existing programs and the services the City provides and then link out to expanded content.</p> <p>Example: www.portmoody.ca</p> 
<p>Ensure key economic development information is readily available (e.g. quick facts, lands database)</p>	<p>Y</p>	<p>eSolutions is fortunate to have to have worked with many economic organizations, and we know that Economic Development (EcDev) serves a unique audience that may have different needs that the typical website visitor. This includes demographics, sites, labour force information, quality of life, logistics, and advantages to investing in the City. In Option 2 our proposal includes a landing page template that would allow the City to create a landing page for the EcDev audience and include your key calls to action.</p>
<p>Promote e-tools/services to enhance investment attraction and business retention/expansion activity</p>	<p>Y</p>	<p>As budget allows we have many economic development tools to promote the different services and resources the City can offer existing and potential businesses. This could include e-tools such as:</p> <ul style="list-style-type: none"> ▪ Business Directory ▪ Available Lands and Buildings (integrated in MLS) ▪ Demographics and Statistics (using Local Intel or alternative) ▪ Events Calendar (workshops, seminars, presentations)

Item	Y/N	Comments
		Using the i:Create CMS, the City will also have the ability to create content pages allowing for sections for content such as: <ul style="list-style-type: none"> ▪ Job Boards ▪ Networking Opportunities ▪ Reasons to invest in the City ▪ Online Resources (documents, links) ▪ Maps (embed Google Maps or link out to GIS)

Enhance Online Customer Service

Item	Y/N	Comments
Ensure web and mobile applications support online payment and services	Y	Our form builder and calendar integrate to eCommerce providing payment in our secured PCI compliant environment. Examples include: <ul style="list-style-type: none"> ▪ https://forms.kawarthaconservation.com/About-us/Donations ▪ https://forms.kawarthaconservation.com/Learn-and-Get-Involved/Summer-Camp-Programs/Nature-Day-Camps ▪ https://forms.oshawa.ca/Community-Services/Forms-with-Payments/Fire-Services-Payments/Fire-Inspection-Request2 ▪ https://webforms.brant.ca/Finance/Planning-and-Building-Applications-Payment ▪ https://form.brantford.ca/Communications-Working/Your-Government/Provincial-Offences-Court-Outstanding-Fine-Payment

Item	Y/N	Comments
		 <p>The screenshot shows the top navigation bar of the Kawartha Conservation website. It includes the organization's logo, a 'Flood Status: Watershed Conditions Statement' indicator with a green, yellow, and red bar, and a 'Low Water Status: Normal' indicator with a green, yellow, and red bar. The navigation menu contains links for 'Conservation Areas', 'Permits and Planning', 'Landowner Services', 'Learn and Get Involved', 'Environmental Sciences', and 'About Us'. Below the navigation is a section titled 'Online Donations' with a text-based form. The form includes a thank-you message, the organization's registered charity name and number (107559726 RR 0001), and a 'Choose your donation amount' section with radio button options for \$100.00, \$50.00, \$25.00, and 'Other'.</p>
<p>Ensure technology enables accessible online applications and fillable forms</p>	<p>Y</p>	<p>eSolutions Form Builder allows you to create AODA compliant, responsive forms that are integrated into your website's look and feel.</p> <p>Key features:</p> <ul style="list-style-type: none"> ▪ Responsive design – layout adapts to mobile, tablet, PC screen size ▪ Forms are integrated within your website's look and feel ensuring brand consistency ▪ Web-based administration integrated with i:Create ▪ eCommerce capable (Beanstream or Moneris account required) ▪ WCAG 2.0 Level AA compliant ▪ E-mail notifications available ▪ Response Report and Excel Export for simple exporting and reporting ▪ Multiple question types available including: <ul style="list-style-type: none"> ○ Text box ○ Drop down list ○ Multiple choice – check box and radio button ○ Date picker ○ File upload

Item	Y/N	Comments
		<ul style="list-style-type: none"> ○ CAPTCHA ○ Email address validation ○ Question conditions – show/hide a question based upon answer to another question
<p>Ensure technology enables a mechanism for online input such as:</p> <ul style="list-style-type: none"> ▪ service requests (e.g. reporting a pothole, requesting various services online and receiving online updates on those requests); ▪ complaints on various issues across the municipality 	Y	<p>Form Builder can be used to create an online Report It section where residents can visit to report items such as:</p> <ul style="list-style-type: none"> ▪ By-Law Complaint ▪ General Issue ▪ Pothole Issue ▪ Report a Dead Animal ▪ Road Sign Issue ▪ Road Watch ▪ Sidewalk Issue ▪ Snow Clearing Issue ▪ Street Light Issue ▪ Website Issue <p>All submissions can be routed to specific individuals via email or optionally integrated into a CRM (Such as Hansen/Open 311 or Salesforce) or work order system via an API.</p>

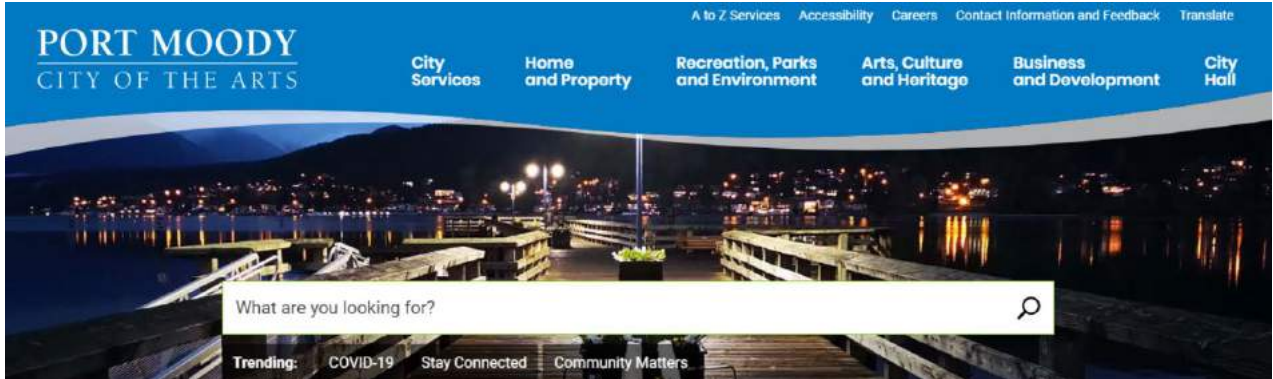
Usability










Item	Y/N	Comments
Describe your approach to usability, referencing client projects with multiple stakeholders to engage online.	Y	Our approach to usability is simple; we connect to the users. We facilitate a virtual navigation tree testing workshop with the public, staff and council through the use of Treejack (due to current travel restrictions with COVID-19). Navigation tree testing asks users to complete real-world tasks and measures their success in order to find any problem areas in the site structure. Tree testing helps to determine if our category labels and language align effectively with a user's understanding and their real-world tasks. This evaluates the menu hierarchy to see how it performs before the design of the website and its navigation, which allows for easy refinement of our menu categories and semantics. Major changes to a website's overall information architecture are much easier earlier on the project process. Each task tests a category label by asking the user to find something contained within that category. With Treejack, we'll be able to find how many participants found the correct answer, how they got to their answer, and how long they took to get there.

Item	Y/N	Comments
		<p>We have found that by offering these online sessions with citizens, department leads, council, customer service staff, tourism, economic development and other staff to determine how they are going to use and access the site is extremely helpful. While some may think very departmentalized, others such as citizens will not understand the departmental structure, but a good website needs to satisfy the needs of all audiences and ensuring that the user experience is extraordinary.</p> <p>In addition, we look at best practices and website analytics. We figure out how users are access the site, what they are searching for to find information and by following their click through patters we can learn the types of users that are coming and what they are interested in. Having this knowledge allows us to ensure that the homepage and subpages are focused on the relevant information.</p>
Describe the methods the municipality can take to involve public consultation and/or testing with various stakeholders.	Y	Within the scope of the project we suggest using Treejack for sitemapping session for the information architecture.

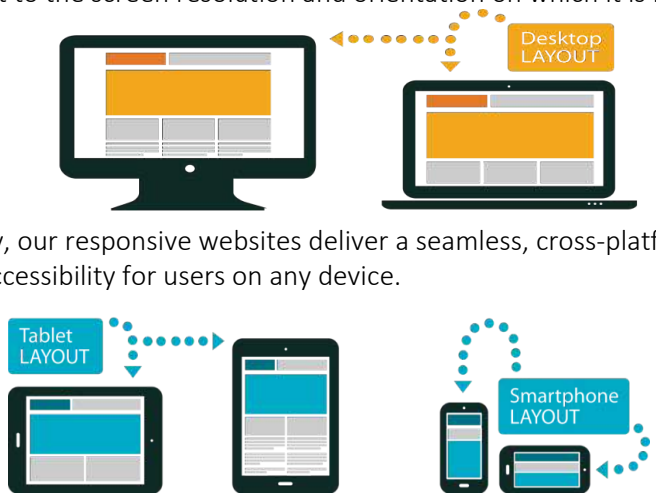
Overall Site Design

Item	Y/N	Comments
Has a custom design that complies with the municipality's branding guidelines.	Y	<p>eSolutions has provided two options to the City based upon budget. We can provide an existing template with your branding, photos and sitemap. We have also offered in Option 2 utilizing a custom design site. By using a custom design site, a distinct website would be created that expresses a unique sense of place while showcasing all that the City has to offer. eSolutions will provide designs that reinforce the City as a sustainable, diverse, businesses friendly and liveable community.</p> <p>The City is in constant communication with a large number of groups and individuals surrounding it. eSolutions will ensures that all of your communications will answer the differing needs of stakeholders who exist at varying distances and points around the circle and support your strategic goals and deliver the message of your brand.</p> <p>eSolutions will ensure we comply with the City 's brand guidelines and strategy.</p>

Item	Y/N	Comments
Templates made for homepage, and interior page	Y	<p>During our design phase, eSolutions will create the templates that will be used for the homepage and interior pages of the website. eSolutions will also provide standard templates within the scope of the project which includes homepage, landing page, interior page, interior wide, with or without contact and with or without quick links for example. When creating pages, a content editor can select from the template list and also on the fly change the existing template using the following options to customize their content page while still keeping a consistent look and feel throughout the site.</p> <p style="text-align: center;"> <input type="checkbox"/> Hide Left Content <input type="checkbox"/> Hide Banner Image <input type="checkbox"/> Hide Quick Links <input type="checkbox"/> Hide Contact <input type="checkbox"/> Hide Page Subscription </p>
Analytics and quality assurance are integrated into the site or software must be compliant with Google Analytics.	Y	<p>Google Analytics will be utilized to analyze the website traffic. It is easy to use and analyzes traffic and provides accurate and easy to understand reports on your visitors – where they come from, how they use your site, what converts them into customers and much more including:</p> <ul style="list-style-type: none"> ▪ Content Analytics ▪ Conversion Analytics ▪ Social Analytics ▪ Advertising Analytics ▪ Mobile Analytics
Design prints cleanly to standard letter size paper.	Y	eSolutions includes a printer friendly button on each page of the site. This will allow users to print a standard letter size version that removes non-essential elements from the page.
Search box is available on every page.	Y	<p>eSolutions codes every page to include the search bar function. We will work with the City staff in the design phase on the prominence of the search bar. The search bar allows the user to type in any keywords or phrases they are wanting to find without having to navigate through the menu if they are not sure where the page they are looking for is located.</p> <p>Example: www.portmoody.ca</p>  <p>The screenshot shows the website for Port Moody, City of the Arts. At the top, there is a navigation menu with links for 'A to Z Services', 'Accessibility', 'Careers', 'Contact Information and Feedback', and 'Translate'. Below this is a main menu with categories: 'City Services', 'Home and Property', 'Recreation, Parks and Environment', 'Arts, Culture and Heritage', 'Business and Development', and 'City Hall'. A large search bar is prominently displayed in the center, with the placeholder text 'What are you looking for?' and a magnifying glass icon. At the bottom, there is a 'Trending' section with links for 'COVID-19', 'Stay Connected', and 'Community Matters'. The background of the website is a scenic view of a waterfront at night.</p>


Item	Y/N	Comments
<p>Design is consumable/ embedded into social media feeds</p>	<p>Y</p>	<p>eSolutions uses social media APIs for integrating seamlessly into the look and feel of your website. We will work with your team in the design phase of the project on how the integration will look. Each page will also have the icons that will link off to social media.</p> <p>Example: www.tourismvernon.com</p> <div style="display: flex; justify-content: space-around;"> <div data-bbox="625 370 1031 821"> <p> Facebook</p>  </div> <div data-bbox="1052 370 1457 821"> <p> Instagram</p>  </div> <div data-bbox="1478 370 1883 821"> <p> Twitter</p>  </div> </div> <p style="text-align: center;"></p>
<p>Design is able to change the body text sizes for accessibility.</p>	<p>Y</p>	<div style="border: 1px solid black; padding: 5px; display: inline-block; margin-bottom: 10px;"> <p>A A A   SHARE</p> </div> <p>eSolutions includes on each page of the site the option for users to adjust the body text size in the main content area of the page. Users will be able to increase/decrease and reset the font size to its original state.</p>
<p>Support for meta tags / keywords imported from the content management system (CMS).</p>	<p>Y</p>	<p>eSolutions designs our sites with SEO best practices in mind. We structure the page templates using CSS to keep the HTML clean and simple providing search crawlers with the ability to quickly and easily parse the site. SEO needs to have a plan and be reported on and content changed on a quarterly basis.</p> <p>i:Create's metadata module allows content authors and editors to input metadata, which includes basic keywords for Search Engine Optimization and other more advanced fields. This module is enhanced to allow specific metadata to be set for each individual webpage, rather than having a single set of metadata for the entire website. This ensures that each page has an improved ranking for Search Engine Optimization and can be easily found by searches. The module is XML based.</p>

Mobile Device Support

Item	Y/N	Comments
<p>Proposed solutions must be mobile friendly and function appropriately on most smart phone and tablet devices. Designs may be responsive or adaptive, but information is only to be updated in one place.</p>	<p>Y</p>	<p>eSolutions will employ the latest front-end technologies to build a fully responsive website. Optimized for desktop computers, tablets, and smart phones, our responsive solutions take content from a single source and automatically adjust it to the screen resolution and orientation on which it is being viewed.</p>  <p>Touch and mouse-friendly, our responsive websites deliver a seamless, cross-platform experience, improving usability and accessibility for users on any device.</p> <p>*Tested on modern desktop browsers as well as iPhone, iPad, Android, and Blackberry</p>

Social Media Connectors

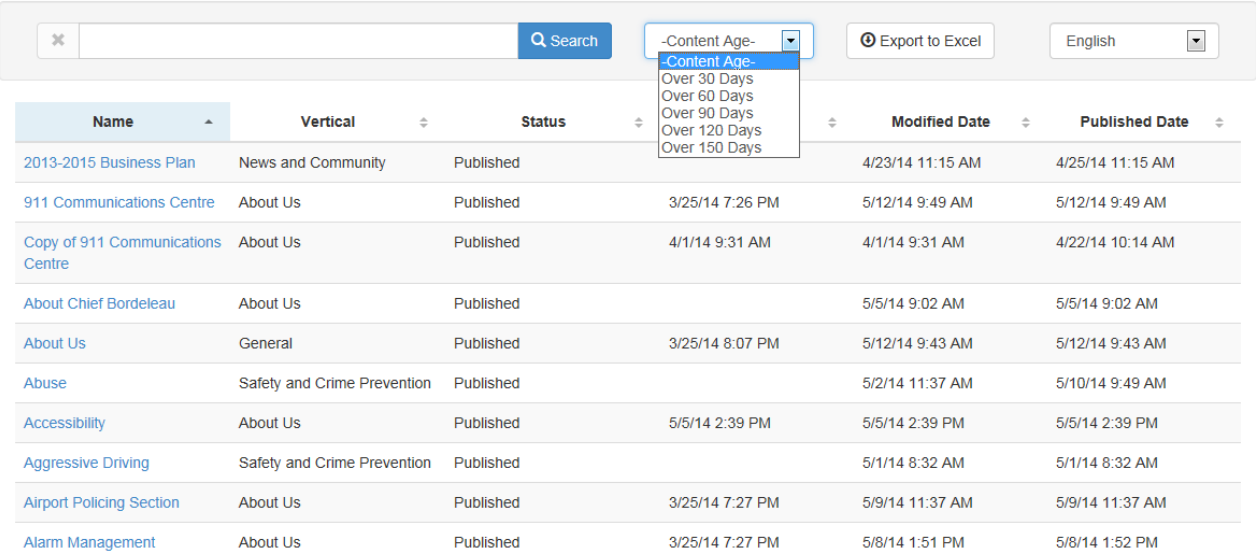
Item	Y/N	Comments
<p>The municipality may wish to auto-publish to our social media accounts, including Facebook, Twitter and LinkedIn to disseminate website information. The Municipality also wishes to embed YouTube videos on our website, as well as the</p>	<p>Y</p>	<p>Posting up-to-date and interesting news on your website keeps your users coming back and your search engine rankings high. Whether you're pushing out your latest achievement, news release or emergency announcement, the News Module is a key communication tool that provides information to your audience based on what interests them most. The tool features Canadian Anti-Spam Legislation (CASL) compliant e-mail notifications to subscribers, and social media integration to maximize the reach of your news articles across all channels, including Facebook and Twitter.</p> <p>Key features:</p> <ul style="list-style-type: none"> ✓ Flexible design that can be integrated into any i:Create website with no additional login ✓ Feature posts can automatically be pulled to a dynamic homepage newsfeed ✓ Expiry dates can be assigned to each story ensuring content is kept fresh and relevant

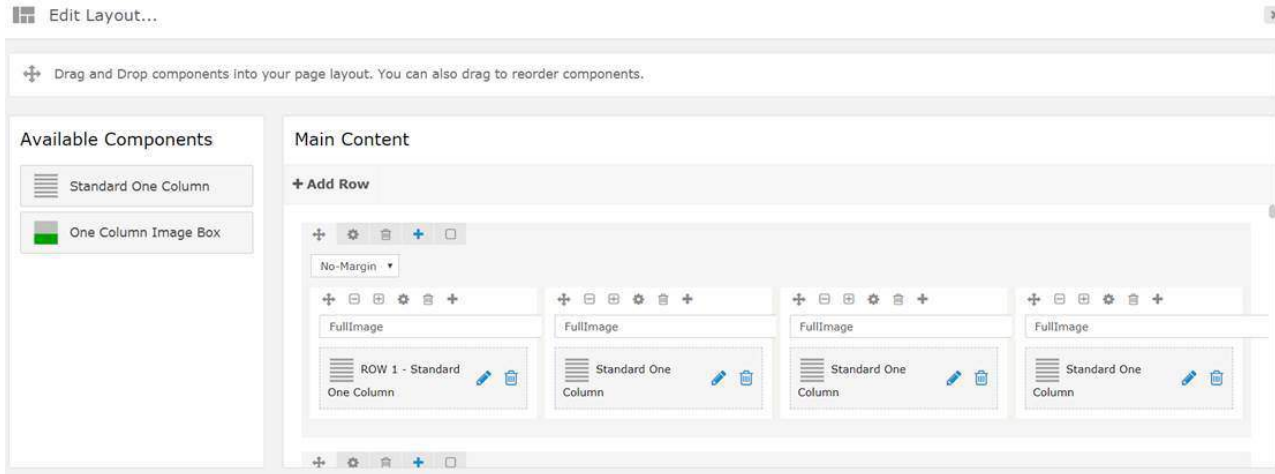
Item	Y/N	Comments
<p>option to feature social media content on the website pages. Social media needs to be tightly integrated into the proposed solutions.</p>		<ul style="list-style-type: none"> ✓ Option to automatically post your story to your corporate social media accounts ✓ Public subscription adhering to Bill C28 and CASL , allowing you to send email updates about news articles to subscribed users ✓ Audit reports showing additions or changes to news items and showing which user made the change ✓ Emergency alert tool that generates website homepage pop-up notification and creates a matching social media post ✓ The ability to add unlimited images to each post ✓ Images are automatically thumbnailed on the public website. Clicking the image will show the high resolution image. <p>Administrative advantages:</p> <ul style="list-style-type: none"> ✓ Assign permission levels and access to newsfeeds from a secure back-end system ✓ Create and constantly add fresh news stories to your site, all within a beautifully laid-out listing format ✓ Use for media releases, public notices or longer features and profiles ✓ Post news items automatically to your social media platforms to reach a wider audience ✓ Allow subscribed users to receive every news release by email from the feed(s) they subscribe to ✓ Link back to your website in subscription emails ✓ Offer an option to <p>Within i:Create, you can also embed YouTube videos into any interior page with the simple click of a convenient button in our editor tool.</p> 

Website Content Management

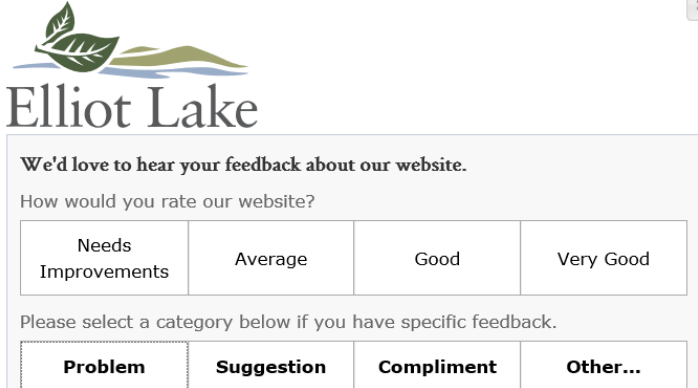
Item	Y/N	Comments
Has a graphical WYSIWYG environment. (No HTML knowledge required by users.)	Y	<p>We recommend using the i:Create CMS so staff will have the ability to manage the entire website including the home page, interior pages, news releases, events, photos, photo galleries, forms, menu items and much more. The CMS is easy to use and has been built to allow users of all experience levels to easily maintain the site content. This includes the ability to edit text, photographs, documents and video.</p> <p>i:Create features an easy to use WYSIWYG editor to allow authorized administrators to efficiently make edits in the back-end of the site. i:Create offers the following editing options, some new, some familiar including:</p> <ul style="list-style-type: none"> ▪ Bold, Italic and Underlined text ▪ Spell check ▪ Superscript and Subscript ▪ Numbered and Bulleted Lists ▪ Left, Right and Centre Alignment ▪ Indent and Out-dent ▪ Inserting Links, Images, Documents such as PDF, etc. ▪ Managing Tables ▪ Special Characters ▪ Applying Style Sheets to text, tables and images ▪ Removing MS Word Format Tags (in text copied from MS Word) ▪ Ability to switch languages while in the editing mode ▪ Accordion folds
Has spell check for content editor widgets.	Y	All of our products, including i:Create, have multilingual support; French and English content editing and spell checkers are built-in.
Spell check has a global dictionary, so users do not have to maintain their own dictionaries, including auto check and auto suggest.	Y	All of our products, including i:Create, have multilingual support; French and English content editing and spell checkers are built-in.
Global dictionary is maintained by staff.	Y	The global dictionary can be updated and maintained by staff with the appropriate authority to update the dictionary as necessary.
Has the ability to track changes and restore prior versions of both web content and media.	Y	Top level site administrators will have the ability to set-up users, and specify which pages those users are able to edit. In addition to setting up content editing levels, the built-in workflow engine allows you define your approval/publishing steps at a page level or by a user or user group. You can create as many approval steps as necessary to ensure the content has gone through the workflow it needs to before it is made

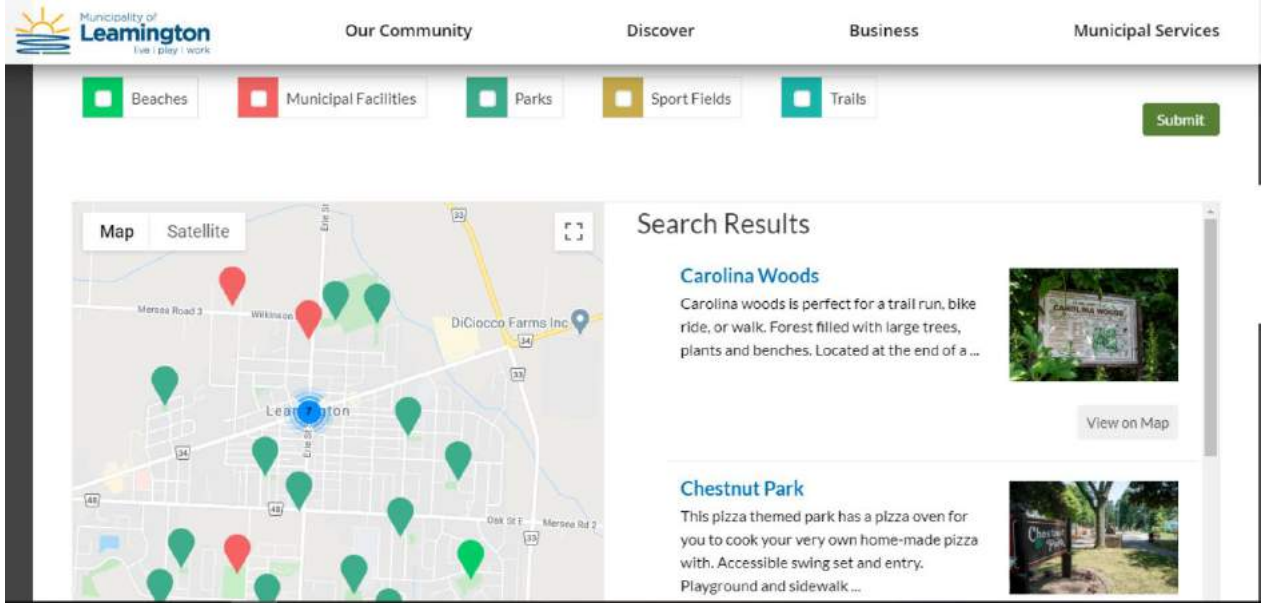

Item	Y/N	Comments																																																												
		<p>public. Notifications are sent off to the applicable parties at the approval intervals. Automatic notifications can also be sent when a page is published, approved, rejected and expired.</p> <p>eSolutions will train the administrators of the site separately after the governance document has been completed. eSolutions will provide a draft governance guide and review the options for administrating the site. Once it is determined how you would like workflow approved we setup each of the modules accordingly.</p>																																																												
Easily creates new pages	Y	i:Create provides content editors with easy access to create and edit pages. From the public website, the content editor with the appropriate rights can double-click a control key to get secure access to i:Create. The user visually sees an exact replica of the public website in the web-based WYSIWYG editor, with no need for HTML knowledge.																																																												
Has workflow management: CMS lets users utilizing role-based security to collaboratively edit content, to delegate content editing to another user or group, to restrict users or groups from editing content, to prohibit publishing of content until reviewed and approved by one or more content approvers.	Y	<p>The administrators of the site will be able to provide users with different levels of security based upon section, page, user, site, subsite and can limit users down to a page, if desired.</p> <p>Top level site administrators will have the ability to set-up users, and specify which pages those users are able to edit. In addition to setting up content editing levels, the built-in workflow engine allows you define your approval / publishing steps at a page level or by a user or user group. You can create as many approval steps as necessary to ensure the content has gone through the workflow it needs to before it is made public. Notifications are sent off to the applicable parties at the approval intervals. Automatic notifications can also be sent when a page is published, approved, rejected and expired.</p> <p>The following table provides an overview of the access controls present in i:Create.</p> <table border="1"> <thead> <tr> <th>User Administration</th> <th>Editor</th> <th>Approver</th> <th>Publisher</th> <th>Admin</th> </tr> </thead> <tbody> <tr> <td>Manage user groups</td> <td></td> <td></td> <td></td> <td>✓</td> </tr> <tr> <td>Manage user accounts</td> <td></td> <td></td> <td></td> <td>✓</td> </tr> <tr> <td>Manage user roles</td> <td></td> <td></td> <td></td> <td>✓</td> </tr> <tr> <td>Set individual or group permissions to department pages</td> <td></td> <td></td> <td></td> <td>✓</td> </tr> <tr> <th>Content Management</th> <th>Editor</th> <th>Approver</th> <th>Publisher</th> <th>Admin</th> </tr> <tr> <td>Copy content page</td> <td>✓</td> <td></td> <td>✓</td> <td>✓</td> </tr> <tr> <td>Delete content page</td> <td>✓</td> <td></td> <td>✓</td> <td>✓</td> </tr> <tr> <td>Edit properties</td> <td>✓</td> <td></td> <td>✓</td> <td>✓</td> </tr> <tr> <td>Edit content</td> <td>✓</td> <td></td> <td>✓</td> <td>✓</td> </tr> <tr> <td>Edit HTML</td> <td>✓</td> <td></td> <td>✓</td> <td>✓</td> </tr> <tr> <td>Preview page</td> <td>✓</td> <td></td> <td>✓</td> <td>✓</td> </tr> </tbody> </table>	User Administration	Editor	Approver	Publisher	Admin	Manage user groups				✓	Manage user accounts				✓	Manage user roles				✓	Set individual or group permissions to department pages				✓	Content Management	Editor	Approver	Publisher	Admin	Copy content page	✓		✓	✓	Delete content page	✓		✓	✓	Edit properties	✓		✓	✓	Edit content	✓		✓	✓	Edit HTML	✓		✓	✓	Preview page	✓		✓	✓
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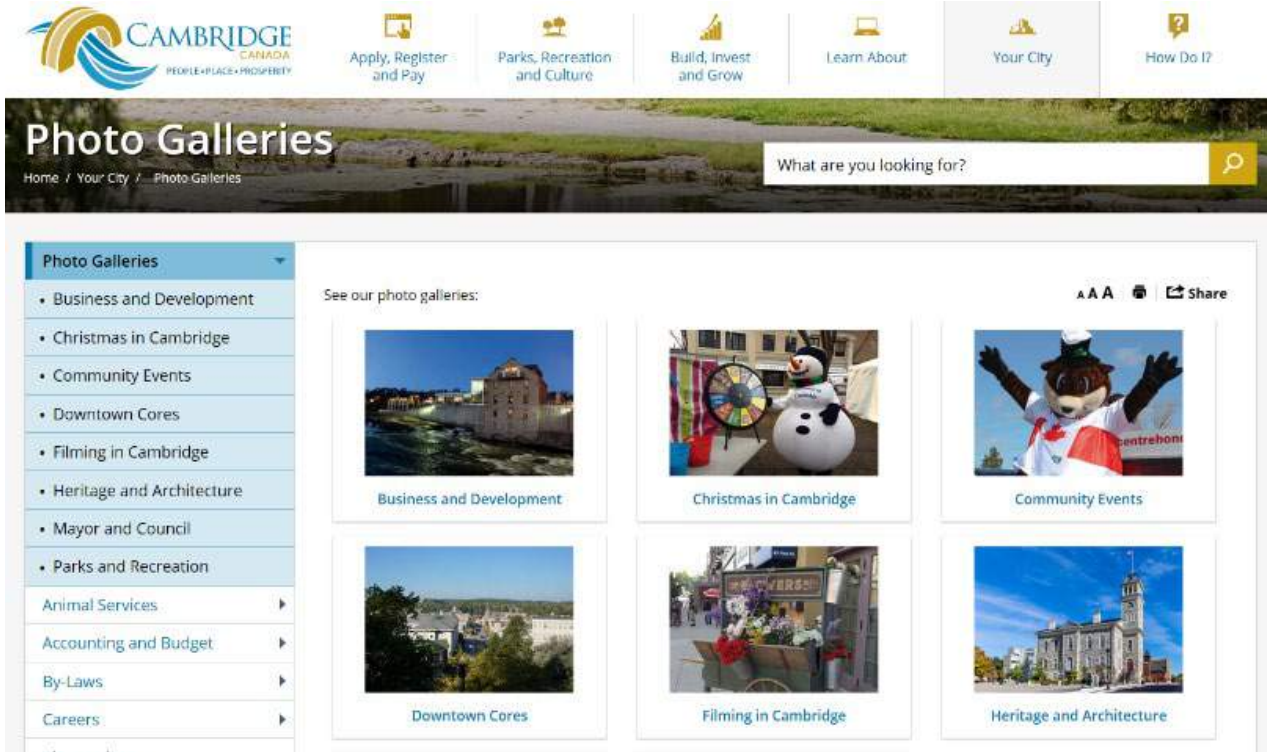
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Notifications sent on content expiry, and for approval submission.	Y	<p>As an established CMS, the core of i:Create was built to create, review and publish content. With a built-in workflow engine you can define your approval / publishing steps at a page level or by a user or user group. You can create as many approval steps as required to ensure the page has gone through the appropriate approvals before it is made public. Notifications are sent off to the applicable parties at the approval intervals. Automatic notifications can also be sent when a page is published, approved, rejected and expired.</p> <p>Within i:Create, administrators can view, export to Excel or run a report which will show all stale content on the site.</p>  <table border="1"> <thead> <tr> <th>Name</th> <th>Vertical</th> <th>Status</th> <th>Modified Date</th> <th>Published Date</th> </tr> </thead> <tbody> <tr> <td>2013-2015 Business Plan</td> <td>News and Community</td> <td>Published</td> <td>4/23/14 11:15 AM</td> <td>4/25/14 11:15 AM</td> </tr> <tr> <td>911 Communications Centre</td> <td>About Us</td> <td>Published</td> <td>3/25/14 7:26 PM</td> <td>5/12/14 9:49 AM</td> </tr> <tr> <td>Copy of 911 Communications Centre</td> <td>About Us</td> <td>Published</td> <td>4/1/14 9:31 AM</td> <td>4/22/14 10:14 AM</td> </tr> <tr> <td>About Chief Bordeleau</td> <td>About Us</td> <td>Published</td> <td>5/5/14 9:02 AM</td> <td>5/5/14 9:02 AM</td> </tr> <tr> <td>About Us</td> <td>General</td> <td>Published</td> <td>3/25/14 8:07 PM</td> <td>5/12/14 9:43 AM</td> </tr> <tr> <td>Abuse</td> <td>Safety and Crime Prevention</td> <td>Published</td> <td>5/2/14 11:37 AM</td> <td>5/10/14 9:49 AM</td> </tr> <tr> <td>Accessibility</td> <td>About Us</td> <td>Published</td> <td>5/5/14 2:39 PM</td> <td>5/5/14 2:39 PM</td> </tr> <tr> <td>Aggressive Driving</td> <td>Safety and Crime Prevention</td> <td>Published</td> <td>5/1/14 8:32 AM</td> <td>5/1/14 8:32 AM</td> </tr> <tr> <td>Airport Policing Section</td> <td>About Us</td> <td>Published</td> <td>3/25/14 7:27 PM</td> <td>5/9/14 11:37 AM</td> </tr> <tr> <td>Alarm Management</td> <td>About Us</td> <td>Published</td> <td>3/25/14 7:27 PM</td> <td>5/8/14 1:52 PM</td> </tr> </tbody> </table>	Name	Vertical	Status	Modified Date	Published Date	2013-2015 Business Plan	News and Community	Published	4/23/14 11:15 AM	4/25/14 11:15 AM	911 Communications Centre	About Us	Published	3/25/14 7:26 PM	5/12/14 9:49 AM	Copy of 911 Communications Centre	About Us	Published	4/1/14 9:31 AM	4/22/14 10:14 AM	About Chief Bordeleau	About Us	Published	5/5/14 9:02 AM	5/5/14 9:02 AM	About Us	General	Published	3/25/14 8:07 PM	5/12/14 9:43 AM	Abuse	Safety and Crime Prevention	Published	5/2/14 11:37 AM	5/10/14 9:49 AM	Accessibility	About Us	Published	5/5/14 2:39 PM	5/5/14 2:39 PM	Aggressive Driving	Safety and Crime Prevention	Published	5/1/14 8:32 AM	5/1/14 8:32 AM	Airport Policing Section	About Us	Published	3/25/14 7:27 PM	5/9/14 11:37 AM	Alarm Management	About Us	Published	3/25/14 7:27 PM	5/8/14 1:52 PM
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Item	Y/N	Comments
		<p>Other reports available include:</p> <ul style="list-style-type: none"> ▪ Pages by user ▪ Unreleased pages ▪ List of documents ▪ Page metadata
<p>Has customizable templates.</p>	<p>Y</p>	<p>With Option 1 or Option 2 you will have the ability to update templates using layout builder.</p> <p>Layout Builder for i:Create allows you to include more feature-rich content on your interior web pages using modular components that can be simply dragged and dropped into the desired layout.</p> <p>Key Features:</p> <ul style="list-style-type: none"> ▪ Create multiple rows with options to create Single and multi-column layouts for each row ▪ Add image boxes with a call-to-action text area ▪ Drag and drop rows and columns to easily rearrange your page layout ▪ Completed pages are fully responsive ▪ Completed templates meet WCAG Level 2.0 Level AA regulation for accessibility (the content is your responsibility!)  <p>The screenshot shows the 'Edit Layout...' window. On the left, under 'Available Components', there are two options: 'Standard One Column' and 'One Column Image Box'. The main content area, titled 'Main Content', features a '+ Add Row' button and a grid of components. The grid includes 'FullImage' components and 'Standard One Column' components. A 'No-Margin' dropdown is visible at the top of the grid. The components are arranged in a 2x4 grid, with the first cell containing a 'ROW 1 - Standard One Column' component.</p>

Item	Y/N	Comments
		<p>Here are some sample pages made with Layout Builder:</p> <ul style="list-style-type: none"> ▪ www.thunderbay.ca/en/recreation/pro-kids.aspx ▪ www.thunderbay.ca/en/city-services/fire-rescue.aspx ▪ www.kflaph.ca/en/about-us/50-years-of-kfl-a-public-health.aspx ▪ www.explorekawarthalakes.com/en/stay/stay.aspx ▪ www.cityofwoodstock.ca/en/live-and-play/live-and-play.aspx
Support multimedia content objects like images, video, and other media.	Y	In i:Create, multimedia content such as images, video, documents and other media files can be uploaded and then used in one or more content pages. Resources can be uploaded for a specific section of the site, for use in that area only, or uploaded to a common area so content editors across different sections of the site can share resources.
All content, media and documents have a traceable history associated with them allowing for the tracking of both user and date/time of uploads.	Y	All media upload tracks the date of the document and the created date of the document from the file structure. The date stamp is based upon the original date of the document. This is done so it is easy to see if the document meets the accessibility requirements. For example, if a pdf is date stamped prior to January 1, 2012 then you do not need to convert the document; however, if someone requests it in an accessible format then you need to comply.
Tracks media uploads in a manner that integrates with analytics.	Y	When creating a page within the CMS you will have the ability to include tags to each page. The CMS also includes a tag manager to manage how tagged pages will be displayed on the front-end and grouped when presented to the site visitor.
Feedback tool that allows users to submit website and content feedback directly to Municipal staff	Y	<p>The eSolutions feedback module will allow residents to provide valuable website feedback. Located on each page of the site will be a feedback button that residents can use to provide feedback on that particular page.</p> <p>The feedback form is fully responsive to adapt to all screen sizes and orientations, and integrated into your website's look and feel for brand consistency. Site administrators can customize email notifications that are sent when a visitor fills out the feedback form to ensure the right people are informed of the feedback. Feedback responses include a link to the page the user was on when the opened the form.</p> <p>eSolutions' Contact module provides an easy way to include content-specific contact information on each page of your website. All contact information is managed in the module, ensuring that when you make an update, the changes are pushed out to your entire website. Contact information can be for a specific</p>


Item	Y/N	Comments
		<p>person or a general department and can include a phone, toll-free, or fax number, a physical address, and/or email address. When an email address is included, site visitors will be able to open a secure email form which prevents script kitties from harvesting City emails for SPAM purposes.</p> 
<p>Mapping tool to display the parks and recreational facilities located throughout the municipality (With option 2)</p>	<p>Y</p>	<p>Our Parks and Facilities module lets you build a comprehensive and organized database of your local parks and facilities, and offers a one-stop-shop where residents and visitors can learn more about all of the fun, engaging and interactive things to do in your community. The directory allows you to create an unlimited number of searchable listings for local recreation facilities. Listings can include the facility or park name, address, telephone, fax, website, schedule, and even a link to an automatically generated map of the location.</p> <p>Key features:</p> <ul style="list-style-type: none"> ▪ Easily integrates parks and facility listings within your public website ▪ Users can search by keyword or by amenity options such as accessibility, public Wi-Fi, ice pad, hours of operation, etc. ▪ Google Maps integration intuitively allows users to view listing locations and find directions ▪ Customizable category options for each park and facility makes searching simple ▪ Ability to add, edit and delete parks and facility entries quickly when needed ▪ Easily set hours of operation, open/close dates, and include pictures for each park and facility ▪ Quick link to your rental information web page or PDF, as well as your recreation calendar schedules ▪ Integrates directly with the i>Create News Module, allowing for automated postings of facility closures to your news section, automated e-mails sent to users, and posts to social media


Item	Y/N	Comments
		<p>Example: https://facilities.learmonth.ca/</p> 
<p>A-Z listing of Municipal services, including ability for staff to manage the list as needed.</p>	<p>Y</p>	<p>eSolutions' A-Z Listing is alphabetically sorted and can be accessed in a scrolling list. Each title is a clickable link to the corresponding content page. Depending on the City's needs and approved design concept, the format may vary from the samples below:</p> <p>This listing will dynamically grow to accommodate any number of titles.</p> 

Item	Y/N	Comments
<p>Photo gallery tool that allows for the creation of photo galleries that can be added to any page within the site.</p>	<p>Y</p>	<p>With i:Create, you can create online rotating photo galleries as well you have the ability to have photo libraries within i:Create to easily edit and manage photos or photo galleries. You can have one or more photo gallery albums and these albums may be inserted into a dedicated album page.</p> <p>Below is an example of the photo gallery album page on the City of Cambridge website:</p> 
<p>Polling tool to allow staff to create and embed online polls. Provide option for users to submit and review poll results.</p>	<p>Y</p>	<p>The poll feature allows you to receive instant feedback on a new idea or service, and tracks voting on a popular issue or concern, or monitor any other kind of poll you require. Anyone with administrative permission can create and monitor a poll on your website in three easy steps:</p> <ul style="list-style-type: none"> ▪ Name your poll and add options and text ▪ Save and publish your poll ▪ See your results

Item	Y/N	Comments
		The polling feature also allows for you to embed multiple polls into a single webpage, so you never have to worry about polling for more than one issue at the same time. Once your poll has served its purpose, you can simply close it and remove it from the webpage.
Business directory with ability to search by category and/or keyword. Must include self-serve option allowing businesses to manage their own listing. (With option 2)	Y	Our Business Directory lets you create a searchable listing of local businesses with an unlimited number of entries. Listings can include the business name, address, telephone, fax, website, and a link to an automatically generated map of the location. Directory Features <ul style="list-style-type: none"> ▪ Searchable business listing by business name, keywords or categories ▪ Mobile friendly using responsive design ▪ Maps all search results on a Google map with ability to click a location for more information ▪ Business detail page which includes: <ul style="list-style-type: none"> ○ Business name ○ Phone number ○ Fax ○ Email ○ Website ○ Facebook & Twitter links ○ Logo & other images ○ Products and services description ○ Address / location ▪ Business registration and profile management – business owners can create an account and submit their business listing for inclusion ▪ An approval process is in place to allow the directory admin to review, categorize then approve the listing before being shown online ▪ Business owners can then update their listing as required ▪ Administration area lets you manage business entries, search businesses and export listings to Microsoft Excel ▪ Provides ability to manage the directory categories and optional sectors
Has automatic sitemap generation.	Y	i:Create will automatically create a sitemap and will update the sitemap automatically when a page is added or deleted within the site.
Uses friendly URLs.	Y	All of i:Create’s URLs are Human Readable or user friendly, using clear wording and slashes so the user can clearly see the section of the site they are visiting. For example, it can be seen by this URL, from one of our

Item	Y/N	Comments
		<p>client's sites, the level and page that is being viewed: www.northumberlandcounty.ca/council/councilagendas.aspx</p> <p>When creating content pages, the CMS user has the opportunity to name the pages as required.</p>
<p>Proven technology: The CMS software uses proven technology utilized by a broad sector of organizations.</p>	<p>Y</p>	<p>i:Create is a proven technology used by thousands of users. Our clients range from over 300 municipalities, with thousands of users per site in diverse sectors such as economic development, tourism, health organizations, police forces and private organizations. i:Create features are updated based upon user feedback and requests.</p>
<p>Content migration: the proponent migrates all content of the existing website (SharePoint) or works with business units to redevelop content.</p>	<p>Y</p>	<p>eSolutions highly suggests rewriting the content. The reason for the recommendation is we will be updating the navigation, a chance to review all relevant content and to remove content that is not used anymore and most importantly is to update the content with accessibility and SEO features. eSolutions process for this is as follows:</p> <p>Writing Effectively for Websites</p> <p>eSolutions can provide training for your staff on how to effectively write for websites. The 2-hour workshop is delivered by a professional writer. Your staff will receive a hard-copy training manual, and lots of examples are provided using your new site's sitemap as a reference point. The training can be delivered on-site or as an online meeting. The workshop includes:</p> <p>Guidelines for Effective Web Writing – Our web writing guidelines have been developed through extensive research into the best practices in writing for a website. We will train your writing team on tips to consider when writing content for your new website so that they are writing consistently and in an easy-to-read, easy-to-find format.</p> <p>Website Content Writing Process – As part of your website redesign process, the vast majority of your content may undergo a major rewrite. Our step-by-step process considers that your web writers may not be experts in the subjects that they have to write about, but they can still write the content effectively in conjunction with subject matter experts in your organization.</p> <p>Automated Content Process – With Option 1 – We will train the writers in iCreate and build out the site with an empty page based upon the approved sitemap. With Option 2 - eSolutions can guide you through the process of organizing your content, images, documents and resources on a shared network so that you</p>

Item	Y/N	Comments
		can work most effectively with your colleagues, ensuring your files are handed off in a format ready for us for populate the content on your new website and use our robot to pull the content in prior to training.
CMS provides the ability to add metadata to the image or document record for search indexing purposes.	Y	i:Create’s metadata module allows content authors and editors to input metadata, which includes basic keywords for Search Engine Optimization and other more advanced fields. This module is enhanced to allow specific metadata to be set for each individual webpage, rather than having a single set of metadata for the entire website. This ensures that each page has an improved ranking for Search Engine Optimization and can be easily found by searches. The module is XML based.
CMS has the ability to preview proposed changes.	Y	i:Create will allow the contributor to preview the proposed changes and also compare the changes made on previous versions.
Administrators and users able to change and/or reset their passwords.	Y	 <ul style="list-style-type: none"> ▪ “Remember me” functionality is available on the login screens and may be disabled if desired. If disabled, only the username will be remembered – users must enter their password upon log in. ▪ Credentials are never stored in insecure locations. All credential transmissions are encrypted and are never stored client-side. ▪ Forgot password functionality can be accessed from the login screen. The process will e-mail the user’s defined password hint to the e-mail address attached to their account. Attempt limits can be configured to the City’s preference. ▪ Defined administrators can be notified of failed login attempts via e-mail. ▪ Failed authentication messages are generic and provide no exploitable information. Example: Invalid username and/or password, please try again. ▪ The solution can show the user’s last login date/time upon login. ▪ A logout link is at the top of every page. Sessions will also time out after 2 hours of inactivity. The timeouts can be configured to the City’s preference. ▪ A central user and permission list is available that allows administrators to easily manage access to the system. The status of user accounts can be reviewed quickly from this screen.

Item	Y/N	Comments
If a hosted solution is used, proponent has network intrusion detection systems in place.	Y	eSolutions employs a Cisco ASA 5500 Security Firewall that inspects traffic for common network exploits and will block and log many network based exploits. Additionally, host-based intrusion detection is performed by the anti-virus software running on the hosting services. Remote monitoring of the servers and the infrastructure and careful observation by our systems team are able to identify abnormal patterns of activity that may indicate malicious behavior. Our team is equipped to rapidly respond to threats.
If a hosted solution is used, proponent regularly-updates anti-virus protection on its servers.	Y	Antivirus software is installed on all vulnerable servers. Antivirus software is maintained with most recent signature updates and is configured to automatically update signatures at least every day.
If a hosted solution is used, proponent has managed services for its security devices and appliances, including all firewalls and proxy servers.	Y	In order to build and maintain Secure Networks, eSolutions implements the following services: <ul style="list-style-type: none"> ▪ Cisco ASA Firewall ▪ Redundant Firewall ▪ Logging of Internet traffic ▪ Restrict traffic types to only those that are required <p>eSolutions team is equipped to manage and monitor the security infrastructure of our hosting environment</p>
Has knowledgebase for online help, helpdesk 24/7 availability (by phone or email), options for comprehensive training, and access to other online resources.	Y	eSolutions provides all of our clients 90 days FREE support after training. We then provide our clients options on support agreements. Our clients choose from hourly to unlimited support. The support includes questions about the systems, and issues or requests as outlined below. All Support calls or emails are managed in-house with a dedicated support team. <p>For training, modifications of design or addition of modules/integrations, eSolutions would take the requirement and provide a cost for approval prior to the work commencing.</p> <p>Regular support is available:</p> <ul style="list-style-type: none"> ▪ Monday to Friday 8 AM – 6 PM EST ▪ Telephone and email support ▪ 24 x 7 support available and all emergencies are within the support response as above, within 1 hour ▪ Emergency after hour support is available to our clients 24x7x365 

Item	Y/N	Comments
		<p>All eSolutions product deployments and custom applications are fully warranted for a period of 1 year, therefore regardless of the option you choose defects with the software will continue to be corrected free of charge.</p> <p>Support requests include:</p> <ul style="list-style-type: none"> ▪ Explanation of system functionality ▪ Issues generated by user error ▪ System requests – the requests include networking and general application requests ▪ General training requests - the requests covered in the support program will be minor requests when a client may have forgotten how to complete a task or in an emergency situation where a situation has arisen <p>If refresher training on any software is required, a quote can be requested from the Project Manager. Please note that you can also contact your eSolutions project manager at any time, especially in cases of emergencies or after-hours matters. For each specific support request, a Product Support representative will create a Support Service Request and assign it a tracking number. If you contact us with several different issues, we may create different numbers to track each issue. Be sure to make a note of the Service Request Number, and provide it on any subsequent contacts regarding the issue.</p> <p>eSolutions' software's escalation procedures raise the visibility and importance of your problem within the software. At the discretion of eSolutions, customer product support issues may be escalated internally to senior support technician, the product support manager, or the development team. In general, if you are not satisfied with a response from the product support staff, you may request that the issue be escalated by contacting your support representative.</p> <p>Contacts to eSolutions' service group will be categorized as Issues or Support.</p>
<p>Has the ability to create microsites.</p> <p>(With Option 2)</p>	Y	<p>Within Option 2 we are able to create reusable landing page and landing page interior to be used for different departments such as EcDev or transit.</p> <p>Example: www.milton.ca and www.milton.ca/en/business-and-development/milton-economic-development.aspx and www.milton.ca/en/living-in-milton/transit.aspx</p>

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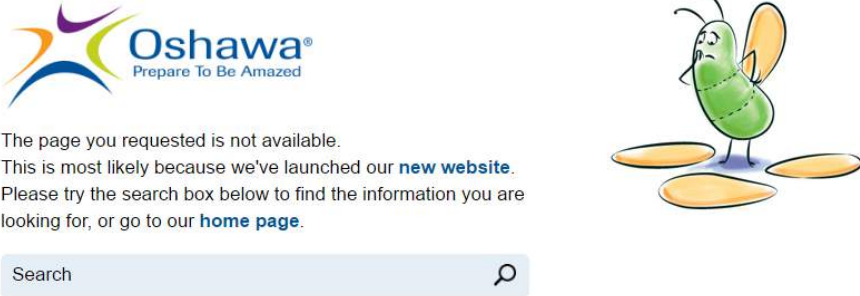


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Designed by eSolutionsGroup

Item	Y/N	Comments
When the webserver returns a 404 (not found), the CMS redirects browsers to a user-friendly replacement page.	Y	<p>When a 404 error occurs, a friendly error page is shown (Example below). The friendly error page has configurable text and also the search feature to allow the user to easily find the page they were attempting to access.</p> 

Web Forms

Item	Y/N	Comments
Forms email and/or store information in the database.	Y	eSolutions' Form Builder is designed and developed on top of a Microsoft SQL database. All information collected from the public is stored and saved into the backend SQL database for retrieval through the Form Builder application. The data in the database can only be retrieved by City staff with the appropriate credentials to access the Form Builder product. All information can also be sent over email on the completion of a form submission.
Support JavaScript and server side validation to prevent tampering.	Y	eSolutions' Form Builder is designed to support both client side JavaScript validation and server-side validation. eSolutions has gone the extra step with aggressive server-side validation to prevent tampering through XSS or injection.
Include spam prevention measures.	Y	eSolutions' Form Builder supports the ability to have a Google reCAPTCHA on any form designed and developed by the City. The use of Google reCAPTCHA will eliminate any automated routines (bots) used to spam form submissions by using a simple picture selection process to determine if the end user is a bot or not.
Administration is easy to use by someone with little or no technical training.	Y	eSolutions' Form Builder was designed with user experience and ease of use being the main priority. Form Builder enables non-technical users to easily create forms with no technical help required. eSolutions has invested significant time into the design of the Form Builder product to make it easy and simple to use for all levels of technical and non-technical competencies.

Item	Y/N	Comments
Forms are accessible and able to be completed by keyboard.	Y	eSolutions' Form Builder is designed to support the AODA standard WCAG2.0 AA. This means that all forms created can be used by visitors to your site with visual disabilities, using online screen readers or other various screen reading technology. eSolutions has also gone through the process of using tab indexes on input fields in the forms created, which allow navigation within a form with only a keyboard (no mouse required).
Forms may include: <ul style="list-style-type: none"> Report a pothole Report a missing or damaged traffic sign Report a dead animal on a Municipal road Report the need for grass cutting in a park Online submission for Request for Road Closure 	Y	eSolutions confirms that all forms indicated can be supported in our Form Builder product. eSolutions can work with the City to provide employees with the appropriate training to create these forms in the Form Builder software. eSolutions in future phases can also integrate these forms into backend software such as CityWide, JDEdwards etc. Examples: https://forms.lloyDMINSTER.ca/Pothole https://form.brantford.ca/Transportation/Malfunctioning-Traffic-Signals https://form.brantford.ca/Service-Requests/Roads-and-Sidewalks/Report-Dead-Animal https://forms.guelph.ca/Parks/Service-request-form-grass-and-weeds

AODA and Accessibility

Item	Y/N	Comments
Describe your approach to meeting WCAG 2.0 A criteria; AODA legislation; Ont. Reg. 191/11, to support accessibility features and functions.	Y	Current AODA legislation requires new sites to be compliant to the Web Content Accessibility Guidelines (WCAG) 2.x Level AA as of January 1, 2021. eSolutions designs and develops websites to Level AA. The WCAG defines four (4) main principles that we use to design, develop, and validate compliance: Perceivable – Reading of Content The following checkpoints are designed to help users read content on the website: <ul style="list-style-type: none"> Site designed using CSS allowing for user-defined stylesheets to override default styling. Buttons to increase/decrease text size by at least 200%. Colour Contrast – all colours checked for contrast/ability to easily read. i:Create automatically prompts for text alternatives for any content that is not text (e.g., images, videos, iFrames).

Item	Y/N	Comments
		<ul style="list-style-type: none"> ▪ i:Create automatically adds title text on links (users can override with their own text if desired). <p>Understandable The following checkpoints are designed to help users site content and structure:</p> <ul style="list-style-type: none"> ▪ Consistent navigation structure across all pages. ▪ The web site code allows assistive technologies use to determine page structure and language. ▪ Content management system (CMS) provides ability to manage content in a way which is readable and understandable. ▪ Ability to set site structure via heading tags (H1, H2 ... H6). ▪ Supports use of Table Caption, Abbreviation, and Acronym tags to provide definitions. <p>Operable – Navigating the Site The following checkpoints are designed to help users navigate the website:</p> <ul style="list-style-type: none"> ▪ All content can be accessed via the keyboard only. ▪ Multiple ways to navigate and find content – Search, Quick Links & Navigation. ▪ Pages structured using headings. ▪ “Skip to Content” link to bypass site menu structure and go directly to the page content. ▪ Pause button on rotating content (e.g., rotating homepage banners and news). ▪ Understandable – intuitive site content and structure. <p>Robust – Compatible with a Variety of Browsers and Assistive Technologies The following checkpoints are designed to make the site usable by a variety of browsers and assistive technologies:</p> <ul style="list-style-type: none"> ▪ Compliant with W3C HTML 5 and CSS 3 website standards. ▪ Use standard code libraries for browser compatibility - jQuery, Modernizr. ▪ Website is tested with JAWS, NVDA and ZoomText – three (3) of the most popular assistive technologies in Canada.
Describe your expertise with AODA and accessibility.	Y	We consider ourselves thought leaders in Web Accessibility and the AODA. For the last 10 years we have been developing and validating our sites to the WC3 WCAG standards to ensure that our websites provide a good user experience no matter what.

Item	Y/N	Comments
		<p>For the last three years we have been developing sites to meet the WCAG 2.0 AA standard, which is not a requirement until 2021. We do this because it goes back to our philosophy of building website that provide a good user experience for as diverse an audience as possible.</p> <p>Approach to Accessibility eSolutions started the process with a technical checklist from WCAG that would meet the criteria (from a technical perspective), however after going through the checklist we realized that even though the websites met the criteria set forth in the checklist, it did not meet our usability standard. We took step back and researched the goals, standards and principals with the objectives of the WCAG 2 AA. We changed the focus of the development and testing to be principal based (perception, operability, understanding, and robustness) rather than focusing on the technical checklist to ensure that the application met the principals of the WCAG. eSolutions has also engaged the Ontario government to provide clarification on the AODA legislation and participates in various outreach events and conferences. We have also been part of a MISA subcommittee on web accessibility and have developed an accessibility toolkit as part of the committee. eSolutions also hosts the OpenWeb accessibility conference, focusing on educating participants on the legislated web accessibility requirements and how to meet them.</p> <p>Relative Experience eSolutions has taken a proactive approach to accessibility and AODA compliance. All applications have been thoroughly tested for compliance, and accessibility is built in to the design of our applications. eSolutions has also partnered with KW AccessAbility, an accessibility advocacy organization located in Kitchener, ON, for user testing. The user testing sessions validate accessibility improvements, and the feedback from the sessions are used to make further refinements to our applications.</p> <ul style="list-style-type: none"> ▪ Over 200 Ontario Municipal Sites which conform to the AODA ▪ Expert in-house experience with the AODA, WCAG 2.0 (Priority A and AA), Development, and Content Writing ▪ Supporting Connections with the Ministry of Community and Social Services, Outreach and Compliance Accessibly Directorate (Alfred Spencer) ▪ Regularly teach and train clients on Accessibility (writing, documents, development) ▪ Work with local accessibility associations and groups for feedback and testing ▪ We host an Annual Accessibility Conference ▪ MISA (Municipal Information Systems Association) Accessibility Committee

Item	Y/N	Comments
Describe the accessibility tools used/leveraged	Y	<p>Dependent upon client requirements and technologies in-use - eSolutions has specific experience with regard to Accessibility compliance in the following technologies and software with various client municipalities:</p> <ul style="list-style-type: none"> ▪ Programming: HTML5, CSS3, jQuery, AngularJS, WAI-ARIA, ASP.NET, ASP.NET MVC ▪ Mobile Programming: Objective-C (iPhone), Cordova (cross platform), Ionic, PhoneGap, Angular JS, jQuery Mobile, ASP.NET WebAPI ▪ Testing: Total Validator, ChromeVox, NVDA, JAWS, ZoomText, Siteimprove ▪ Documents Creation and Training: Microsoft Office 2010, 2013, 2016; Adobe Acrobat X, XI, DC.

Events Calendar

Item	Y/N	Comments
Allows all events to be uploaded through CMS, regardless of department.	Y	<p>The event calendar is a centralized module which is available via the CMS. Access to the calendar can be delegated to users with permissions to specific calendars and approval processes.</p> <p>Events are created on a calendar basis, where each calendar can have its own customized fields including categories and sub-categories.</p>
Events are 'tagged' to category, and users are able to select which categories of events display (e.g. Council and Committee meetings, Tourism Events) automatically displayed in master calendar.	Y	<p>Within the calendar program you have the ability to have separate calendars then have an overall calendar with all events such as tourism, council and provides the ability to filter per category.</p> <p>Example: https://calendar.richmondhill.ca/default/Month</p>



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Events

[A](#)
[A](#)
[A](#)
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View options: [Calendar](#) [List](#) [Print](#)

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Events

Committee and Task Force Meetings

Council Meetings

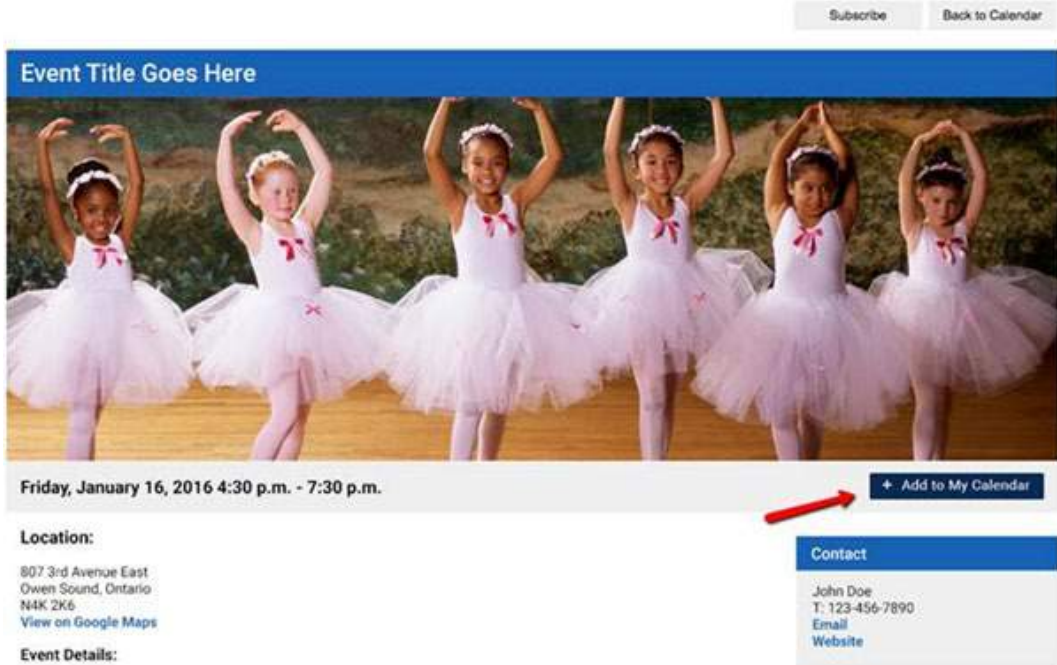
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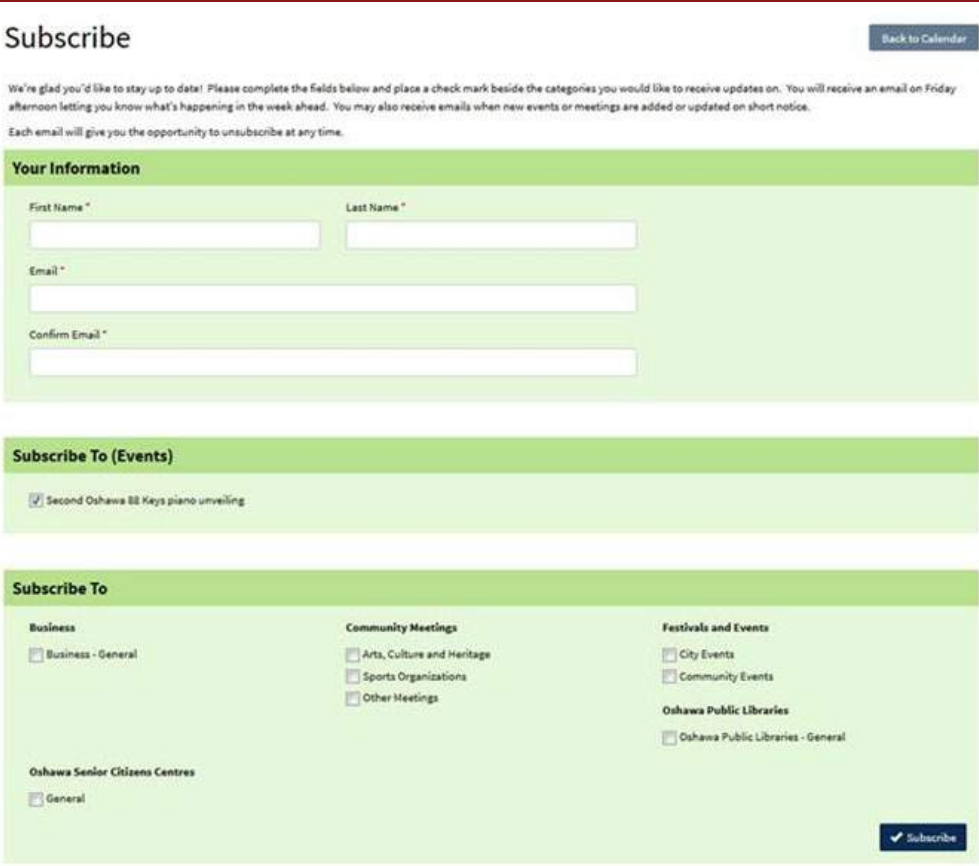
May 2020

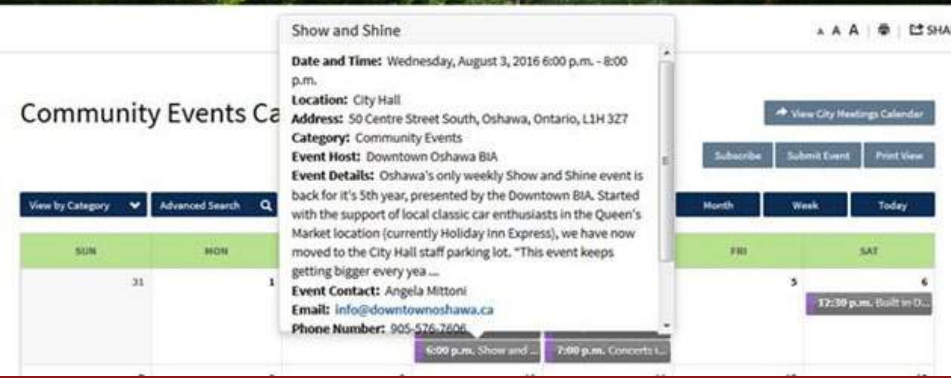
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SUN	MON	TUE	WED	THU	FRI	SAT
26	27	28	29	30	1	2
3	4	5	6 Council Public ...	7 Free Gardening...	8	9
10	11	12 Official Plan Up... Heritage Richm...	13 Council Meeting	14	15	16
17	18	19	20 Council Public ...	21	22	23
24	25	26 Webinar (Free)	27 Council Meeting	28	29	30
31	1	2	3	4	5	6

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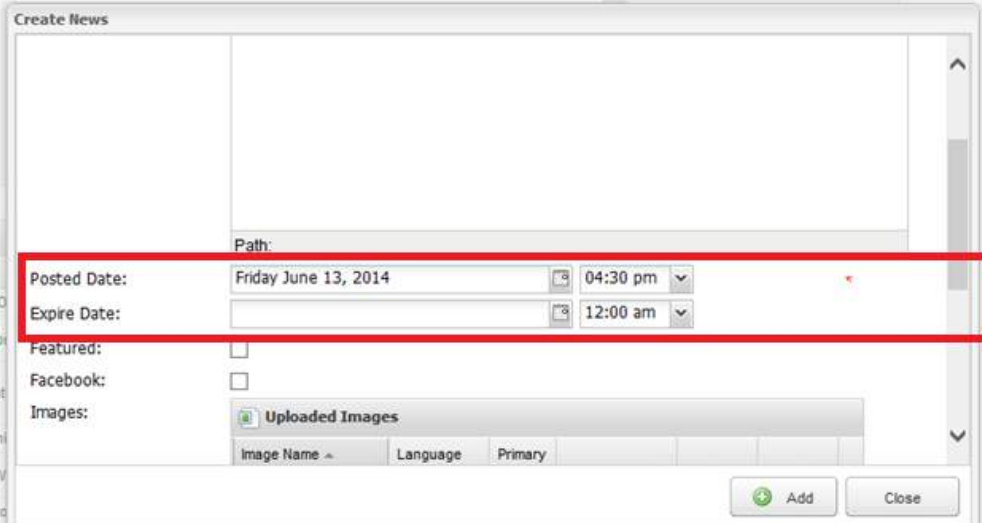
Item	Y/N	Comments
<p>Allows user to download selected calendar events into iCal, Outlook, etc. (top 3 most popular calendar apps).</p>	<p>Y</p>	<p>The calendar provides an 'Add to my calendar' link on each event to allow users to add the calendar to their own personal calendars (Outlook, Google Calendar, etc.)</p> <p>Example of 'Add to My Calendar' functionality can be seen at the following link: https://calendar.aurora.ca/default/Detail/2020-03-26-1800-Property-Standards-CommitteeAurora-Appeal-Tribunal</p> 
<p>Allows users to subscribe to receive via email new calendar event notices</p>	<p>Y</p>	<p>The calendar provides a subscription form which allows visitors to sign up to receive calendar updates via email based on their personalize selection. The form is complies with CASL and users can choose to subscribe at the calendar level or a specific event. The calends will send weekly digest emails of the next 2 weeks events to all subscribers.</p> <p>https://subscribe.aurora.ca/subscribe</p>

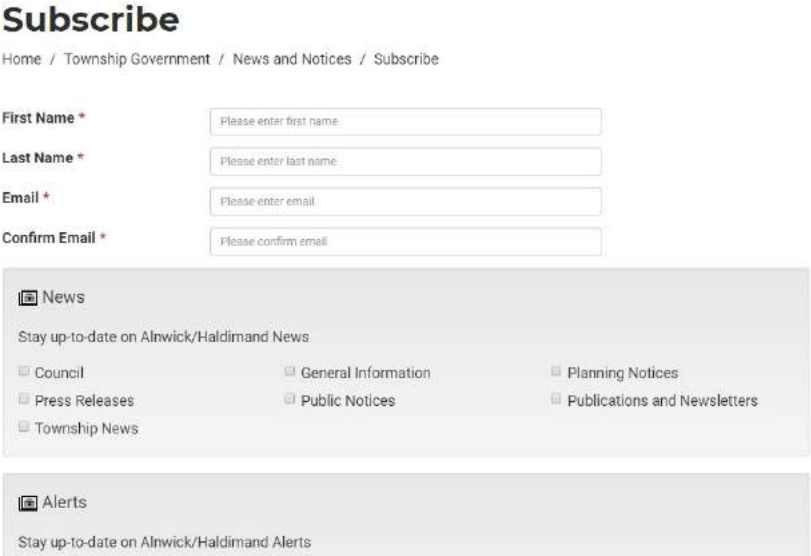
Item	Y/N	Comments
		
<p>Each event has a link to a page with description.</p>	<p>Y</p>	<p>The calendar provides both a pop-up view of the details as well as full event details page. Details include all fields specific to the event. Empty fields are automatically hidden. Social media icons can also be included as well as a Google map with the ability to get directions.</p>



Item	Y/N	Comments
		
Ability to integrate council calendars with Civic Web portal.	Y	eSolutions has the ability to link-off to the City's Civic Web Portal, as seen within the Township of Alnwick/Haldimand's Council page below: www.ahtwp.ca/en/township-government/council.aspx alnwickhaldimand.civicweb.net/Portal/MeetingTypeList.aspx
Allow users to submit calendar events to select categories	Y	The calendar has the ability for the public to submit an event based upon a category that you allow such as festivals, or public events. Once it is submitted by the public it will automate an email to staff authorized to approve the event OR deny it based upon your policies. If approved it is automatically added to the calendar.

News Management

Item	Y/N	Comments
Ability to publish articles with embedded photos, videos, URLs.	Y	The news tool within i:Create is extremely flexible. Articles of various sizes are supported as well as embedded photos, videos, files (PDF, Word, Excel, etc.) and links to other pages and sites.
Has the option to show archived news items or most popular items from the past month/season.	Y	<div data-bbox="625 1117 823 1364" data-label="Image"> </div> <p>The news module can show archive of news for multiple years. They show in a separate list and can be searched using keywords. www.ajax.ca/Modules/News/en</p> <p>You will also have the ability within the design to highlight news items based upon category and when the news date has passed it will automatically pull in the next news feature.</p>

Item	Y/N	Comments
<p>News allows items to be future dated.</p>	<p>Y</p>	<p>When posting a news item, site administrators will have the ability to post items for a future date. Users will also be able to expire a news item (if required.)</p>  <p>The screenshot shows a 'Create News' form with a 'Path' field, 'Posted Date' (Friday June 13, 2014, 04:30 pm), and 'Expire Date' (12:00 am) fields. The 'Posted Date' and 'Expire Date' fields are highlighted with a red box. Below these fields are checkboxes for 'Featured:' and 'Facebook:', and an 'Uploaded Images' section with columns for 'Image Name', 'Language', and 'Primary'. 'Add' and 'Close' buttons are at the bottom right.</p>
<p>News items have a start date time and end date time.</p>	<p>Y</p>	<p>The news module provides a posting date and expiration date for each news article. The posting date is a required field and controls when the news article should be release / displayed to the public on the website. Only after the posting date has lapsed does the news article get released / displayed on the public website. The expiration date is not a required field, but when used automatically pulls the news article from the website. If the expiration date is supplied, the news article will automatically archive from the website after the expiration date has lapsed.</p>
<p>Ability for users to subscribe to news items and receive via email (must be CASL compliant)</p>	<p>Y</p>	<p>The news module allows for Public subscription adhering to Bill C28 and CASL , allowing you to send email updates about news articles to subscribed users.</p>

Item	Y/N	Comments
		
<p>Option to post emergency alerts to home page</p>	<p>Y</p>	<p>You are able to post to the homepage an alert, or emergency banner (even from your phone) in case of an emergency situation. The public, staff or board can subscribe to these alerts as well. You have the option of social media integration to maximize the reach of your news or emergency articles across all channels, including Facebook, Twitter and LinkedIn.</p> <p>Content editors can update the text within the banner through eSolutions' i:Create and choose a colour to reflect the severity and importance of the message: for example, red for emergencies or important community notices; yellow for warning information and green for general information. The window is set so that it is only displayed upon an initial visit to a website.</p>

Item	Y/N	Comments
		<div style="text-align: right; margin-bottom: 10px;">X</div> <div style="text-align: center;">  <h3>Fire Restriction Order In Place</h3> <p>Effective April 24, 2020 Saddle Hills County has a FIRE RESTRICTION ORDER in place for All Areas Outside of the Forest Protection Area.</p> <p>These FIRE RESTRICTIONS have been put in place to encourage extreme caution in order to protect fire suppression service availability of volunteer firefighting crews and AB WildFire Resources during the COVID-19 pandemic. The current fire risk is low - moderate but can change very quickly in the Spring.</p> <p>This Fire Restriction order is effective on all lands outside of the Forest Protection Area (FPA) within Saddle Hills County, including all Crownland and Recreation Lease Land.</p> <div style="text-align: center; margin-top: 20px;">  </div> <div style="text-align: center; margin-top: 20px; background-color: #e0f2f1; padding: 5px; border: 1px solid #ccc;"> <p>Not Allowed</p> </div> </div>

Technical Requirements

Item	Y/N	Comments
Does the system use a web-based administrative interface?	Y	i:Create is a web based content management system with no plugins. It is accessible securely anywhere in the world as long as you have an internet connection and a valid username and password. i:Create works in all current browsers for administrative staff to edit.
Have no reliance on browser plugins/extensions.	Y	i:Create does not require any browser plugins/extensions. This is one of the major reasons eSolutions will not use open source technologies because of the security risks in third-party plugins. eSolutions works for many police forces where hackers are constantly trying to exploit their systems. We take security very seriously and have internal security officers as well as external scans to ensure we are protecting data.

Item	Y/N	Comments
Be browser agnostic with respect to all recent versions of modern browsers.	Y	<p>eSolutions strives to provide a quality experience for your website visitors. For the public-facing side of websites and online applications we test with modern and supported browsers, devices and operating systems. The following represents a current list of supported browsers:</p> <ul style="list-style-type: none"> ▪ Microsoft Windows (latest at go live Microsoft Edge, Firefox and Google Chrome) ▪ Apple OS X (latest at go live for Safari, Google Chrome, Firefox and Microsoft Edge) ▪ Mobile Devices (latest at go live for Google Chrome for Android, Firefox for Android and Safari for iOS)
Can the proposed offering be part of a PCI (Payment Card Industry Data Security Standard) compliant solution to allow for the acceptance of online payments?	Y	<p>eSolutions' payment environment is Certified to PCI DSS 3.1.</p> <p>A standard process is put into place to ensure code integrity and quality and PCI Compliancy of all of the eCommerce applications. We utilize the following methods:</p> <ul style="list-style-type: none"> ▪ Code reviews for critical-path code such as authentication and payments occur with each update. Reviews are performed by a senior developer not involved in the project. ▪ Internal and external security audits are performed regularly with quarterly Trustwave PCI Security Scans (or Ncircle). ▪ Any security deficiencies are given high priority and are addressed immediately. A post-mortem is held to identify the root cause and put measures in place to minimize the items in the future. ▪ SVN for versioning control with check in and check out procedures ▪ Locked down staging/production environments <p>eSolutions undergoes periodic reviews of our policies and procedures to ensure that they continue to adhere to these core principles</p>


Component & Site Search Functionality

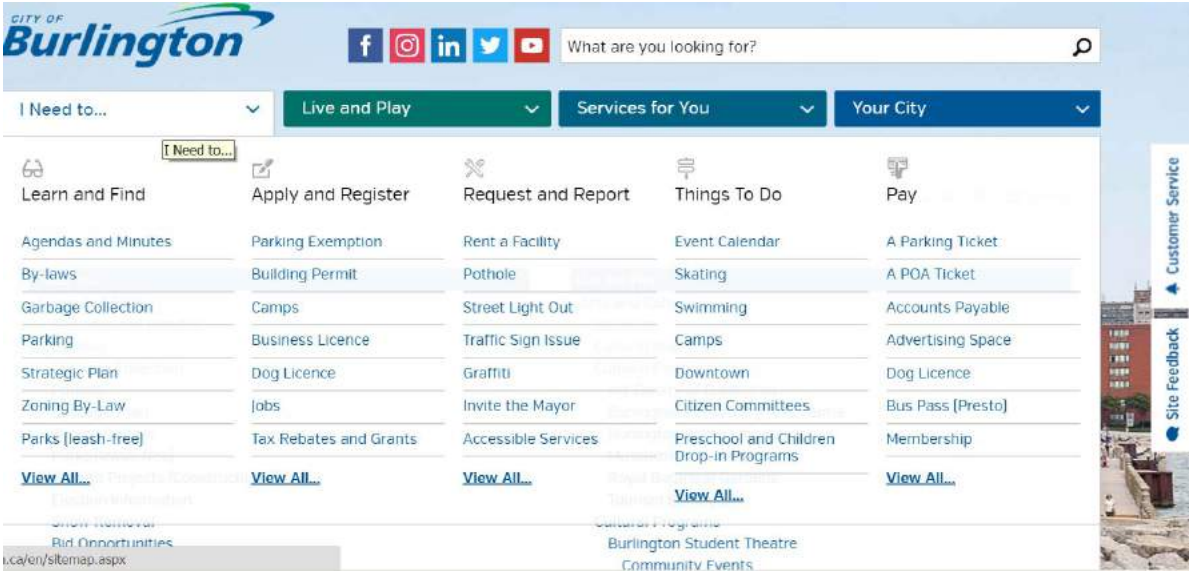
Item	Y/N	Comments
Indexes the entire website, including dynamic pages.	Y	<p>Cludo is a global leader in search technologies. Key benefits to the Cludo platform:</p> <ul style="list-style-type: none"> ▪ NO advertising in search results ▪ Fully interactive dashboard that you can use to refine your visitors' search experience, create synonyms, add banners, and create page suggestions ▪ W3G Level 2.0 AA accessible visitor-facing interface <p>Cludo site search will crawl the City's site, and will index the entire site, including all dynamic pages. Once the page or content is deleted from the CMS, this will be removed from the search.</p>

Item	Y/N	Comments
Indexes PDFs, including documents linked form within a PDF.	Y	Cludo utilizes a crawler for indexing content. Cludo will follow links within a PDF provided the PDF is within the size limits.
Supports industry standards like robots.txt.	Y	Cludo recognizes and follows rules set in the robots.txt file.
Supports multiple indexes allowing for indexing of subsections like Council Reports, Community Services, Fire Services, etc.	Y	Cludo allows you to setup custom Refinements which allows you to tag URL patterns which can then be used to filter results by specific tags or categories. Example: The Town of Milton has setup tags for council reports, transit, arts etc. and these appear as tabs along the top. Users can then filter the results by these areas.

Assistive Aid – “How Do I?” Tool

The purpose of “How do I?” is to provide information on common questions that citizens have. The questions are organized by categories.

Item	Y/N	Comments
Lists the titles of all active entries which link to the respective URL in alphabetical order under each category (e.g. How do I...Apply for It, Have a Say, Pay for It, Report it).	Y	<p>eSolutions can design the ‘How Do I?’ listing to organize the titles into categories and we have provided this in a few different ways. We like to test this with the stakeholders in the design phase.</p> <p>A few examples below:</p> <ul style="list-style-type: none"> ▪ www.countyofessex.ca/en/index.aspx ▪ www.cambridge.ca/en/how-do-i.aspx 

Item	Y/N	Comments
		
Allow for flexibility when assigning a new page/tab on the site to the How Do I menu.	Y	Through menu manager, all the data is easily changed. You can add new items to the How do I menu or AtoZ and the sitemap will automatically be updated.

Hosting

Item	Y/N	Comments
Provides a minimum 4-nines (99.99%) uptime guarantee.	Y	<p>eSolutions is determined to provide the highest level of service we are able to give our customers. eSolutions makes use of redundant systems and networking components to allow for continued operation throughout minor system failures and avoid disruption to our client services. Our basic hosting agreement includes terms that allow for a refund of portions of the service fees in the event of an outage of more than 1 hour up to a maximum refund of the monthly fee.</p> <p>Our target availability objectives are as follows:</p> <ul style="list-style-type: none"> ▪ Application availability (Objective 99.99%, downtime 52.56 minutes) ▪ Network Availability (Objective 99.995%, downtime 26.28 minutes) ▪ Power Availability (Objective 99.995%, downtime 2.628 minutes)

Item	Y/N	Comments
All infrastructure servicing the solution is located within the territorial borders of Canada.	Y	eSolutions' Data Centre is located in Waterloo, Ontario. All system backups are to disk located in a separate data center in Waterloo, Ontario. All infrastructure is located within the territorial borders of Canada.
All communications to the hosting vendor must be encrypted with industry standard strong encryption.	Y	The proposed solution utilizes SSL/TLS encryption for all transmission of sensitive data include authentication data. Encryption uses at a minimum 2048-bit encryption and 256bit cipher strength.
Proponent has network intrusion detection systems in place.	Y	eSolutions employs a Cisco ASA 5500 Security Firewall that inspects traffic for common network exploits and will block and log many network based exploits. Additionally, host-based intrusion detection is performed by the anti-virus software running on the hosting services. Remote monitoring of the servers and the infrastructure and careful observation by our systems team are able to identify abnormal patterns of activity that may indicate malicious behavior. Our team is equipped to rapidly respond to threats.
Proponent regularly updates anti-virus protection on its servers.	Y	Antivirus software is installed on all vulnerable servers. Antivirus software is maintained with most recent signature updates and is configured to automatically update signatures at least every day.
Proponent has managed services for its security devices and appliances, including all firewalls and proxy servers.	Y	<p>In order to build and maintain Secure Networks, eSolutions implements the following services:</p> <ul style="list-style-type: none"> ▪ Cisco ASA Firewall ▪ Redundant Firewall ▪ Logging of Internet traffic ▪ Restrict traffic types to only those that are required <p>eSolutions team is equipped to manage and monitor the security infrastructure of our hosting environment.</p>
Has knowledgebase for online help, helpdesk 24/7 availability (by phone or email), options for comprehensive	Y	<p>eSolutions provides all of our clients 90 days FREE support after training. We then provide our clients options on support agreements. Our clients choose from hourly to unlimited support. The support includes questions about the systems, and issues or requests as outlined below. All Support calls or emails are managed in-house with a dedicated support team.</p> <p>For training, modifications of design or addition of modules/integrations, eSolutions would take the requirement and provide a cost for approval prior to the work commencing.</p>

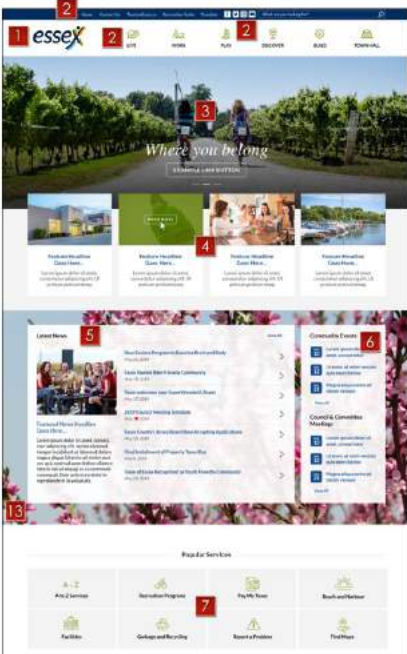
Item	Y/N	Comments
training, and access to other online resources		<p>Regular support is available:</p> <ul style="list-style-type: none"> ▪ Basic Monday to Friday 8 am – 6 pm EST ▪ Telephone and email support ▪ 24 x 7 support available and all emergencies are within the support response as above, within 1 hour ▪ Emergency after hour support will be available via PM/Technical lead and Data Manager documented in the Hosting Services Agreement. <p>eSolutions provides different types of training depending on the needs of the City. Product training for all stakeholders who will be using the software that you purchase is included with the purchase of all products. Training is on-site, hands-on and administered by eSolutions' professional trainers. All sessions include complete documentation.</p> <p>Training can also include optional sessions that will enhance your final website in terms of its readability, search engine results and accessibility. We usually recommend that all content writers for your website receive training in <i>Writing Effectively for Websites</i> as well as <i>Accessibility</i> training. See below for descriptions on the types of training that eSolutions offers.</p> <p>Product Training – 2 days (can be in expenses would apply) eSolutions provides system and user instruction to the majority of our clients on a regular basis, including courses and training sessions. This instruction is provided on a train-the-trainer and train-the-contributor basis and includes the deployment and use of the web-based software systems.</p> <p>eSolutions also provides full hard copy documentation of the systems deployed. These user manuals provide details on functionality and troubleshooting for the software deployed. They are provided in booklet form to the designated number of users, as required by the client. We also provide this documentation in PDF format, so that it can be archived and printed by the client at any point in the future. Online help manuals are also included for the i:Create system and provide user advice and best practices to ensure that the software is used to its full potential.</p> <p>Training on How to Write Effectively for Websites - ½ day online eSolutions can provide training for your staff on how to write effectively for websites. The 3-hour Writing for the Web training session is delivered by a professional web writer. Your staff will receive all presentation materials, writing cheat sheets and examples of how to write and structure content using your new sitemap as a reference point.</p>

Maintenance, Support & Warranty

Item	Y/N	Comments
<p>Provide full details on support plans, location of support facilities, hours available, problem resolution and escalation procedures, and committed response times to client requests.</p>	<p>Y</p>	<p>In addition to services offered by eSolutions, two additional levels of support are available so that clients can choose the program best suited to their needs.</p> <p>When selecting a Support program and the number of Support Units to be purchased, it is important to consider the complexity of the product or solution acquired the number of users, and business dependence on the solution.</p> <p>All Support calls or emails are managed in-house with a dedicated support team based in Waterloo, ON.</p> <p>eSolutions' software's escalation procedures raise the visibility and importance of your problem within our software. At the discretion of eSolutions, customer product support issues may be escalated internally to senior support technician, the product support manager, or the development team. In general, if you are not satisfied with a response from the product support staff, you may request that the issue be escalated by contacting your support representative.</p> <p>Contacts to eSolutions' service group will be categorized as Issues or Support.</p> <p>During a client's warranty period, service contacts classified as Issues will not be considered a Support event. Such contacts will not consume Support Units.</p>
<p>Client Suggestions: describe policy regarding suggestions for improvements made by clients.</p>	<p>Y</p>	<p>i:Create's development is driven by our customers. We run an i:Create User Group which the City can participate in. Quarterly user group meetings review the upcoming product roadmap, demo new features, and provide a venue to discuss future product updates and enhancements with our clients.</p>
<p>Training: Proponent is to provide training. Describe implementation training plans and ongoing training strategy.</p>	<p>Y</p>	<p>eSolutions provides different types of training depending on the needs of the City. Product training for all stakeholders who will be using the software that you purchase is included with the purchase of all products. Training is on-site, hands-on and administered by eSolutions' professional trainers. All sessions include complete documentation.</p> <p>Training can also include optional sessions that will enhance your final website in terms of its readability, search engine results and accessibility. We usually recommend that all content writers for your website</p>

Item	Y/N	Comments
		<p>receive training in <i>Writing Effectively for Websites</i> as well as <i>Accessibility</i> training. See below for descriptions on the types of training that eSolutions offers.</p> <p>Product Training</p> <p>eSolutions provides system and user instruction to the majority of our clients on a regular basis, including courses and training sessions. This instruction is provided on a train-the-trainer and train-the-contributor basis and includes the deployment and use of our web-based software systems.</p> <p>In many cases, we customize the instructional solution to ensure that it fits the needs of each client and that the structure of the training is relevant to the structure of the application. For such tasks we offer our Project Coordinators and training team members who have expertise in the deployed software systems, and have also achieved a secondary specialty in training. This instruction generally includes:</p> <ul style="list-style-type: none"> ▪ Introduction to the software and its purposes ▪ Key features and advantages ▪ Login and user identity creation ▪ Managing content and data sets ▪ Archiving content and data sets ▪ Setting permissions and time-dependent postings ▪ Organizing resources ▪ Troubleshooting common errors ▪ Managing approvals and rejections <p>Every system requires a different set of content and data processes, but our half-day and single-day training sessions are constructed on a foundational basis, serving to ensure an approachable and in-touch philosophy.</p> <p>eSolutions highly recommends rewriting your website content. We will be updating the website navigation and this is the perfect moment to review all content, remove outdated and repetitive content and update content for accessibility and SEO features.</p> <p>Writing Effectively for Websites</p> <p>eSolutions can provide training for your staff on how to write effectively for websites. The 3-hour Writing for the Web training session is delivered by a professional web writer. Your staff will receive all presentation</p>

Item	Y/N	Comments
		<p>materials, writing cheat sheets and examples of how to write and structure content using your new sitemap as a reference point.</p> <p>The training can be delivered on-site or as an online meeting and includes:</p> <p>Guidelines for Effective Web Writing – Our web writing guidelines have been developed through extensive research into the best practices for writing for the web. We will train your writing team and provide tips so that they are writing consistently and in an easy-to-read, easy-to-find format.</p> <p>Website Content Writing Process – eSolutions will help you develop a step-by-step writing process that includes assigning a writer and subject matter expert to each page. We can guide you through the process of organizing your content, documents and resources so that you can work most effectively with your colleagues, ensuring your content is handed off in a format that is ready for us to populate on your new website.</p> <p>How to Create Accessible and SEO Friendly Content – eSolutions will guide you through the process of setting up your web content. We’ll teach your team how to create web content effectively including SEO and voice search optimization, effective structure and layout, and meta-data descriptions. This includes creating accessible heading tags, bullets, hyperlinks, tables and more.</p> <p>Content Edits and Feedback- Everyone from your organization who attends the training will have an opportunity to write a draft page of web content and submit it to our writers for feedback. This helps your writers gain practical experience and feedback before they begin re-writing all website content.</p> <p>Creating Accessible Documents (Additional Add On) The Accessibility for Ontarians with Disabilities Act (AODA) outlines accessibility regulations that all website content must follow by January 1, 2021. eSolutions offers accessible documents training and document remediation to ensure that your website is accessible and in compliance with the AODA.</p> <p>eSolutions has provided an example style guide within the following pages from the Town of Essex:</p>

Item	Y/N	Comments
		 <p>Homepage</p> <p>1 Homepage Logo Use the Edit Logo tool at the upper left of the element. Image size: 144 x 66 (pixels) For best results use vector based .svg files.</p> <p>2 Menus: TopNav, MainNav, FooterNav, Social Links Linked using the Menu Manager module.</p> <p>3 Homepage Banner Images Use the Manage Banner tool at the upper left of the page element to modify content. Image size: 1600 x 556 (pixels) All banner images should be 300 kb or less. Larger images may prevent visitors with slower connections from viewing the page properly. Use JPG files (compression setting 50% to 60%). This image extends behind the transparent website header. Please leave additional space at the top of the image to compensate. For accessibility reasons images should not contain rendered text.</p> <p>4 Featured Items (x4) Use the Manage Content tool at the upper left of the page element to modify content. Image size: 307 x 188 (pixels) Use JPG files (compression setting 50% to 60%). For accessibility reasons images should not contain rendered text.</p> <p>5 News Feed News items are created as pages using the News template. They will pull to the feed based on the categories selected. Select the news feeds to display by clicking on the news feed icon in the token toolbar. The preview image is added on the news page and pulled to the home page automatically. Image size is not restricted but keep sizes consistent for best results. To update the default image, replace the following file with desired image. Be sure to use the same file name: (Workbench → File Manager → en→resourcesGeneral→news-01.jpg).</p> <p>7 Read our Services</p>
<p>Maintenance: Identify how the site will be maintained after launch. This could include training and tools (best practices) to ensure the website stays up to date.</p>	<p>Y</p>	<p>The eSolutions team maintains the operating systems and applications to ensure that the content management system, the foundation infrastructure, etc. stays up to date by implementing a standard maintenance window during which updates are applied on the 3rd Tuesday of each month outside of regular business hours.</p>
<p>Provide options for content writing services for the website.</p>	<p>Y</p>	<p>eSolutions has provided all options for content writing within the Financial Component. eSolutions will work with the City within the identified budget to provide support for the content writing of the site. The two options identified are services not to exceed an identified budgetary amount (i.e. 'x' number of pages), and additional content writing efforts for a vast majority of the site. eSolutions will train Temiskaming Shores' website team on Writing for the Web, providing the team with a deep understanding of the jargon to be used, and technique on writing content for the site in a way that will speak to the surrounding community and target audiences.</p>

PROPOSED PROJECT METHODOLOGY/APPROACH

PROJECT MANAGEMENT METHODOLOGY

eSolutions offers its clients an experienced and dedicated team of Project Coordinators and Project Managers to work with them and answer any questions they may have, or resolve any support issues that arise during the projects lifecycle.

As part of our project management methodology, your dedicated eSolutions Project Manager (PM) and Project Coordinator (PC) will host weekly meetings with your website committee, typically through teleconference (e.g. Microsoft Teams). The PC will be responsible for sending a meeting agenda, as well as recording and distributing meeting notes directly following the meeting.

Weekly meetings are established to review deliverables for the week, account for any changes in scope, review the timeline and make any necessary adjustments. Meetings also offer an opportunity for the City web committee to voice any questions or concerns, and for eSolutions to provide consultation on technical/design/sitemap/etc. matters. Weekly meetings will run from the beginning of the project up until launch.

Status Reports

eSolutions understands the need for keeping the project team well-informed about project status. Our regular status reports, delivered at an agreed-upon interval, will keep you informed about the progress of your project. Our clients find these reports very helpful when reporting to council and other stakeholders.

Agendas

The information included in the Agenda comprises the project work (specific phase or task) that will be completed in the following week, as well as the “next steps” for eSolutions and the project Committee. Agendas contain upcoming milestones and dates for sign off on key deliverables. If a deadline is rescheduled for any reason, the Agenda will contain the revised date along with original date; all subsequent dates will also be revised.

Meeting Notes

The information included in the Meeting Notes comprises a summary of decisions made during our meetings, and upcoming action items with deadlines and assigned personnel. The purpose of this document is to provide our clients with a record of each meeting and ensure any discussed changes to the project are officially recorded where all team members can review the decision.

Acceptance List

eSolutions will also maintain, and provide on an ongoing basis, an acceptance list which documents the agreed upon project scope and timeline, all official approvals of project work, scope and schedules changes, deliverables and expected delivery dates, and project-related invoices.

PROPOSED SCOPE OF WORK

TEAM MANAGEMENT

eSolutions' key to success is ensuring we follow a defined process with our clients, while at the same time remaining flexible. We recognize the elements for a win-win situation are an understanding of the project scope, schedule and budget, and that communication is paramount. eSolutions leads weekly meetings with the client's website committee to identify any potential conflicts or constraints before they materialize into real issues that derail the pre-defined timeline and scope. eSolutions will assign a dedicated Project Manager (PM) who will have the overall responsibility for keeping the project on time and budget. To assist the PM in coordination of day-to-day tasks and act as an alternate point of contact, a Project Coordinator (PC) is also assigned to the project.

eSolutions' Project Process



APPROACH

Following the eight (8) steps of our project management cycle outlined above, eSolutions will follow the following framework during the lifecycle of the corporate site:

Phase 1 – Analysis and Consultation

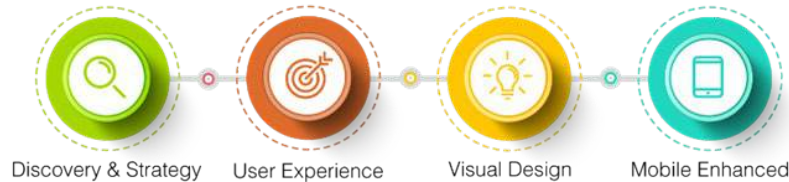
eSolutions will work with the committee after the award date to confirm a mutually agreed upon schedule for the project. The preliminary meeting will clarify tasks and deliverable expectations, evaluate the human and hardware/software resources available, review public survey and approach, as well as review required integrations and design goals. We also evaluate the current toolsets and systems used by the City site for capabilities and extensibility.

Phase 2 – Information Architecture and Navigation Scheme

eSolutions engages in a thorough review of the information architecture and navigation scheme of the current site, in order to determine the current strengths, weaknesses and interactivity. This will be conducted by our design and usability team, working in conjunction with our applications team. Our Information Architect will set up a virtual navigation tree testing workshop through the use of Treejack. We encourage our clients to engage external stakeholders (e.g. public, investors, tourism, council etc.)

Phase 3 – Design Phase

UX and design at eSolutions comes down to a simple philosophy: what exactly is the end-user trying to accomplish when visiting your site? We answer this question by following the **four pillars** of our UX & Design process:



Discovery & Strategy

Before creating the look and feel for your website, our team embarks on a journey of discovery that includes: stakeholder interviews, virtual navigation tree testing, web analytics, task analysis, user profiles/personas, and competitor assessment.

User Experience

We are fierce advocates for end-users. How they respond to your new website is the defining measure of its success. We deliver outstanding user experiences by focusing on core UX heuristics and ensuring that your solution bridges the gap between a website that simply works, and a website that is delightful to use.

Visual Design

We do not believe that one size fits all. Every visual design that we produce is the sum of your vision and our expertise. We design for all tastes, from minimal and precise to whimsical and layered. Our designs empower your content with immersive layouts, expressive typography, bold calls-to-actions, and clever overlays.

Mobile Enhanced

We avoid loading data-hungry assets and use navigation patterns that resonate in the mobile world. We also make sure that each layout is configured to deliver the most important information to mobile users first.

Phase 4 – Content Development Phase

Occurring simultaneously to the development construction phase, the City team will develop content for the new website based on the content preparation tools and training on SEO/accessibility provided by eSolutions. Once content is complete, eSolutions migrates all content into i:Create via our automated process.

Phase 5 – Final Construction Phase

Once the final designs and IA are approved by the committee, eSolutions' CSS and i:Create development teams will complete implementation.

Phase 6 – Quality Assurance Phase

eSolutions tests for product quality throughout the entire development process, finishing with a dedicated test period following development and prior to hand-off to our clients. Among other features, we test for: speed, browser compatibility, and working applications.

Phase 7 – Training

We will provide training and support on all the software included in the proposed solution, including the i:Create CMS and all other modules. As each project is unique, we tailor each training session to the project's unique team and software requirements – we understand that some staff will require more training than others.

Phase 8 – Launch

eSolutions’ dedicated Go Live team ensures each launch goes incredibly smoothly. Before any project is considered “complete,” eSolutions will conduct a Post Implementation Review. During this phase, we will confirm that the finished product looks, feels, and performs the way the City team had envisioned.

QUALITY OF WEBSITE DESIGN

Quality Assurance

eSolutions maintains accountability, technical excellence, and a commitment to consistent, superior services as philosophical guidelines. eSolutions is registered under the ISO 9001:2008 international standard in Consulting, Engineering, and Design Services.

eSolutions projects are managed using our 360-degree project management philosophy, setting the foundation to achieve all deliverables on time and on budget. This includes identifying and mitigating risks to the project early so they have minimal impact on deliverables.

Throughout the quality assurance process, ongoing communication occurs among the project manager, the project coordinator, and team members. This includes routine meetings, emails, and status reports. This communication ensures that all client requirements are addressed accurately and thoroughly, and that the final delivered product meets eSolutions’ high quality standards.

The following is a summary of selected results of client feedback received to date under our ISO 9001:2008 Quality System Program:

Project Aspect	eSolutions’ Score
Adherence to Project Scope	99% - Excellent or Good
Cost Effectiveness	92% - Excellent or Good
Schedule and Deadline Completion	95% - Excellent or Good
Responsiveness	97% - Excellent or Good
Overall Performance	97% - Excellent or Good
Client Expectation	97% - Met or Exceeded

A project will be created in eSolutions secure bug tracking system - Jira. The City will identify two to three staff responsible for consolidating and reporting items to eSolutions during the UAT phase. These staff members will be given a training session on how to use Jira and credentials to access the system. The system is entirely web based and no additional plugins are required. Staff can enter all issues here and they will be reviewed by eSolutions on a daily basis. Updates will be given in the weekly project meetings. Each item will be assigned a severity, and items will be addressed in order of severity. Our severity ratings are as follows:

- Immediate – Critical functionality is not operational and no workaround exists. The issue must be addressed ASAP for UAT to continue.
- High – Limited or failure of functionality. A workaround exists to allow UAT to continue.
- Normal – Non-critical failure of product functionality that has no significant impact on productivity or UAT. This includes issues that have workarounds.
- Low – Cosmetic issues, enhancements, etc. No impact on the performance or functionality of the product.

STAFF MEMBERS

Karen Mayfield, C.Tech., MCSE | President, eSolutionsGroup Limited – Project Director



Karen Mayfield is the President of eSolutionsGroup Limited, a multidisciplinary creative services and IT consulting firm, and a Principal of GHD, an environmental, engineering, construction and IT Services company.

Karen has over 30 years of experience in project management, networking and business development. She is responsible for eSolutions' executive operations and project management of priority projects. Her diverse role also includes managing the development and growth of eSolutions' products and services, including CMS solutions, creative design/digital media, network infrastructure, mobile and custom online applications and marketing/branding services. Leading business strategy and development, fiscal management and partnership management, Karen has overseen the growth of eSolutions from less than five staff members to a team of more than 73 in offices in Waterloo, Ottawa, Toronto and Newmarket.

Karen has significant experience overseeing a creative design team, programmers, quality assurance specialists, web content/SEO/social media strategists and project managers, ensuring the successful delivery of web services planning/development/implementation, CMS solutions, creative design, mobile and custom applications, digital media services, community engagement strategies and website governance.

Along with her extensive professional experience within the information technology sector, Karen is a Civil Technologist (C.Tech.) and a Microsoft Certified Systems Engineer (MCSE). Karen is a member of the Ontario Association of Certified Engineering Technicians and Technologists (OACETT) and has judged for the Economic Developers Council of Ontario's Ontario Marketing Awards for several years. She was also selected by KPMG to attend the prestigious Richard Ivey League School of Business, Quantum Shift Program. Karen is honoured to have received the President's Award from the Economic Developers' Council of Ontario, only the second time in history a vendor was given this prestigious award. In 2011, she was nominated for the Premiere Award for Ontario College Graduates in the technology category.

Karen's community involvement includes roles on Conestoga College's Play the Classic Committee and the Greater Kitchener-Waterloo Business Excellence Awards Committee. Karen pursues an active and involved role as a board member of the Meningitis Foundation of Canada and the Municipal Information Systems Association.

Colleen Colbeck | Project Manager



Colleen has over 8 years of experience managing projects in the non-profit sector. After joining eSolutions in 2016, she has worked directly with all members of the project team to keep the lines of communication open and ensure that project scope, cost, and schedule goals are met. Colleen is passionate about her projects and is committed to understanding the needs of her clients and identifying creative ways to meet them, solve problems, and streamline processes to relieve pain points. Colleen has outstanding communication skills founded in over a decade of customer service, refined by the

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OTTAWA, ON
179 Colonnade Road, Suite 400
T. 613-727-6947

NEWMARKET, ON
1195 Stellar Drive, Unit 1
T. 905-830-5656

TORONTO, ON
184 Front Street East, Suite 302
T. 416-360-1600

WATERLOO, ON
455 Phillip Street
T. 519-884-3352

University of Waterloo's English and Rhetoric program, and tested as a technical writer and integration specialist in the software industry. She has extensive experience working directly with development and quality assurance teams, and she is excellent at interpreting complex information for people of any level of technical understanding.

Melissa Piluso | Project Coordinator



Melissa has a degree in Communication Studies and a diploma in Creative Advertising, as well as over four years of experience working in a marketing agency setting managing clients such as Rogers Communications, IBM, Windstream Enterprise and Optiv. Over the last three years she led projects with a focus on strategic marketing technology and operations. Her education and work experience led her to the Project Coordinator role at eSolutions, which she started at in December of 2019. Melissa brings her excellent communication skills and organizational abilities to the table, and is an avid and quick learner. She is passionate about supporting her clients throughout the lifecycle of a project and beyond.

Jayson Smith, B.Sc., PMP | Managing Director



As a key member of the eSolutions project management team, Jay has successfully managed a variety of projects including website development, custom applications and large scale integrated applications. Notable projects include the redesign and development of the Municipal Information System Association (MISA), Manufacturing Enterprise Solutions Association (MESA), Toronto Region Research Alliance (TRRA) and various municipal websites.

With a degree in Computer Science from Wilfrid Laurier University and a certified PMP, Jay is able to bring the technical insight and understanding necessary to help facilitate business and technical requirements analysis. By effectively communicating complex business problems and high-level technical information to both technical and non-technical audiences, Jay is able to work closely with the client, design and development teams to ensure that the deployment and its functionality meet client expectations.

Marc Trudel | Creative Director



Marc is a Creative Director at eSolutions. He brings experience, passion, and enthusiasm to his work. With 15 years of experience, Marc is responsible for the design of hundreds of website interfaces for clients in the fields of government, mining, technology, and health. His specialties include strong conceptual thinking; web and print design; photography; branding; concept-to-production development.

Marc is a hands-on director who works closely with his team to effectively implement all aspects of each project. His goal for every client, big or small, is to surpass expectations and help create their online identity in the most creative and visually engaging way.

Oliver Ibanez | Front-End Developer, Internet Marketer



As an accomplished Web Designer and Internet Marketer, Oliver has over 15 years' experience building, managing and promoting websites. With strong foundations in design, programming and internet marketing, Oliver is able to build highly intuitive, feature-rich websites with distinct emphasis given to conversions and traffic generation.

Oliver takes a holistic approach to web design and internet marketing by recognizing that the common thread between each discipline is to ultimately attract, engage and convert users. Oliver begins each project by clearing defining the project's key segments, target audiences and goals. He follows through each process with this in mind.

As front-end developer Oliver constantly strives to stay ahead of the pack by analyzing the latest cutting-edge technologies, design techniques and how they can be applied to creating effective web user experiences. This includes responsive/mobile design, UI/UX design, web frameworks and coding advancements. Similarly, Oliver continuously reviews Google's latest algorithm updates, Search Engine Optimization techniques, Social Media strategies and traffic analysis in order to provide better advice and services stakeholders.

Oliver has worked on a broad range of web projects throughout his career. Most notably, Oliver worked with Adidas Canada on a long-term project to develop a custom uniform designer application that allows Adidas dealers to create and place orders for custom uniform designs online.

Michelle L. Teichman, B.A. (Hons.) | Web Content Strategist



As a Web Content Strategist, Michelle plans, drafts and edits content for our website projects. She facilitates discussions to produce effective website navigation plans (sitemaps), and provides training workshops to assist clients in maintaining their online content, as well as providing useful feedback on client progress throughout the writing process. Michelle also collaborates with our staff to write and edit documentation for products, proposals and training, and also assists with promoting eSolutions' products and services. Michelle holds an Honours Double Major degree in English and Creative Writing from the most coveted creative writing program in Canada, and has fifteen years of technical, professional and creative writing experience.

Kimkhoa Tran | i:Create Implementation Manager



Kimkhoa is the i:Create Implementation Manager and a member of the Software Development team. Kimkhoa is primarily responsible for i:Create development scheduling and the successful innovative development and implementation of our i:Create Websites. Kimkhoa manages and leads i:Create developers and ensures that the highest level of Quality is carried through the lifecycle of the project. She is the liaison between team members and external stakeholders such as senior management.

In addition to website development and implementation, Kimkhoa has a strong background in custom web development, database driven applications, reporting services and queries, SharePoint Configuration and Administration and ERD Design. With a background in Project Management Kimkhoa is able to manage the scope, schedule,

budget and quality of the project from start to finish. Kimkhoa has valuable experience providing programming and process systems support in fast-paced, technical environments. Kimkhoa’s professional experience is reinforced by Ontario College Advanced Diploma in Computer Programmer and Analysis and Project Management Training from Conestoga College.

Heathcliffe Hutchings | Technical Trainer & Support



Heath has over ten years’ experience in technical training; joining eSolutions in 2011 he is the primary Technical Trainer / Training Developer covering the core line of web-based products offered. He has a proven ability to learn complex materials and repackage and present them in complete, easy-to-follow directions for clients of varying technical experience. He is also responsible for developing supporting materials, often unique to each client, pre and post training sessions. Heathcliffe’s objective has always been to get clients comfortable and excited about using new software and technology. He strives to take the learning experience beyond basic technical instruction and includes concept exploration and best practices in his training sessions; encouraging a positive environment where new users can openly discuss creative usage and functional implementation.

DETAILED PROJECT TIMELINE

eSolutions has provided a detailed work plan describing the main tasks to be undertaken and all the subtasks required to execute all aspects of the work, for the corporate site. eSolutions can be flexible in our approach and after the initial kickoff meeting we can refine based upon feedback.

ITEM	DATES	CITY STAFF	ESOLUTIONS STAFF
Project Kickoff Meeting <ul style="list-style-type: none"> ▪ Initial consultation City’s website committee ▪ Review proposed project timeline ▪ Assessment of existing sites 	May 18, 2020	COMM	PM, PC
Analysis and Consultation			
City to select copy site template	June 2, 2020	COMM	PM,PC
Review Module Worksheets <ul style="list-style-type: none"> ▪ Calendar, News, Photo Galleries, Contacts 	June 2, 2020	COMM	PM,PC
Website Structure and Navigation			
Draft Sitemap	May 25, 2020		PM,CC
Online sitemap testing via Treejack (Option 2 included, if Option 1 an additional \$2,500 for this service) We will provide a best practice sitemap in Option 1 and have a meeting with staff to refine.	June 15 - 24	COMM	PM, CC

ITEM	DATES	CITY STAFF	ESOLUTIONS STAFF
Recommended Attendees: <i>Web Committee, Department Heads, Member(s) of Council, Accessibility Committee/Accessibility Coordinator, Customer Service, citizen(s)</i>			
Finalize sitemap (revisions if necessary)	July 8, 2020	COMM	PM, CC
Create and provide folder/file structure based on approved sitemap	July 9, 2020	COMM	PM, CC
Writing for the Web Training <ul style="list-style-type: none"> ▪ Sitemap must be approved, 4 hours 	Week of July 13, 2020	COMM	WS
Content Writing <ul style="list-style-type: none"> ▪ eSolutions will provide word documents for every page in the sitemap (sitemap must be approved) ▪ City staff to write content in word documents. 	July 13 – October 13, 2020	COMM	
Design			
Creation of responsive homepage, interior page (tables, H1, H2, etc.) and dropdown menu design for City (based on option you choose)	July 8 - 16, 2020		GD
Presentation of design concepts	July 17, 2020	COMM	GD, PM, PC
Revisions to designs <ul style="list-style-type: none"> ▪ Includes three rounds of revisions 	July 20 - 31, 2020		GD
Signoff on designs	August 3, 2020	PM	
Phase Three: Development and Implementation			
Website Development and Quality Assurance <ul style="list-style-type: none"> ▪ Website design concepts developed into AODA WCAG 2.0 AA templates in the i:Create CMS ▪ Includes Printer Friendly, Email to Friend, functionality, Share, Text Size ▪ Installation and Configuration of included modules and applications <ul style="list-style-type: none"> ○ RSS Feed capability ○ Link off to video (i.e. YouTube) ○ Google Translate ○ Workflow Manager, Broken Link finder ○ Form Builder (with eCommerce) 	August 4, 2020 – November 4, 2020		

ITEM	DATES	CITY STAFF	ESOLUTIONS STAFF
<ul style="list-style-type: none"> ○ Link off (i.e. Esri, Google Maps) ○ eNewsletter with CASL Subscription ○ Site Search powered by www.cludo.com ○ News tool, Emergency Banner ○ Contact Module ○ Calendar ○ Subscription (CASL-compliant for pages, calendar, news) ○ Photo gallery, A-Z Module ○ Social Media integration for News ▪ Incorporation of included third party integrations <ul style="list-style-type: none"> ○ TBD, eNewsletter included if you have constant contact, mailchimp or evoke. Other applications would be linked off or we would assess with the Team the effort ▪ Quality Assurance Testing activities: <ul style="list-style-type: none"> ○ Performance Testing ○ Accessibility Testing ○ Browser Compatibility Testing ○ Device Testing 			
Content Import from file structure (OPTION 2, if we go with OPTION 1, we will move existing content into the new design)	November 4 - 6, 2020	COMM	DEV
Post Development Content Clean-up <ul style="list-style-type: none"> ▪ Dedicated eSolutions' staff reviewing content, menus, modules 	November 9 - 12, 2020		WCM
Run Compliancy & Clean Up Reports <ul style="list-style-type: none"> ▪ Accessibility, Broken, Spell Check Report 	November 13 - 18, 2020		WCM
Phase Four: Training, Website Review/Cleanup and User Acceptance Testing			
i:Create CMS Training <ul style="list-style-type: none"> ▪ Two days CMS + Modules 	Week of November 9, 2020	COMM	TRA
Form Builder training 3 hours via Webex	Week of August 3, 2020	COMM	TRA
Internal Website Review, Cleanup, and User Acceptance Testing <ul style="list-style-type: none"> ▪ Performed by the City 	November 18 – 24, 2020	COMM	

ITEM	DATES	CITY STAFF	ESOLUTIONS STAFF
Phase Five: Go Live			
Development and Review of Launch Plan <ul style="list-style-type: none"> ▪ Domain Review ▪ DNS Entries and Redirects (including 301 redirects for SEO) ▪ CMS Configuration Settings ▪ Third Party Application Configuration ▪ Google Analytics Setup ▪ Cludo Site Search Setup ▪ Website Registration with Search providers (Google, Yahoo, Bing) ▪ City signoff on plan 	Week of November 23, 2020	COMM	PC
eSolutions to Launch New Site Upon Approval by the City <ul style="list-style-type: none"> ▪ Go Live tasks: <ul style="list-style-type: none"> ○ Analytics Activation ○ Search Configuration and Activation ○ DNS, SSL, Friendly URLs, Redirects 	December 3, 2020		DEV, QA, SYS
Ongoing per selected hosting and maintenance	Ongoing as needed	COMM	PM, PC

***Staffing Definitions:**

PM=Project Manager
 GD=Graphic Designer
 WS=Web Strategist

PC=Project Coordinator
 QA=Quality Assurance
 COMM= Website Committee

DEV=Developers
 SYS=Systems and Networking
 TRA=Trainer

REFERENCES

CITY OF ELLIOT LAKE

Address: 45 Hillside Dr. N.
 Elliot Lake, ON P5A 2S9
 Contact Name: Robyn Scott
 Title: IT Manager
 Phone: 705-848-2287 ext. 2114
 eMail: rscott@city.elliottlake.on.ca
 Website: www.cityofelliottlake.com

CITY OF PETERBOROUGH – 3 SITES

Address: 500 George St. N,
 Peterborough, ON K9H 3R9
 Contact: Brendan Wedley
 Title: Manager of Communication Services
 Phone: 705-742.7777 ext. 1636
 eMail: BWedley@peterborough.ca
 Websites: www.peterborough.ca
 Peterborough Library
 www.ptbolibrary.ca
 Peterborough Memorial Centre Site
 www.memorialcentre.ca

COUNTY OF ESSEX

Address: 360 Fairview Ave. W.
 Essex, ON N8M 1Y6
 Contact Name: Wendy St. Amour
 Title: Manager of IT
 Phone: 519-776-6441 ext. 1500
 eMail: wstamour@countyofessex.on.ca
 Website: www.countyofessex.on.ca

PROJECT TEAM EXPERIENCE

eSolutions	Role and Responsibilities	Education and Experience	Recent Related Contract Experience
Project Director & Contact for City Karen Mayfield, C.Tech, MCSE	Project oversight and senior review throughout the entire project.	Education: Architectural Technician, Ivey League school of business executive program, Harvard executive program Years of Experience: 33 Years at eSolutions: 15 Location: Waterloo, ON	<ul style="list-style-type: none"> ▪ Town of Milton ▪ City of Brantford ▪ Regional Municipality of Durham (Corporate and EcDev sites) ▪ Town of Aurora ▪ City of Kawartha Lakes (City and EcDev sites) ▪ Waterloo EDC
Project Manager Colleen Colbeck	Weekly meetings scope/schedule and budget coordination and execution.	Education: B.A. (University of Waterloo) Years of Experience: 8 Years at eSolutions: 4 Location: Waterloo, ON	<ul style="list-style-type: none"> ▪ Municipality of South Huron ▪ Town of New Tecumseth ▪ Town of Ajax ▪ City of Belleville and EcDev (IN PROGRESS) ▪ County of Lambton (IN PROGRESS)
Project Coordinator Melissa Piluso	Coordination of day-to-day project activities. Prepare meeting agendas, meeting notes and follow up on tasks.	Education: B.A. Communication Studies (York University), Creative Advertising diploma (Seneca College) Years of Experience: 5 Years at eSolutions: 0.5 Location: Waterloo, ON	<ul style="list-style-type: none"> ▪ City of Kenora (IN PROGRESS) ▪ Municipality of Port Hope (IN PROGRESS) ▪ Port Hope Tourism (IN PROGRESS) ▪ Municipality of Central Huron
Managing Director Jayson Smith, B.Sc., PMP	Works closely with the client, design and development teams to ensure that software deployment and its functionality meet client expectation.	Education: B. Sc. (Hons) Computer Science (Wilfred Laurier University) Years of Experience: 15 Years at eSolutions: 14 Location: Waterloo, ON	<ul style="list-style-type: none"> ▪ Town of Orangeville (IN PROGRESS) ▪ Town of Pelham ▪ City of Cambridge ▪ Municipality of West Elgin ▪ Township of Malahide ▪ City of Orillia
Creative Director Marc Trudel, RGD	Develop site visual design, templates and printed pieces. Will coordinate the designers for the design phase and provide Creative Brief.	Education: Graphic Design Diploma (Cambrian College) and a registered member of RGD Association Years of Experience: 20 Years at eSolutions: 9 Location: Waterloo, ON	<ul style="list-style-type: none"> ▪ Town of Milton ▪ City of Brantford ▪ County of Saddle Hills ▪ Township of Seguin ▪ Town of Cobourg ▪ Municipality of Strathroy Caradoc ▪ Municipality of South Bruce ▪ Municipality of Trent Hills

eSolutions	Role and Responsibilities	Education and Experience	Recent Related Contract Experience
Front End Designer Oliver Ibanez	Developing concepts and CSS style sheets for responsive websites.	Education: Systems Analyst and Design/Computer Programming (Conestoga College), Certified User Experience Specialist (Akendi Inc.) Years of Experience: 15 Years at eSolutions: 6 Location: Waterloo, ON	<ul style="list-style-type: none"> ▪ Town of Goderich ▪ CHEO ▪ City of Lloydminster ▪ Township of Centre Wellington ▪ Municipality of West Grey (IN PROGRESS) ▪ Peterborough Public Library ▪ Region of Waterloo Airport
Web Content Strategist Michelle Teichman, B.A. (Hons.)	Site map, writing for the web training, writing style guide, conduct focus groups for sitemap and navigation.	Education: B.A. (York University) Years of Experience: 16 Years at eSolutions: 6 Location: Waterloo, ON	<ul style="list-style-type: none"> ▪ City of Port Moody ▪ City of Prince Albert ▪ City of West Kelowna ▪ City of Woodstock ▪ City of Thorold
Software Developer Kimkhua Tran	Developing templates for implementing in the content management system.	Education: Computer Programmer/Analyst (Conestoga College) Years of Experience: 14 Years at eSolutions: 10 Location: Waterloo, ON	<ul style="list-style-type: none"> ▪ Northumberland County Immigration ▪ Niagara Regional Police ▪ OACP (IN PROGRESS) ▪ City of Vernon – Tourism ▪ City of Yellowknife
Technical Trainer & Support Heathcliffe Hutchings	Delivers training for all software components, e.g. content management system, news module, calendar software.	Education: B.A. (University of Waterloo), Digital Media Post Graduate (Conestoga College) Years of Experience: 17 Years at eSolutions: 9 Location: Waterloo, ON	Heath is involved in all our website training

Please refer back to section ‘**Staff Members**’ above, for a comprehensive background of each project team member. Additional CVs can be provided upon request.

FINANCIAL PROPOSAL

COMPREHENSIVE FEE BREAKDOWN

A proposed project timeline will be provided once a website option is selected. Typically, a Copy Site (Option 1) will take about 4 months to complete, whereas a New Design (Option 2) will take about 8 months to complete.

OPTION 1: COPY SITE - ENGLISH ONLY WITH GOOGLE TRANSLATE

DESCRIPTION	COST*	HOUR ALLOTMENT PER TASK
Project Management <ul style="list-style-type: none"> ▪ Weekly meetings ▪ Preparation of meeting agendas and notes, timelines, and general administration items ▪ Schedule and risk management activities. 	\$3,525	24
Phase One: Analysis and Site Navigation		
eSolutions to move over content as-is on current site <ul style="list-style-type: none"> ▪ Content freeze date to be provided in advance ▪ Optional is changing the sitemap and having a sitemap session with public using Treejack (additional \$1,500) 	\$2,000	13
Phase Two: Design		
Temiskaming Shores to select copy site template <ul style="list-style-type: none"> ○ http://preview.esolutionsgroup.ca/lake_of_bays ○ http://preview.esolutionsgroup.ca/south_huron ○ http://preview.esolutionsgroup.ca/leamington ○ http://preview.esolutionsgroup.ca/wrids ○ http://preview.esolutionsgroup.ca/brockton ○ http://preview.esolutionsgroup.ca/strathroy/museum ○ http://preview.esolutionsgroup.ca/georgian_bay ○ http://preview.esolutionsgroup.ca/peel_immigration ○ http://preview.esolutionsgroup.ca/cramahe ○ http://preview.esolutionsgroup.ca/gravenhurst/ ○ http://preview.esolutionsgroup.ca/brant ○ http://preview.esolutionsgroup.ca/west_kelowna ▪ eSolutions to update concepts with Temiskaming Shores logo, colours and photos ▪ Temiskaming shores to review and provide feedback ▪ Final signoff of designs 	\$2,125	14
Landing Pages <ul style="list-style-type: none"> ▪ Library/Fire and reusable for future initiatives http://preview.esolutionsgroup.ca/elliott_lake/ 	\$6,500 (not included in total – Reusable)	43
Phase Three: Development and Implementation		
Website design concepts developed to AODA WCAG 2.0 AA CSS - Responsive design for desktop, mobile and tablet	\$1,600	11

DESCRIPTION	COST*	HOUR ALLOTMENT PER TASK
CSS Quality Assurance (browser, colour contrast)	\$900	6
Website design style sheets developed into responsive i:Create CMS templates; Includes Printer Friendly, Email to Friend, functionality, Share, Text Size	\$1,100	7
Integrate Modules: <ul style="list-style-type: none"> ▪ News & Alerts Module (integrated into Social Media) ▪ Poll Module ▪ Contact Module ▪ Calendar (Events, Council) ▪ Photo Gallery ▪ Page Subscriptions 	\$1,800	12
Third party applications and websites: Link off/integrate as required	INCLUDED	NA
Templates Quality Assurance Testing	\$900	6
Phase Four: Content Population and Training		
i:Create CMS Training - Two days onsite <ul style="list-style-type: none"> ▪ Day 1 – Content Management System/ Administration ▪ Day 2 – Modules 	\$2,750	18
Phase Five: Go Live		
Run Compliancy & Clean Up Reports <ul style="list-style-type: none"> ▪ Accessibility Report ▪ Broken Link Report ▪ Spell Check Report 	\$800	5
Internal Content Review	TO BE COMPLETED BY TEMISKAMING SHORES	NA
Go Live Activities <ul style="list-style-type: none"> ▪ URL redirects ▪ Submits to Google, Bing etc. ▪ Go Live Reports broken link, spell check, and accessibility check ▪ DNS change (if required by eSolutions) 	INCLUDED	NA
TOTAL:	\$17,500	117

* excludes applicable taxes and travel/hotel expense

OPTION 2: NEW DESIGN – ENGLISH ONLY WITH GOOGLE TRANSLATE

DESCRIPTION	COST*	HOUR ALLOTMENT PER TASK
Project Management <ul style="list-style-type: none"> ▪ Weekly meetings 	\$5,325	36

DESCRIPTION	COST*	HOUR ALLOTMENT PER TASK
<ul style="list-style-type: none"> ▪ Preparation of meeting agendas and notes, timelines, and general administration items. ▪ Schedule and risk management activities. 		
Phase One: Analysis and Site Navigation		
Sitemap <ul style="list-style-type: none"> ▪ Draft ▪ Revisions ▪ Signoff 	\$1,800	12
Online sitemap testing via Treejack <i>Recommended Attendees:</i> <ul style="list-style-type: none"> ▪ Residents, Members of Council, local business owners, students, Customer Service Representatives, website committee etc. 	\$1,500	10
Writing for the Web Training (via Teams) – 3 hours <ul style="list-style-type: none"> ▪ Includes writing style guide ▪ Includes review of a page for each writer 	\$1,200	8
Content Writing Documents (Based on approved sitemap) <ul style="list-style-type: none"> ▪ Content files ▪ Content Writing Schedule 	\$700	5
Content Writing	TO BE COMPLETED BY TEMISKAMING SHORES	NA
Phase Two: Design		
Responsive Homepage Design (1) <ul style="list-style-type: none"> ▪ Includes two rounds of revisions ▪ Final concept & signoff ▪ Includes Landing Page for Fire/Library (reusable for future use) 	\$4,100	27
Menus & Interior Page Design (1) <ul style="list-style-type: none"> ▪ Includes design of drop-down menu and text styles (tables, headings 1 – 6, buttons (3), emphasis colours (3), block quotes, accordion folds) ▪ Includes two rounds of revisions ▪ Final concept & signoff 	\$3,800	25
Phase Three: Development and Implementation		
Website design concepts developed to AODA WCAG 2.0 AA CSS - Responsive design for desktop, mobile and tablet	\$4,400	29
CSS Quality Assurance (browser, colour contrast)	\$1,200	8
Website design style sheets developed into responsive i:Create CMS templates; Includes Printer Friendly, Email to Friend, functionality, Share, Text Size	\$5,100	34
Integrate Modules: <ul style="list-style-type: none"> ▪ News & Alerts Module (integrated into Social Media) 	\$5,500	37

DESCRIPTION	COST*	HOUR ALLOTMENT PER TASK
<ul style="list-style-type: none"> ▪ Poll Module ▪ Contact Module ▪ Calendar (Events, Council) ▪ Photo Gallery ▪ Page Subscriptions 		
Form Builder Module (with eCommerce) <ul style="list-style-type: none"> ▪ Move your municipal forms online! Whether its Animal Licenses, Parking Tickets, Customer Service Feedback, or Burn Permits, Form Builder makes it easy to create AODA WCAG 2.0 Level AA compliant, mobile-friendly forms that are integrated right into your website's look and feel. 	\$3,500	23
Third party applications and websites: Link off/integrate as required	INCLUDED	NA
Templates Quality Assurance Testing	\$1,800	12
Phase Four: Content Population		
Content Population (using eSolutions' Sitemapper tool) <ul style="list-style-type: none"> ▪ Staff will check in their content in the Sitemapper tool. The content is populated into a navigable site for Staff review. ▪ eSolutions will run a script to move all content from Sitemapper to the i:Create site 	\$2,000	13
eSolutions Content Cleanup <ul style="list-style-type: none"> ▪ 5 days of dedicated eSolutions staff going through site to cleanup modules, menus, etc. 	\$1,950	13
Internal Content Review	TO BE COMPLETED BY TEMISKAMING SHORES	NA
Phase Five: Training		
Form Builder Training – One day onsite <ul style="list-style-type: none"> ▪ Morning – training, afternoon – form building workshop 	\$1,800	12
i:Create CMS Training - Two days onsite <ul style="list-style-type: none"> ▪ Day 1 – Content Management System/ Administration ▪ Day 2 – Modules 	\$2,750	18
Phase Six: Go Live		
Go Live Activities <ul style="list-style-type: none"> ▪ URL redirects ▪ Submits to Google, Bing etc. ▪ Go Live Reports broken link, spell check, and accessibility check ▪ DNS change (if required by eSolutions) 	INCLUDED	NA
TOTAL:	\$48,425	323

* excludes applicable taxes and travel/hotel expense

Optional Add-Ons

DESCRIPTION	COST*
eCommerce – Add ecommerce to Calendar tool	\$1,500
eCommerce – Add ecommerce to Form Builder tool	\$1,500

*excludes applicable taxes

HOSTING AND LICENSING

Description	Cost
Website Hosting and Unlimited User License includes: <ul style="list-style-type: none"> ▪ 10 GB disk space ▪ 10 GB/Month bandwidth ▪ DDoS protection (https://www.akamai.com) ▪ Backup and data protection Licensing – Includes Unlimited Software Licensing <ul style="list-style-type: none"> ▪ i:Create ▪ Calendar ▪ News 	\$350/month
Bambora Payment Gateway <ul style="list-style-type: none"> ▪ 3.5% on VISA/Mastercard + ▪ \$25.00 a month + ▪ 0.20 per transaction 	TBD
Cludo Site Search – Essential Lite	\$62.50/month
SSL Temiskaming shores to provide OR eSolutions can obtain through Let's Encrypt	N/C

*excludes applicable taxes

SUPPORT OPTIONS

After our 90 days free support we offer optional hourly support. If there are any items that are bugs we do not charge our clients for defects.

DESCRIPTION	COST*
Time and Materials (\$125/hr billed in 15 min increments)	TBD

*excludes applicable taxes

LIST OF RATES FOR ALL PERSONNEL

eSolutions has provided hourly rates per key personnel listed above of the project team within the following section, that are to remain unchanged during the term of this RFP.

Additional cost questions and pricing can be provided upon request.

KAREN MAYFIELD (\$195)
CTech, MCSE, President, eSolutionsGroup

EXECUTIVE TEAM

KAREN MAYFIELD, (\$195)
 CTech, MCSE
 President
ALISON CARDEN (\$185)
 Principal
DAVID GRAY (\$185)
 Principal and CEO

PETER GINGRICH (\$150)
 Associate, Ottawa & Eastern Region
MARC TRUDEL (\$150)
 Creative Director

CREATIVE SERVICES

OLIVER IBANEZ (\$105)
 UX, SEO and Front End Developer

RON LETKEMAN (\$150)
 3D Creative Director, Animator
SHAYNE HEATHFIELD (\$95)
 Intermediate Web Designer

PROJECT MANAGERS & COORDINATORS

JAYSON SMITH (\$135)
 Managing Director,
 Project Manager
COLLEEN COLBECK (\$115)
 Project Manager
DANIEL SHAW (\$115)
 Project Manager
LUKE CZUCZMAN (\$105)
 Project Coordinator
MIKE SPECHT (\$105)
 Project Coordinator
MICHAEL PINNAU (\$95)
 Website Configuration
 Specialist

EMILIE LEW (\$105)
 Project Manager
Julia Dunham (\$115)
 Project Manager
JANNA ANDRE (\$105)
 Project Coordinator
MARION GRAY (\$105)
 Executive Assistant &
 Office Manager
ANDREW VINCENT (\$105)
 Project Coordinator
MYVANWY GODBOUT (\$105)
 Website Configuration Manager

SOFTWARE DEVELOPERS

JORDAN ARRON (\$115)
 Mobile App Developer
VINH DO (\$105)
 Software Developer
RYAN JONES (\$105)
 Software Developer
RACHEL PARK (\$105)
 Software Developer
FRANCIS PENALOSA (\$105)
 .Net Developer
ERIC BREWER (\$105)
 Software Developer
ANNA LOBATON (\$105)
 Software Developer
NIKHIL SIDHAYE (\$105)
 Java i:Create Developer

KIMKHOA TRAN (\$115)
 i:Create Implementation
 Manager
ANGELA RAUWS (\$105)
 Software Developer
RAYMOND REJABA (\$105)
 Software Developer
HAMID DELIOO (\$105)
 Software Developer
VIPUL CHAUHAN (\$105)
 Software Developer
BARRY OROZCO (\$105)
 Software Developer
EDWIN DANGANAN (\$105)
 Software Developer

QUALITY ASSURANCE & CUSTOMER SUPPORT

JAMES HISCOCK (\$95)
 QA Specialist
MAX HERRINGTON (\$95)
 Quality Assurance Analyst
HEATH HUTCHINGS (\$105)
 Technical Trainer
Mark Barrey (\$105)
 Technical Trainer

MICHAEL LAM (\$95)
 QA Analyst
DAVID TRAN (\$95)
 Business Analyst
JEREMY WOLF (\$95)
 QA Specialist
DANIELLE KIRWIN (\$105)
 Technical Trainer

NETWORKING & DATA FORTRESS

JEFF LATIMER (\$135)
 Data Center Manager
ARTHUR CLYSON (\$110)
 Systems Administrator

RYAN SHOCKLEY (\$110)
 Systems Administrator

DIGITAL PROCUREMENT

GORD SEARS (\$175)
 eProcurement Consultant
CHRISTINE WOOD (\$150)
 Project Manager, Digital
 Procurement

MARIA BELFRY (\$105)
 Product Support Specialist
KATIE PARIBOK (\$105)
 Project Manager, Digital Procurement

MARKETING & COMMUNICATIONS

KEVIN CAMPBELL (\$95)
 Communications Specialist
DANI STOCK (\$95)
 Communications Manager
CARLY SIMPSON (\$95)
 Content Writer
TESSA UEZ (\$90)
 Junior Marketing Coordinator

SEAN WYSE (\$110)
 Information Architect
MICHELLE TEICHMAN (\$120)
 Senior Manager, Content
 Strategist
CASSAUNDR A LEBLANC (\$90)
 Marketing and
 Communications Coordinator
MADLINE WEBER (\$90)
 Junior Marketing Coordinator

APPENDIX A – BID FORMS

eSolutions has provided completed forms as found within CS-RFP-001-2020 within the following pages. These forms being:

- Response Form
- Non Collusion Affidavit
- Conflict of Interest Declaration



City of Temiskaming Shores
CS-RFP-001-2020
Website Redesign & Development

CS-RFP-001-2020

Company's submission of bid to:

The Corporation of the City of Temiskaming Shores

Stipulated Bid Price

We/I, Karen Mayfield of eSolutionsGroup Limited
(Registered Company Name/Individuals Name)

Of, 455 Phillip Street, Unit 100A, Waterloo ON, N2L 3X2
(Registered Address and Postal Code)

Business:

Phone Number (519) - 340-3732

Fax Number () - Not applicable.

We/I hereby offer to enter into an agreement to supply and install, as required in accordance to the proposal for a price of:

Lump sum price (incl. HST)

Option 1: \$ 19,775

*eCommerce additional, please refer to page 71 of proposal response.

Hosting &
Licensing: \$ 412.50/month



City of Temiskaming Shores
CS-RFP-001-2020
Website Redesign & Development
NON COLLUSION AFFIDAVIT

I/ We Karen Mayfield the undersigned am fully informed respecting the preparation and contents of the attached quotation and of all pertinent circumstances respecting such bid.

Such bid is genuine and is not a collusive or sham bid.

Neither the bidder nor any of its officers, partners, owners, agents, representatives, employees or parties of interest, including this affiant, has in any way colluded, conspired, connived or agreed directly or indirectly with any other Bidder, firm or person to submit a collective or sham bid in connection with the work for which the attached bid has been submitted nor has it in any manner, directly or indirectly, sought by agreement or collusion or communication or conference with any other bidder, firm or person to fix the price or prices in the attached bid or of any other Bidder, or to fix any overhead, profit or cost element of the bid price or the price of any bidder, or to secure through any collusion, conspiracy, connivance or unlawful agreement any advantage against the City of Temiskaming Shores or any person interested in the proposed bid.

The price or prices quoted in the attached bid are fair and proper and not tainted by any collusion, conspiracy, connivance or unlawful agreement on the part of the Bidder or any of its agents, representatives, owners, employees, or parties in interest, including this affiant.

The bid, quotation or proposal of any person, company, corporation or organization that does attempt to influence the outcome of any City purchasing or disposal process will be disqualified, and the person, company, corporation or organization may be subject to exclusion or suspension.

Signed

Company Name

eSolutionsGroup Limited

Title

President & Project Director



**City of Temiskaming Shores
CS-RFP-001-2020**

Website Redesign & Development

Conflict of Interest Declaration

Please check appropriate response:

- I/we hereby confirm that there is not nor was there any actual or perceived conflict of interest in our quotation submission or performing/providing the Goods/Services required by the Agreement.
- The following is a list of situations, each of which may be a conflict of interest, or appears as potentially a conflict of interest in our Company's quotation submission or the contractual obligations under the Agreement.

List Situations:

In making this quotation submission, our Company has / has no (*strike out inapplicable portion*) knowledge of or the ability to avail ourselves of confidential information of the City (other than confidential information which may have been disclosed by the City in the normal course of the quotation process) and the confidential information was relevant to the Work/Services, their pricing or quotation evaluation process.

Dated at 4:31 PM this 6th day of May, 2020.

FIRM NAME: Karen

BIDDER'S AUTHORIZED OFFICIAL: Mayfield

TITLE: President, Project Director

SIGNATURE: 

APPENDIX B – PROJECT SUMMARIES

We have provided project summaries for the below clients on the following pages.

Template Site Examples

- Town of Tecumseh www.tecumseh.ca
- Town of Essex www.essex.ca
- City of Elliot Lake www.elliottlake.ca

Custom Design Examples

- City of Peterborough www.peterborough.ca
- City of Brantford www.brantford.ca
- Brantford Economic Development www.advantagebrantford.ca
- City of Orillia www.orillia.ca
- City of Dryden www.dryden.ca



TOWN OF TECUMSEH

Improved online presence signals Tecumseh is poised for growth

Located near the Canada-U.S. border and Detroit River, the Town of Tecumseh's small town feel and everyday friendliness mix perfectly with its big city amenities. Situated close to an international metropolitan area, the Town is host to many exciting business and recreational opportunities. Its natural beauty is only enhanced by its vibrant community spirit.

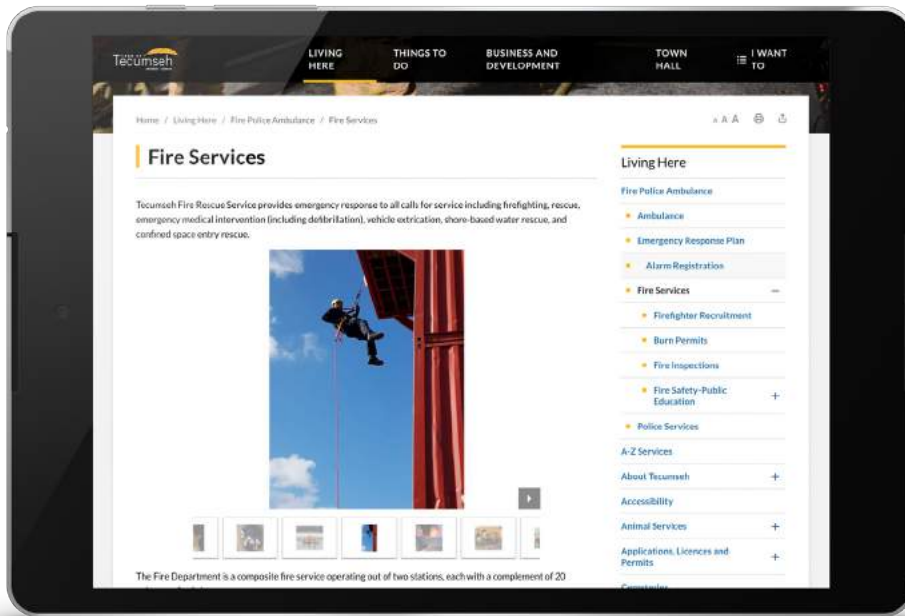
Seeking to better position themselves as a forward-thinking municipality that is poised for growth, Town staff partnered with eSolutionsGroup to develop a new online website.

www.tecumseh.ca

GO LIVE DATE: May 28, 2019

"We are very happy with the new site eSolutions designed for us. Council, staff and the public all had input on the new design through collaboration facilitated by eSolutions. Their specialized staff ensured a smooth development and roll out. I would highly recommend eSolutions to any organization looking for a robust and professional web presence."

— Shaun Fuerth,
Director, Information and Communication
Services, Town of Tecumseh



The Town uses digital photo galleries to showcase its many municipal services and features. The site's galleries can be viewed as a slideshow, users can download images, and staff can add captions to each photo, adding flavour, credits and context.

CHALLENGE

The Tecumseh project team and its Mayor and Council were very forward thinking and came into the project knowing what they wanted out of their new web presence. The group placed online communication at the top of its priority list, so residents, businesses and visitors would be well aware of the Town's updates and services.

In order to improve its website, the Town required a complete overhaul of its information architecture. Content needed to be organized in a way that users could easily find it without needing specialized knowledge of the Town's departments and municipal structure.

Looking to streamline its recruiting process, the Town sought a digital solution that would reduce the time and resources needed to find the best candidates for its job openings.

SOLUTION

The Town revitalized its online communications with multiple new online features. Using the News and Alerts Manager, the Town can keep its citizens up-to-date with the latest important notices and releases. Users can also subscribe to notices and individual web pages whenever updates are made to content. As well, the latest Town Facebook and Twitter posts are incorporated on the homepage.

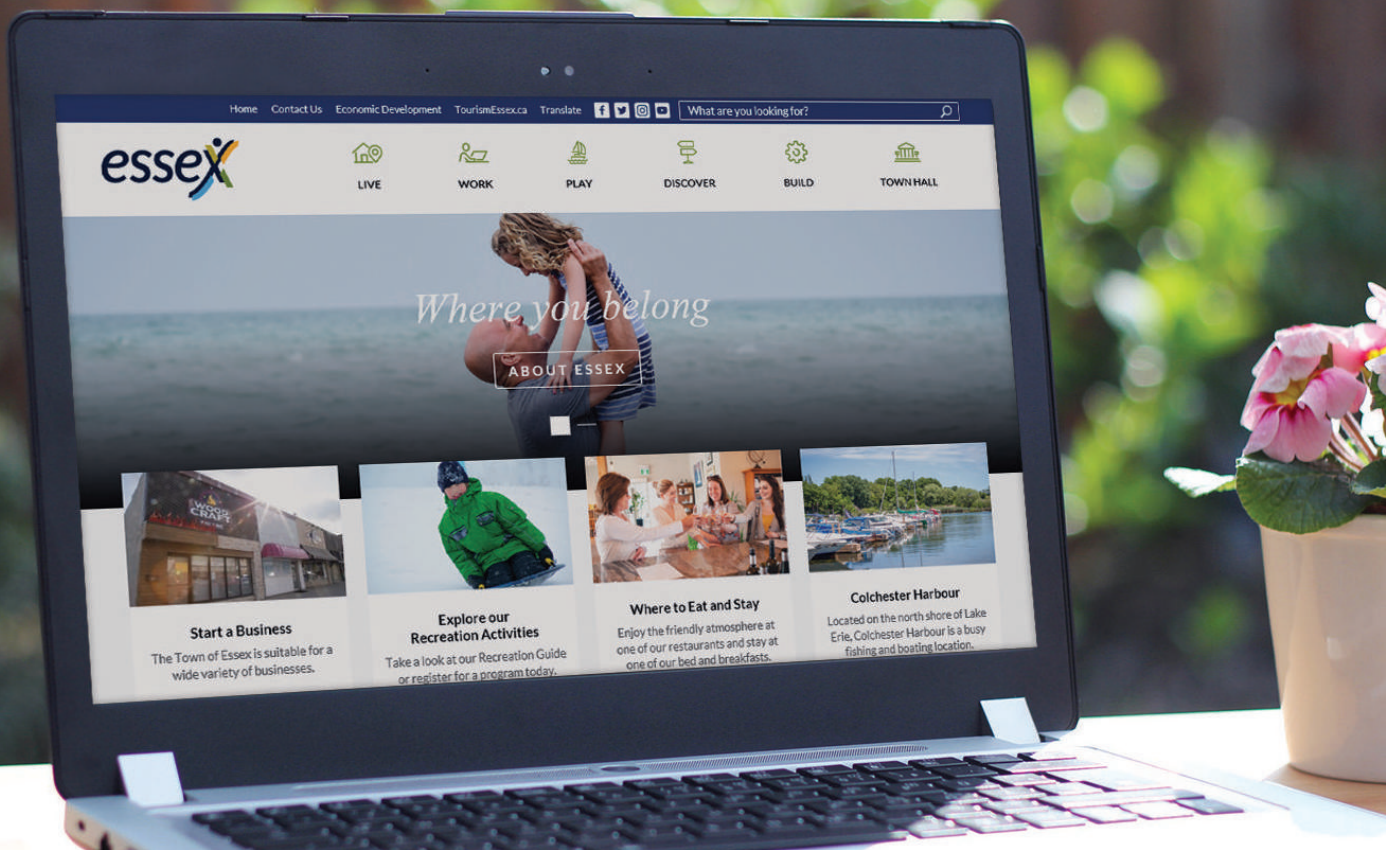
We facilitated a comprehensive sitemapping session with internal and external stakeholders to discover what site users are looking for out of the new website. This session outlined the priorities and needs of the community, determining the new navigational structure.

Using eSolutions' applicant tracking system RecruitRight, the Town can post jobs online, spend more time considering qualified candidates, hire faster and allow applicants to submit their qualifications anytime and anywhere from their mobile devices and desktop.

Advancing municipal services with modern and effective digital tools...

- ▶ A - Z Services Menu
- ▶ bids&tenders
- ▶ Interactive Calendar
- ▶ Photo Gallery
- ▶ Contact and Department Directory
- ▶ News and Alerts Manager
- ▶ Seamless social media integration
- ▶ Parks and Facilities
- ▶ Accessible, responsive forms
- ▶ i:Create content management system
- ▶ Sitemap consultation and development
- ▶ RecruitRight applicant tracking system





TOWN OF ESSEX

Town of Essex thriving in community growth and economic activity since the new website refresh

Surrounded by Lake Erie at the most southern tip of Ontario sits the Town of Essex, a municipality with progressive, business-minded residents and folks that cater to upbeat urban lifestyles and relaxed rural living. With prosperous farms, warm summers and inviting vineyards, the Town of Essex's people encompass the thriving heart of community .

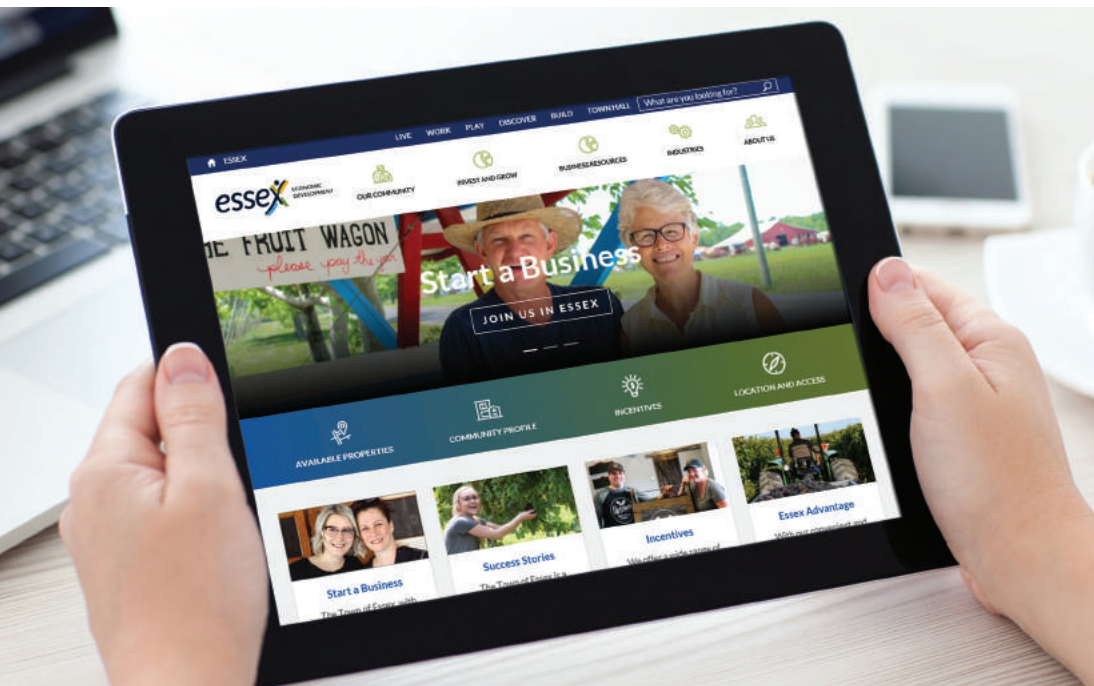
Seeing a digital gap in the municipality's full potential in its communications capabilities, the Town of Essex partnered with eSolutionsGroup to create a refreshed, responsive and accessible web presence.

www.essex.ca

GO LIVE DATE: September 6, 2019

"eSolutions provides a one-stop shop for corporate websites. They provide the guidance to help keep your project on track while making sure your needs are met. It was a pleasure to work with the eSolutions team!"

— Alex Denonville
Communications Manager
Town of Essex



We developed a brand new economic development based microsite for the Town of Essex that has led to Town staff better targeting new investors, entrepreneurs, and home and land buyers. JoinUsInEssex.ca supports further economic growth with a beautiful and intuitive landing page that showcases the municipality, an up-to-date lands and buildings database, local success stories and much more to inform audiences of economic opportunities.

CHALLENGE

As is often the struggle with many municipalities, the Town's previous website content had become cluttered and some services had become outdated. The Town of Essex was looking for a modern, refreshing presentation that showcased their town and made visitors want to stay.

The Town of Essex required a way to showcase all available lands and buildings and keep the database up-to-date with minimal manual effort. This would help attract potential homeowners, business owners and site selectors to this central, digital asset .

Requiring a way to connect with their different audiences through digital updates, Town staff needed a way to quickly and easily deliver information to different members of the community.

SOLUTION

The transformation of the new essex.ca website now displays intuitive digital services that can properly showcase the municipality. Equipped with smart navigation, a refreshed sitemap architecture and updated web content written to best practices, Town staff can help users confidently navigate the new site .

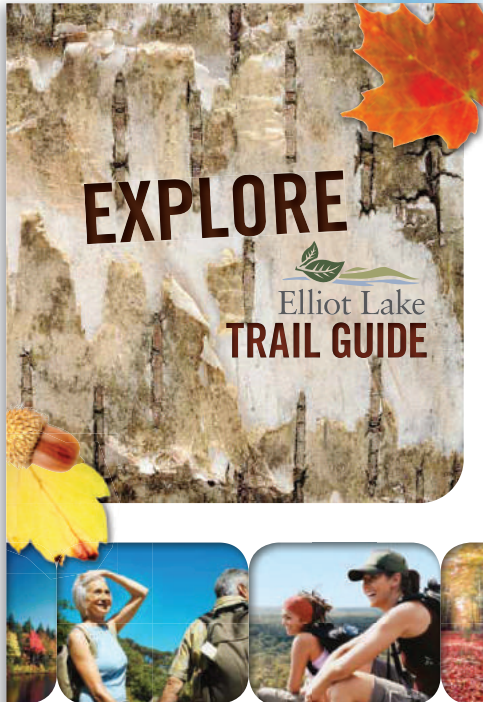
We added the popular Available Lands and Buildings tool to showcase various opportunities throughout the Town. Integrating with MLS (the multiple listings service), updates are made easily and quickly, and users can interact with the tool's listings, by viewing location, size, photos and price all in one place .

With the Town's News and Alerts Manager, and multiple news feeds that target different audiences, such as potential investors, residents and members of the media, the Town created multiple news item streams, such as corporate services, fire and rescue services, economic development activity and more. Users can also subscribe to the categories they are interested in.

The right digital tools to jumpstart your online presence...

- ▶ A-Z Services
- ▶ Available Lands and Buildings with MLS integration
- ▶ Interactive Calendar
- ▶ Contact and Department Directory
- ▶ Economic Development Microsite
- ▶ News and Alerts Manager
- ▶ Seamless social media integration
- ▶ Secure, Canadian based hosting
- ▶ Accessible, responsive forms
- ▶ i:Create content management system





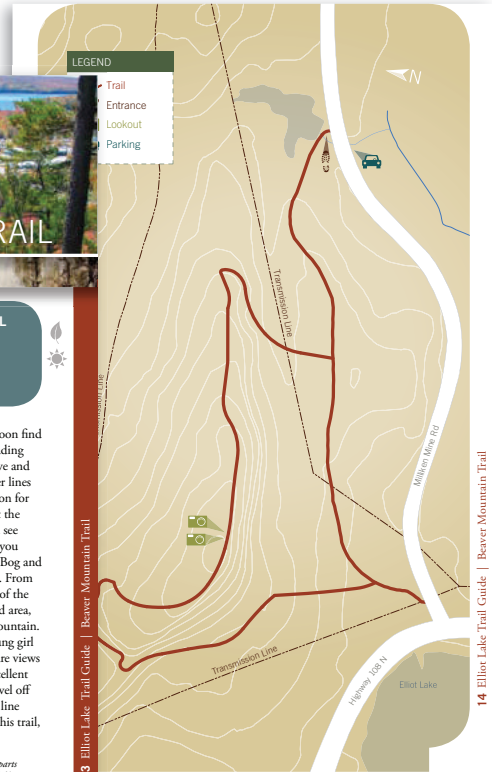
BEAVER MOUNTAIN TRAIL

LEVEL ONE (1) EASY, FAMILY-FRIENDLY TRAIL

13 km Duration: 1 – 1.5 hrs
 Starts from Sheriff Creek Sanctuary
 Sheriff Creek Sanctuary
 then cross the road to entrance

As you head following the maintenance road you will soon find a road on the right, about 400 metres along the trail, leading to the top of Beaver Mountain. The trail is quite distinctive and has white trail markers. You will pass under the power lines and forest, as you move uphill in an easterly direction for about 1 km. You will see a small rocky outcrop and start the trail. This section of the trail is about 1 km. You will see a valley away to your right. As you head into the Sherriff Creek Sanctuary with the Tamarack Bog and into Elliot Lake will come into view on your left. From the summit is about 200 m further up the trail, the view of the lake is outstanding. Behind the summit is a cleared area, and heading downward on the opposite side of the mountain. The "KELLY NORTHY TRAIL" after a brave young girl who wish was to climb the trail for the last time. There are views from that tower above you and, in winter some excellent "ice waterfalls". Once the trail starts to level off through upland woods and brings you to the power line trail. At this junction turn left, and proceed along this trail, you are back to your start point.

Northy Trail is narrow and winding. In places, it is quite steep, and parts are steep drop off. Good hiking boots must be worn and the use of a pole(s)



13 Elliot Lake Trail Guide | Beaver Mountain Trail

14 Elliot Lake Trail Guide | Beaver Mountain Trail





The City of Elliot Lake has an abundant network of walking, skiing and hiking trails that wind throughout natural terrain, along lakes and overlook scenic vistas. The trails are a source of recreation and tourism for the City and meet the varied needs of novice and experienced trail users.

SOLUTION

The first phase of the Trail Guide project was the requirement of a series of trail maps that combined realism with illustration, and accurately displayed the terrain surrounding the City's trails. Our graphic designers and GIS specialists worked with the City to model and render its trail maps using 3D Studio Max, which provided the flexibility to change angles or perspectives as required for future use. The dimensions for the terrain elevations were taken from GIS vector data. The textures were edited in Adobe Photoshop and Illustrator, and were based on satellite photography images.

The second phase of the project was to work alongside the Trail Guide Committee and its volunteers to design and develop a modern and visually appealing Trail Guide with the objective of encouraging the use of trails by all age groups and fitness levels year-round. The Trail Guide includes information that highlights the network of trails, 11 individual maps and descriptions, an overview map of the entire trail system as well as supplementary information on health, nutrition and outdoor safety.

eSolutions graphic designers used a scrap book-style approach that incorporates actual photographs and historic references to appeal to trail users of all ages, in all seasons. We

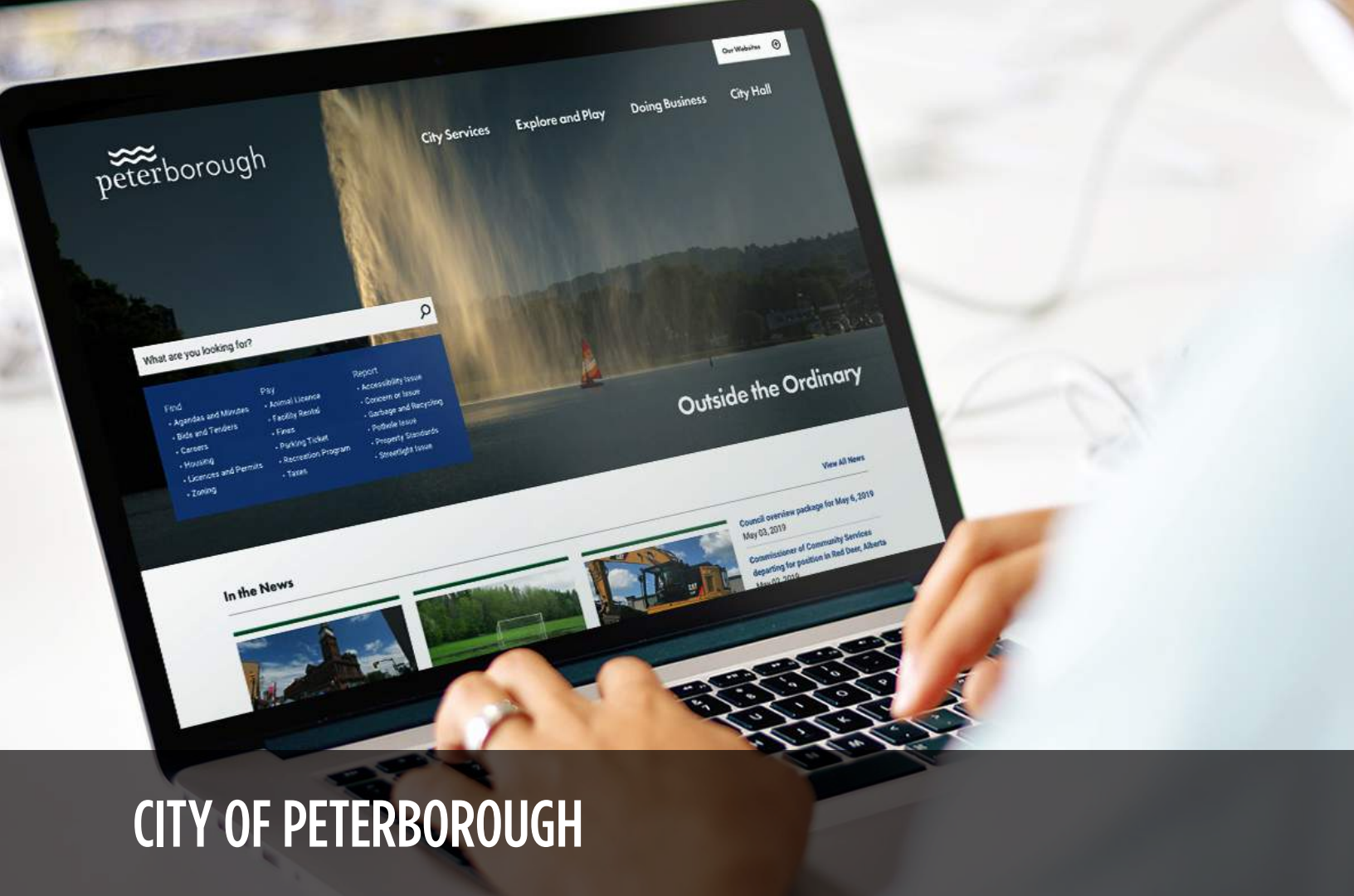
designed legend icons and recreated more user-friendly maps using the GIS maps created in phase one with a consistent colour scheme and feel, and included natural plants and animals indigenous to the Elliot Lake area, as accents to the text. eSolutions marketing and content writers edited the text for clear language and usability. The Trail Guide won a Marketing and Creative award in 2012 from the Economic Developers Council of Ontario.

SERVICES

The right people bring a solution to life. eSolutions provided City of Elliot Lake with:

- Graphic Design
- Custom Map Cartography
- GIS Analysis and Evaluation
- Publication Layout and Design
- Map Design using GIS Data
- Content Editing
- Print Coordination
- Photographic Editing

www.esolutionsgroup.ca



CITY OF PETERBOROUGH

City consolidates smaller, topic based sites to create one strong, singular online presence

Located on nature's doorstep, Peterborough, Ontario serves as the gateway to cottage country. Host to a thriving arts and culture scene, several parks and trails, and a growing business community, Peterborough's rich history and hundreds of festivals and events keep its residents and visitors connected and engaged.

The City partnered with eSolutionsGroup to develop a brand new municipal website that incorporated content from multiple previous sites. The result is a fully responsive and accessible online solution.

www.peterborough.ca

GO LIVE DATE: April 26, 2019

"eSolutions was a terrific partner to create this brand new website. The team kept us in the loop and on track through the intensive development process, and offered solutions that went beyond our expectations. We can now provide comprehensive digital services to our residents thanks to their expertise. Thank you for a great experience!"

— Brendan Wedley,
Manager of Communication Services,
City of Peterborough

Because the City of Peterborough had multiple smaller sub-sites that needed to be consolidated into its corporate site (such as the airport, fire services, marina and transit), we created and provided three reusable landing page templates with five different themes. Now, the City can present each topic with a professional design that introduces users to content through smooth, intuitive navigation all in one place.



CHALLENGE

Looking for a new website content management system (CMS) that would be easy for non-technical staff to use, the City of Peterborough have multiple content contributors. They needed an easy and intuitive system to update and maintain the site, and training for those who would be using the CMS on a consistent basis.

The City sought an easy, digital method for residents to request a large item pickup for disposal as a part of its garbage and recycling services. Users needed to be able to complete a form with direct workflow in notifying waste staff with location and time information.

Already using several third-party applications and integrations, the City of Peterborough needed the new site to integrate smoothly with these applications, without sacrificing the website's consistent look and feel. Users required an easy transition between web pages.

SOLUTION

We implemented the intuitive i:Create CMS. i:Create is an easy, yet powerful content management system that allows content contributors to make changes through a simple what-you-see-is-what-you-get (WYSIWYG) editor. Requiring no external downloads, i:Create fully puts the power back in staff's hands.

Our digital Bulky Item Pickup tool allows residents to schedule a pick-up with the City's waste collection services. Incorporating e-commerce to allow for payment, the form is sent directly to the appropriate staff members, with all necessary information gathered in one place.

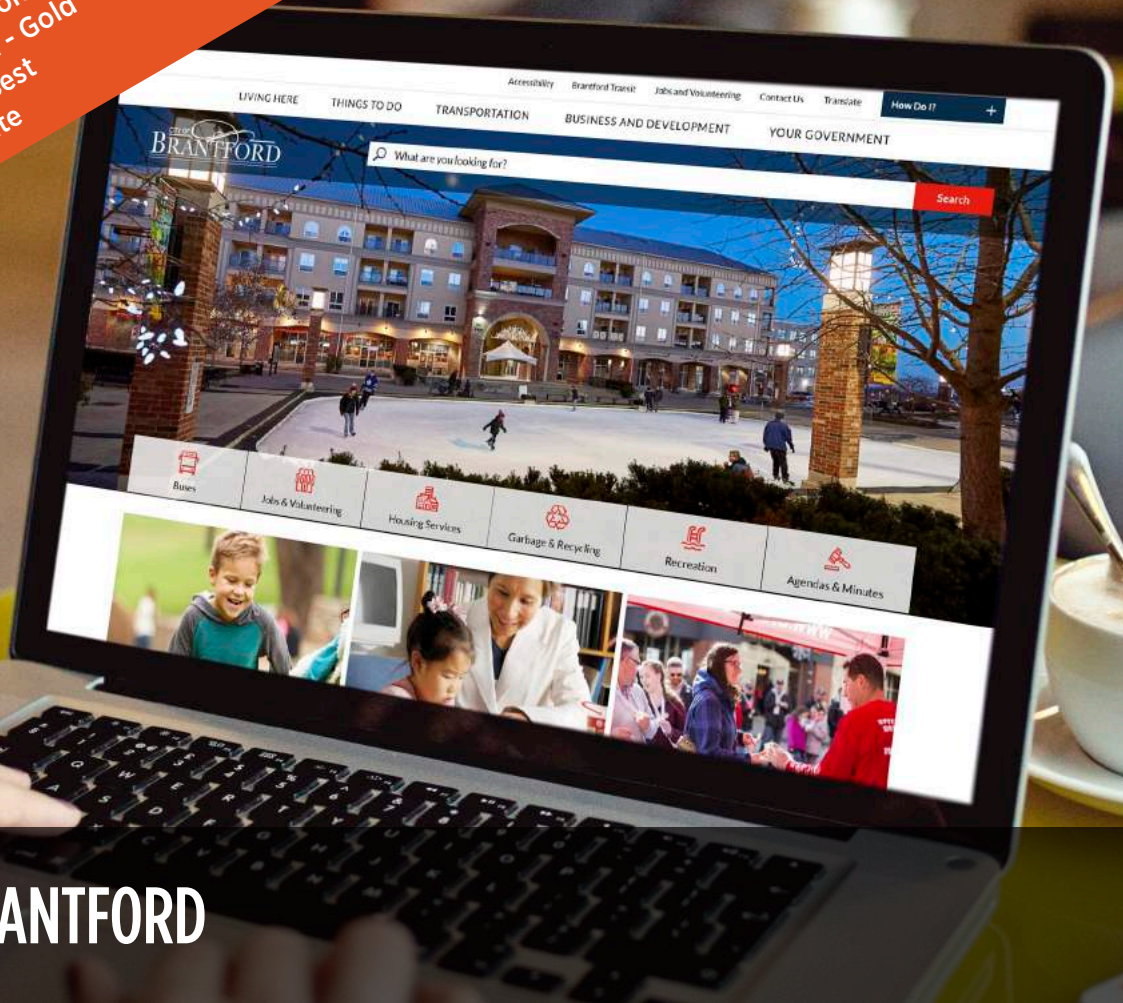
We seamlessly integrated with multiple applications to create the new peterborough.ca, all with a singular look and feel. This included ArcGIS (interactive mapping), eSCRIBE (meeting management software), PerfectMind (membership management), and Vailtech (billing).

Digital tools that provide two-way communication for municipalities and their users

- ▶ bids&tenders
- ▶ Bulky Item Pick-up
- ▶ Interactive calendar
- ▶ Themed landing pages
- ▶ Municipal tax calculator
- ▶ Contact and department directory
- ▶ Extranet (secure pages)
- ▶ Seamless social media integration
- ▶ Writing-for-the-web training
- ▶ Marriage Application
- ▶ Tax certificates
- ▶ Donation form with tax receipt
- ▶ News Manager and emergency bulletins
- ▶ Accessible, responsive payment forms
- ▶ i:Create content management system
- ▶ Sitemap development



2019 Hermes Award - Gold
2019 dotCOMM Award - Gold
2019 WebAwards - Best
Government Website



CITY OF BRANTFORD

Interaction between Brantford residents and municipality better than ever thanks to new website and microsities

The historic City of Brantford can be found in southwestern Ontario, situated along the majestic Grand River. Brantford is a vibrant urban area, filled with opportunities to learn about Canada's heritage, explore the performing arts, taste local culinary delights, shop in a bustling downtown, and much more.

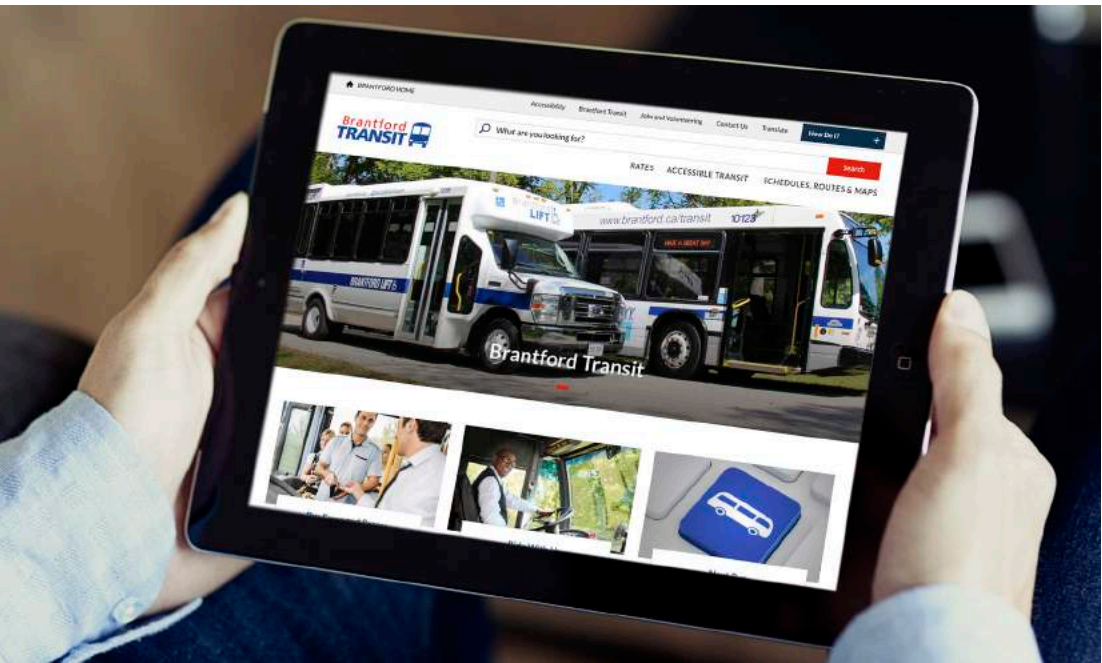
Seeking to update its online presence to boost digital citizen engagement, the City partnered with eSolutionsGroup (eSolutions) to create the brand new brantford.ca and associated microsities.

www.brantford.ca

GO LIVE DATE: February 12, 2019

“Working with eSolutions Group to redevelop the City of Brantford website was an exceptionally positive experience from start to finish. Every member of their extensive and talented team was extremely knowledgeable, responsive and a pleasure to work with. Given the size and scope of the project, we could not have selected a more committed or qualified partner.”

— Maria Viscocchi,
City of Brantford



We created a completely new Brantford Transit microsite, designed from the ground up to serve transit riders and keep the main site's look and feel. Using the microsite, accessible from brantford.ca's homepage, users can learn about bus fares and ticket information, bus rules, accessible transit options, schedules, routes and maps, and real-time next bus information. The microsite maintains brantford.ca's consistent, clean and modern look and feel. We also created microsites and standalone sites for Brantford Careers, Fire Department, Economic Development and the Wayne Gretzky Sports Centre.

CHALLENGE

Looking to showcase its many standout parks, playgrounds and facilities, the City of Brantford needed a solution that could easily display all options to users in a visual and convenient way. Residents needed to be able to see where the facilities are and what features are available at each one.

Anticipating various online residential requests for City services, such as paying bills, submitting business/licence applications and reporting issues, the City required a solution that could bring these options together.

The City of Brantford needed a digital method to collect bulky item pickup requests from its residents, such as refrigeration appliances, metal equipment and fencing, wood and tree limbs, broken glass, window panes, and more. The solution needed to be smooth, intuitive and capable of directing requests to staff and waste operators.

SOLUTION

Pulling from Brantford's Geographic Information System (GIS), we implemented our Parks and Facilities page. This offers users an interactive map alongside a complete listing of facility names, descriptions, photos, addresses, hours of operation and contact information.

Our "How Do I?" web tool lets users scan from a list of common citizen requests, such as registering for programs, volunteering, requesting a city service and booking a facility. This function allows online navigation to be simple and effective.

We implemented a Bulky Item Pickup function, allowing residents to submit an application for home waste pickup. This tool pulls from GIS for mapping and address input, and integrates with Moneris payment. The tool also tracks requests and sends automatic email confirmation directly to the City's contractor for easy workflow.

A smooth municipal experience starts with utilizing the latest technologies

- ▶ Business Directory
- ▶ By-Law Manager
- ▶ bids&tenders
- ▶ Interactive calendar
- ▶ Photo Gallery
- ▶ News and Alerts Manager
- ▶ Parks and Facilities database
- ▶ Seamless social media integration
- ▶ "How Do I?" directory
- ▶ Secure, Canadian based hosting
- ▶ Accessible, responsive payment forms
- ▶ i:Create content management system
- ▶ Writing-for-the-web training
- ▶ Parser and API training
- ▶ Microsite development
- ▶ Bulky Item Pickup tool





2019 Hermes Award - Gold
2019 APEX Award of Excellence

ADVANTAGE BRANTFORD

A cutting edge website gives Brantford a competitive advantage to attract new business and investment

Located in the heart of southern Ontario, the City of Brantford is strategically placed close to major North American markets. The community's population has seen a steady growth rate in recent years and is always welcoming new businesses, residents and visitors.

In order to support the growing municipality, Brantford's Economic Development team partnered with eSolutionsGroup (eSolutions) to create a new website that works to attract new investment, deliver business data, and engage with key stakeholders in the community.

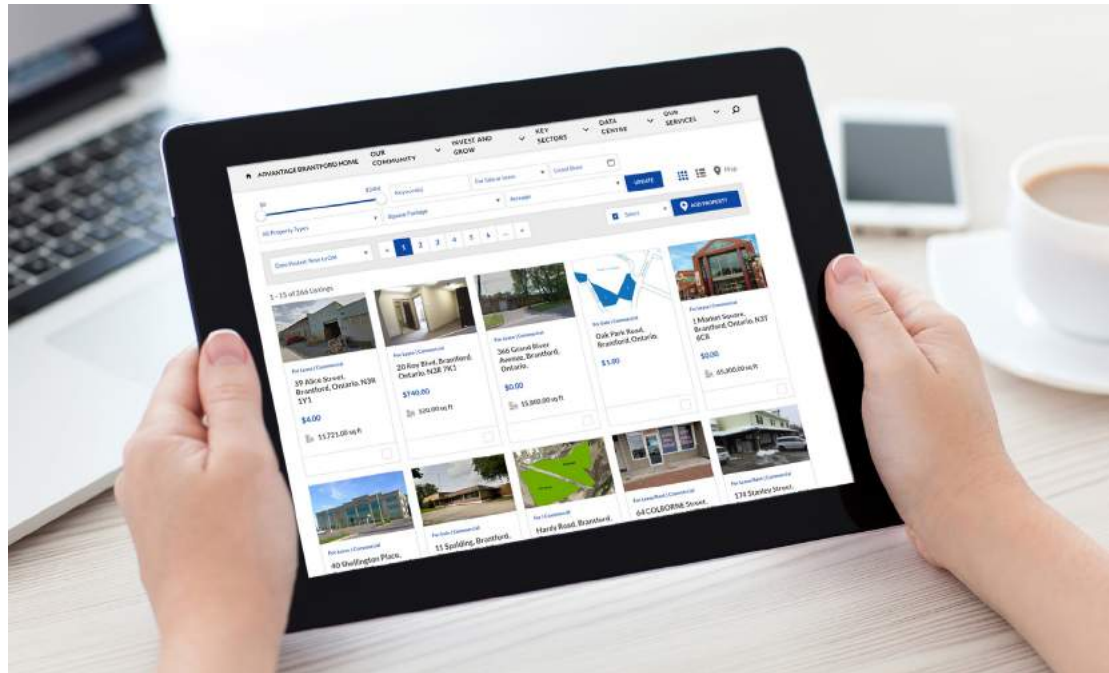
www.advantagebrantford.ca

GO LIVE DATE: February 12, 2019

"The eSolutions team provided outstanding service and support throughout the entire project."

— Kevin Dekok,
City of Brantford Economic
Development Officer

The Brantford Economic Development website includes an Available Lands and Buildings feature that helps connect businesses and site selectors with suitable locations. This powerful tool simplifies the selection process and provides comparative data that assists with decisions surrounding relocation and cost analysis.



CHALLENGE

Advantage Brantford is the primary online source of information for potential investors and businesses looking to relocate. The team sought a modern design and a solution that was easy to navigate, while serving key stakeholders and users.

In order to provide a seamless experience for visitors, the Brantford Economic Development team required an updated application to show off Brantford's many available site locations for sale or lease. The solution needed to be accessible, easy to find and compatible on all devices.

Staff needed to know how to easily use their new content management system (CMS). The CMS had to be intuitive and powerful enough to showcase everything Brantford has to offer. They did not want maintaining content to be an unpleasant chore.

SOLUTION

The new Advantage Brantford, built in eSolutions' i:Create CMS, provides a reliable and accessible digital experience. With simplified content management, a design that updates Advantage Brantford's look and feel and a homepage with scrolling high resolution images, the city's digital presence shines like never before.

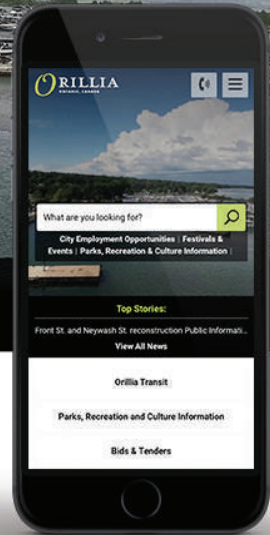
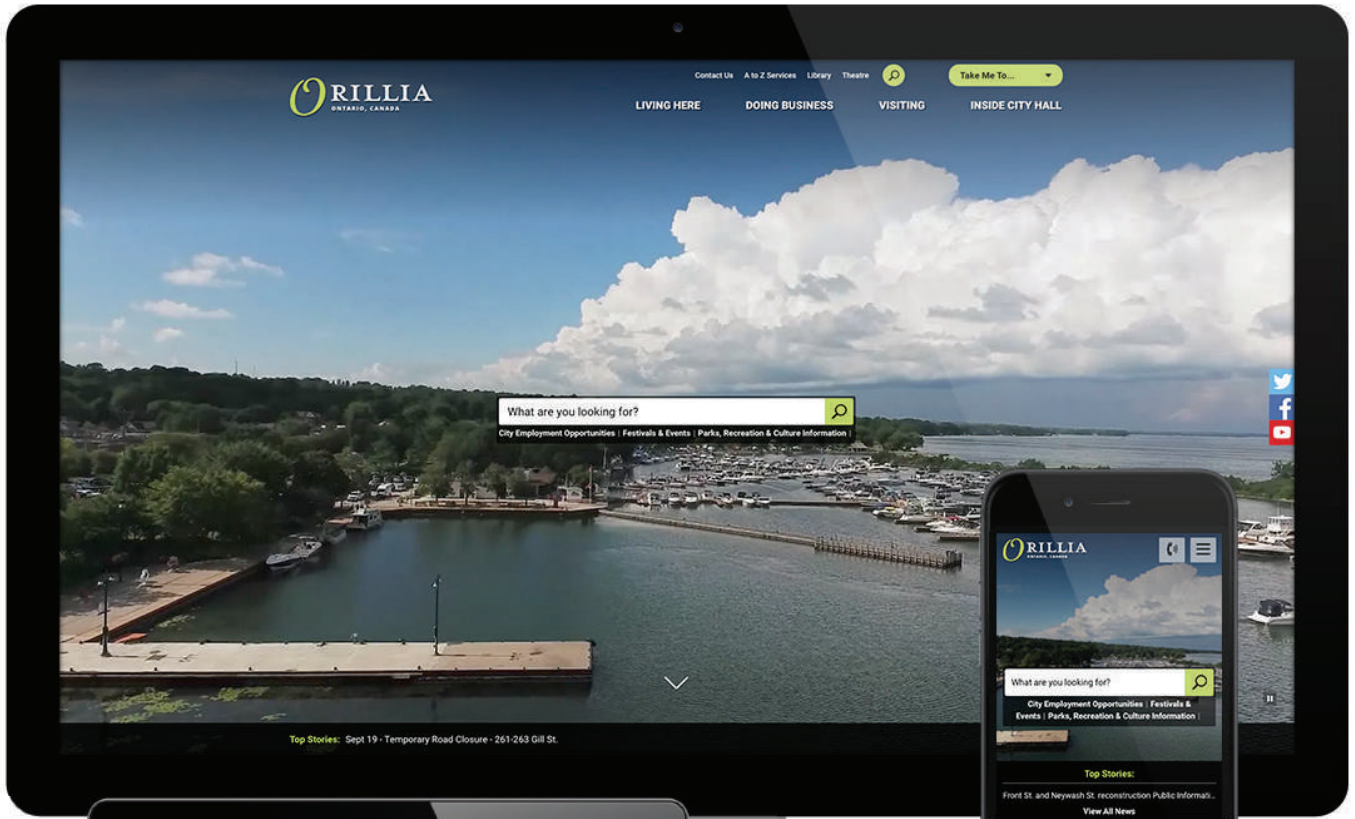
Integrating with the city's multiple listings service (MLS), eSolutions added the Available Lands and Buildings solution, providing a comprehensive site inventory. The new website also features a business directory and news tool that showcases local business news and information.

Our team provided in-depth training sessions, including i:Create and Writing-for-the-Web training, ensuring future content is accessible, simple, and applicable.

Digital tools that provide a foundation for strong growth

- ▶ Available Lands and Buildings
- ▶ Business Directory
- ▶ i:Create Content Management System
- ▶ Document management
- ▶ News and Alerts Manager
- ▶ Writing-for-the-web training
- ▶ Secure, Canadian based hosting
- ▶ Accessible, responsive forms
- ▶ Advanced Layout Builder
- ▶ Expert sitemap development
- ▶ Google Translate





www.orillia.ca



Located in Simcoe County between Lake Couchiching and Lake Simcoe, the **City of Orillia** is home to approximately 20,000 residents. Also known as, “The Sunshine City”, the City of Orillia attracts many tourists to its large waterfront, annual festivals, and its opera house.

THE CHALLENGE

Introduce a new content management system (CMS) that facilitates the creation, organization and editing of content by staff

Introduce an engaging, visually appealing design that complements the City’s brand, vision and values

Improve visual aspects of the website and modernize the underlying technology to support multiple devices using different operating systems

Offer citizens self-service opportunities by improving website navigation, allowing users to find the information they need quickly and easily

Improve customer service through communication tools such as polls/online voting, surveys, forms that can be created and managed through the CMS

Comply with WCAG 2.0 accessibility standards and meet W3C guidelines for accessible content

THE SOLUTION

Use of i:Create, a user-friendly CMS that allows staff to input, edit and maintain content easily and efficiently

A consistent look and feel throughout the entire website, including seamless integration of existing and new applications for strong brand representation and an uninterrupted user experience

Responsive web design that integrates seamlessly across all devices and screen sizes

Implementation of topic-based landing pages that centralize information related to specific audiences (Transit and Parks, Recreation and Culture)

Integration of Form Builder, a secure form building tool used to create simple forms for feedback, to submit online reports, participate in surveys, and to subscribe to news updates

Use of accessibility training for City staff (Writing for the Web) and an accessibility checker built into the CMS, ensuring content meets WCAG 2.0 Level AA standards

OUR PRODUCTS AND SERVICES

- ▶ Website design and development
- ▶ i:Create CMS
- ▶ Business directory
- ▶ News Manager
- ▶ Parks and Facilities module
- ▶ Calendar module
- ▶ Form Builder
- ▶ Bylaw module
- ▶ eBook module
- ▶ Landing pages with theming
- ▶ Writing for the Web training
- ▶ Analysis, focus groups and surveys
- ▶ Hosting, Tier 3 Data Fortress
- ▶ AODA Accessible and compliant

“The project was managed so well that there were no challenges. The weekly meetings kept everyone on track and ensured that deadlines were met. eSolutions was more than accommodating and gelled well with our internal team.”

— Marsha Hopper, Application Support Technician, Business Analyst

GO LIVE DATE: September 6, 2017



CITY OF DRYDEN

Answering countless community needs with one easy-to-navigate solution

With 8,000 residents, a number of high priority goals and just one budget to work with, the City of Dryden needed a website that would cover all its bases. Economic development and online bidding. Tourism and local business. Police and fire services. Plus, all the information its diverse audience needs at its fingertips – from first-time homeowners learning about garbage removal to visitors planning a hike in Aaron Provincial Park.

Coordinating so many needs under one roof is a challenge for many small municipalities. eSolutions answered the call with a robust

www.dryden.ca

GO LIVE DATE: December 18, 2017

online solution that delivers easy, clear navigation, so managing big content isn't a big headache.

Our process involved Dryden citizens in the website design process from the start through sitemapping focus groups that laid the foundation for intuitive website navigation, as well as content that delivers on everything users need.

Now everyone using the website can find what they're looking for quickly and easily. And the City can continue living up to its commitment to open government, with a transparent two-way channel of communication.

Digital tools are powerful, but training your team how to use them is even more powerful! Our training and accessibility workshops helped Dryden staff get the most out of their new i:Create content management system (CMS) and Recruit Right applicant tracking system (ATS). Now they can take full advantage of endless productivity-boosting features.



CHALLENGE

When online services are hard to find, it can put an unnecessary strain on the busy workloads of municipal staff. The Dryden website was poorly organized with minimal search capabilities, meaning citizens struggled to find information on their own.

One of Dryden’s digital goals was to increase citizen engagement through online communication tools such as polls, online voting, surveys and forms. Along with being very difficult to execute with their existing CMS, the channels were no longer compliant with WCAG 2.0 accessibility standards and W3C guidelines for accessible content.

For a small Human Resource department, hiring for vacant positions was primarily a manual task. Dryden was actively searching for a tool that could streamline the hiring process and give its HR team better tools to get the right people in the door.

SOLUTION

The new website features user-friendly navigation based on the results of our sitemapping focus groups. In addition, the “I want to” menu on the home page centralizes information by allowing website visitors to quickly jump to information.

The new website makes community engagement easy with Form Builder, a tool for collecting information and feedback online. Integrated with eCommerce, it also provides a secure way to receive payment.

Dryden staff now have an accessibility checker built right into our i:Create CMS to ensure content meets WCAG 2.0 Level AA standards.

Recruitment processes are streamlined with our accessible, mobile friendly RecruitRight ATS. The HR team benefits from a more manageable workload, with automated steps and reusable content.


Tools and features that deliver on every need


- ▶ Available Lands and Buildings
- ▶ Interactive Calendar
- ▶ Contact and Department Directory
- ▶ Online feedback and polling
- ▶ News and Alert Manager
- ▶ Accessible, Responsive Payment Forms
- ▶ i:Create Content Management Solution
- ▶ Recruit Right – Applicant Tracking System
- ▶ Parks and Facilities
- ▶ Writing for the web training
- ▶ Content Writing Services
- ▶ AODA Accessible and compliant



APPENDIX C – VALUE-ADD RECOMMENDATIONS

eSolutions is pleased to present the following optional value added software and services. We are happy to provide further information, or demos, for any of the following.

MODULE	DESCRIPTION
	<p><i>"Your Municipality. Their Interests. One Portal."</i></p> <p>Give your residents a personalized online municipal experience with a single sign-on portal that brings all the community information they care about into one convenient place. From individual property tax and utilities data to emergency alerts, to snow removal updates and personalized event recommendations – it's the experience today's citizens demand.</p> <p>With Citizen Portal, use existing user data, interactions and browsing habits to tailor approved dashboard content and help citizens engage with their community on a convenient, easy and personal level. Integrating with more than three dozen applications and widgets, each citizen's one-stop dashboard will reflect their own interests and provide geolocated neighbourhood information.</p> <p>Key Advantages:</p> <ul style="list-style-type: none"> ▪ Secure login using Google, Facebook or other platforms through LoginRadius SSO Identity Management ▪ More than three dozen widgets available for personalized dashboard, including: <ul style="list-style-type: none"> ○ My property tax and utilities ○ News, notices, alerts and subscriptions ○ Event and program registrations ○ Service disruptions ○ Road closures and construction updates ○ My councillor and voter look-up ○ Report a problem and bylaw complaints ○ Waste, bulky item and leaf collection dates ○ Snow removal status and snow events ○ Real-time transit stops and times ○ Volunteer and employment opportunities ○ Parks, fields and facilities close to me ○ Service requests ○ Permits ○ Bylaw reporting ▪ Smart city integration: Information and statistics relevant to the user, including: <ul style="list-style-type: none"> ○ Parking availability near me and traffic statistics ○ Energy and individual hydro usage ○ Water and air quality in my area ○ Upcoming construction events ○ Asset management data (streets, trees, sidewalks, sewers) ○ MLS integration (demographics, earnings, walk score data)

	<ul style="list-style-type: none"> ○ Video CCTV ▪ Operations dashboard option for your staff ▪ Economic development dashboard option for your businesses and potential investors ▪ Integrates into your existing website <ul style="list-style-type: none"> ○ Compliant with legislative accessibility requirements (WCAG 2.0, AODA, ADA)
	<p>Recruit Right</p> <p>Recruiting great job candidates can be a constant challenge. From sorting through the stack of resumes to scheduling interviews and follow-ups, finding the perfect person to join your team is overwhelming.</p> <p>eSolutions RecruitRight web-based application takes your recruitment system online. Highly customizable to your organization, you can create an online job postings portal and fully manage the hiring process the way that works for you.</p> <p>With RecruitRight, you will save time and money by creating efficient workflows and tracking processes so you can focus on finding the talent you need.</p> <p>Key Advantages:</p> <ul style="list-style-type: none"> ▪ Centralize your recruitment process with one system for all staff ▪ Online 24/7 – requires no software installation to your environment ▪ AODA compliant ▪ Fully configurable system – make it work within your existing recruitment workflow ▪ Integrates into your existing website ▪ Eliminate staff hours by providing them with features to speed up the recruitment process <ul style="list-style-type: none"> ○ Copy previous postings ○ Export all resumes and cover letters ○ Review resumes online and provide instant feedback ○ Book and track interviews ○ Generate reports automatically ○ Manage applicant test dates, reference checks, background checks and offer letters ○ Make use of built-in question libraries ○ Flag disqualified responses ▪ Quickly identify top candidates using prescreening scoring questions ▪ Fully unlimited system, no hidden or extra fees. No limits on the number of users, job postings or applicants ▪ Facilitates quick metric reporting on every position to meet immigration regulatory guidelines for LMIA's (Labour Market Impact Assessments) ▪ All staff can collaborate directly within the system – all documentation and workflow tracking is built-in ▪ Contribute to the product community and see your suggestions implemented in the coming months



City Services

City Services <https://www.greaternapanee.com/en/town-services.aspx>
<http://www.cambridge.ca/en/city-services.aspx>

Help users discover the various services offered by their municipality through the City Services module – a unique visual representation of city service categories, organized into an interactive map.



2BIG4EMAIL

<http://2big4email.craworld.com/en/uploadfiles.aspx>

Secure transfer of single or multiple large files

Key Features Include:

All files are hosted in our Canadian Data Centre

Flexible, web-based application and requires no software installation

Upload multiple files simultaneously

Tracks who, when and the number of times a file is downloaded

Set permissions for who can send and receive files

Expire or delete uploaded files

View history of uploads



Live Chat Module | Responsive support in real-time

<http://www.pickering.ca/en/cityhall/LiveChat.asp>

Key Features include:



- Offers instant, real-time chat
- Immediately chat with a representative who can answer questions in real-time
- Indicator shows when the operator is ready and present
- Manage multiple chats simultaneously
- Simple reports summarize chat metrics



SEO | Search Engine Optimization and Tracking

Search Engine Optimization - improve the visibility of your website or a specific web page in a search engine's results.

Analytics Reporting – Web statistics will provide insight into both the short and long term success of your strategy and provide the base information to react quickly to

	<p>market shifts and opportunities with ongoing statistical tracking, analysis and consultation.</p> <p>Courses: www.events.esolutionsgroup.ca</p> <p>Search Engine Marketing – guarantee that your website will appear in the top results for any keywords you choose to target</p> <p>Social Media – Easily share events, information and services while improving your ability to interact with and serve the public.</p> <ul style="list-style-type: none"> ▪ Policy Development ▪ Social Media Strategy
	<p>Bulky Item Pickup</p> <p>Ever had a large, bulky item that you'd like to throw away but can't take to the landfill on your own, like an old fridge or mattress? Well, we're proud to have co-created an easy, online solution that allows you to do just that! With the new City of Brantford Bulk Pickup Module—launching alongside the new brantford.ca—the digital tool allows citizens to request to have their large household items and appliances picked up on their regular waste collection day.</p> <p>For residents, it's as simple as submitting your home address, email address and listing the bulk items through the City's website. Then you simply leave your item(s) curbside on the scheduled date. It couldn't be easier! And for the City, staff can easily manage all aspects of the scheduled pickups, send email confirmations and track all requests throughout the year. Automatic lists of requested daily pickups are also emailed directly to the contractor.</p> <p>To develop this handy module, we leveraged web services developed by City staff providing valid GIS addresses to identify multi-residential locations, businesses and garbage collection zones. The bulk pickup program permits residents to schedule pickups twice a year—once in the first six months, and a second time in the last six months. The module was developed to manage scheduled pickups for each address to ensure compliance with the regulations of the program, generate daily reports, and send timed reminder emails to residents.</p>
	<p>Parking Ticket Administration</p> <p>Streamline the process of administering parking tickets and provide residents with the convenience of paying online all through one centralized application. From ticket administration and printing to receiving payment or handing-off to the court system, all of your data and tasks can be managed in one place.</p> <p>Take a walk through the Parking Ticket Administration process in the following preview: http://preview.esolutionsgroup.ca/parkingtickets/</p> <p>Key features include:</p> <ul style="list-style-type: none"> ▪ Ability for by-law enforcement officers to issue tickets, and save ticket information on-the-go from a mobile device

- Ability to add notes on issues tickets to track any customer interactions that occur between issuance and payment or hand-off to the court
- Ability for users to look up and pay for their parking ticket online via a PCI compliant payment gateway. Payments will be attributed to the parking ticket in the back-end so you can report on unpaid tickets
- Export of data for issued tickets that can be sent to the Ministry of Transportation (MTO), and ability to import the information provided back by MTO
- Ability to generate printable Notice of Impending Conviction letters for all tickets outstanding after a certain # of days
- Certificate requesting conviction report that can be sent to the court for all outstanding unpaid tickets issued within a specified date range

Detailed reporting so you can review tickets issue by Officer, Location, and Violation Type as well as payment history

Bylaw Ticketing Administration

Streamline your administrative processes and provide residence with the convenience of paying Part 1 Provincial Offence fines online through the same centralized application where parking tickets are paid.

Key features include:

- Ability for by-law enforcement officers to input issued tickets into the online management system for tracking and payment.
- Ability to add notes on issued tickets to track client interactions.
- Ability for users to look up and pay for their Part 1 Provincial Offence tickets online via a PCI compliant payment gateway. Payments are attributable to the Part 1 Provincial Offence ticket in the back-end so that you can easily report on unpaid tickets.
- Ability to override a set-fine amount and due date for a given ticket, based on negotiations taking place during the AMPS process.
- Ability to generate printable reports of unpaid tickets to be handed off to treasury / collections
- Detailed reporting so you can review tickets issued by Officer, Location and Violation Type, as well as payment history.



Winter Roads

eSolutions has co-created a new module with the Town of Ajax for winter snow clearing - the Ajax Plow Map (<https://lnkd.in/eBNKhMR>). The map gives citizens real-time information on snowplowing routes for roads and sidewalks, and keeps up with the Operations Department that patrols the roads 24/7. You can't get more accurate than that. To create the Ajax Plow Map, we worked with the Town and with Fleet Freedom, who had an existing API for GPS tracking. We leveraged this to create task mapping, which allows the Plow Map to pull-real time info about where trucks are plowing and provide updates via the web. Ajax citizens can now see an estimated start and end time for routes anywhere the Town plows. The map is interactive and even shows exactly how many road and sidewalk plows are in service at any given time. The best part is that it's responsive, so it can be viewed on any device. There's also multiple ways to use it, such as searching by address or location or even time period (e.g. past 8 hours, past 24 hours), which allows people to find specific snow clearing updates in real-time, 24/7.



Available Lands and Buildings | Promote your location, location, location

<http://www.leedsgrenville.com/en/landsbuildings/searchform.aspx>

Key Features include:

- Flexible web-based systems
- Search land and buildings using keywords
- Listings can include property name, address, telephone, fax, website, map, photographs, price and site details



Municipal Consent

Take your municipal consent application (MCA) process online with Municipal Consent. Paperless, efficient and transparent, easyConsent makes it easy for organizations to apply for municipal consent. easyConsent lets you track and manage municipal consent applications, while external vendors are able to register and make document revisions to their online application in a 24/7 environment. Everyone will be able to see the flow and status of the application – in real-time. Once permits are granted, an interactive mapping component will track all projects, so everyone at your organization and all vendors can see all projects at all time. That means greater efficiencies for everyone.

Key Features:

- External vendors can register on your website to apply online and make document revisions to their existing applications anytime, anywhere they have an Internet connection
- Both you and the applicant can see the application's status in real-time.
- After a permit is granted, the project is added to an interactive map. Tracking all ongoing and future projects on one map means everyone at your municipality and all vendors are in the loop.
- When you decide to go with easyConsent, eSolutionsGroup sets up and installs the software and trains your staff on-site.
- You manage the easyConsent process internally with minimal technical support from us required into the future.
- Ongoing costs include a fee per approved MCA.



Vendor Pay (FREE for client all modules and no licensing)
Training only

bids&tenders core platform includes a web hosted system that provides staff with ability to manage the bid posting process from start to finish. The package includes a public facing vendor portal where the bids, addenda and all other associated bid details are posted for the end users and vendors to see. Vendors can create an account, manage their account and register for bids online. After registration, vendors will be able to download and view the bid documents. The software includes several automated notifications and process management. We have over 200 public agencies in Ontario alone.

Key Features:

Bid Management

- Create and manage bid postings.
- Schedule bids to publish and close automatically
- Upload an unlimited of bid documents and addendum documents
- Enable document preview feature
- Ability to charge a fee for documents (optional)
- Team Member Management
- Bid / Site Meeting Management with integration to Outlook calendar (.ics)
- Publish Plan Taker List
- Publish Bids Submitted List
- Publish Award List with values
- Track Plan Takers, Document Downloads and Addendum Downloads
- Online Addendum Acknowledgement
- Create public, pre-qualify and private/invitational bids
- Full tracking on audit history
- All emails are logged and tracked and can be viewed and resent from system
- Ad hoc reporting
- OMBI (Ontario Bench Marking Initiative) Statistic reporting
- Automated Email Notifications (to vendor and/or staff)
- New bid opportunities (by commodity category)
- Addendum Notices
- Site Meetings
- Bid Status Changes
- Award Letters
- Regret Letters
- Custom Template Emails

System Administration - A fully configurable system!

- Manage Drop Down Lists, Bid Categories, Departments etc.
- Create and Manage Email Templates and Settings (over 40 templates)
- Create and Manage the public interface (content, branding, workflow)
- Manage eCommerce settings (GL Accounts, values, taxes, payment gateway)
- Create and manage users, groups, and permission and workflow settings

Public Vendor Portal

- Personalize vendor dashboard

	<p>View all bids by status View details of bids (plan takers, bids submitted, award details) Profile Management Ability to upload WSIB and insurance documents Ability to upload contract details Subscribe to bid categories Ability to submit bids online Vendor Dashboard for self-management</p> <p>No Bid Response Survey and Tracking Ability to create automated surveys for vendors that did not submit Reporting on no bid response reasons Alerts for no bid notifications</p>
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esolutionsgroup.ca

The Corporation of the City of Temiskaming Shores

By-law No. 2020-054

**Being a by-law to amend By-law No. 2009-161
to regulate the sale, display and discharge of fireworks and
firecrackers in the City of Temiskaming Shores**

Whereas Section 121 of the *Municipal Act, 2001, S.O. 2001, c. 25*, as amended provides that a local municipality may prohibit and regulate the sale of fireworks and the setting off of fireworks, and further that a by-law may prohibit those activities unless a permit is obtained for those activities and may impose conditions for obtaining, continuing to hold and renewing the permit, including requiring the submission of plans;

And whereas the Council of The Corporation of the City of Temiskaming Shores has adopted By-law No. 2009-161 on the 16th day of March 2010 regulating the sale, display and discharge of fireworks and firecrackers in the City of Temiskaming Shores;

And whereas the Council of The Corporation of the City of Temiskaming Shores deems it necessary to amend By-law No. 2009-161;

And whereas Council considered Memo No. 001-2020-PPP at the May 19, 2020 Regular Council meeting and directed staff to prepare the necessary by-law to amend By-law No. 2009-161, to restrict the discharge of fireworks during a Municipal Fire Ban or a Provincial Restricted Fire Zone, for consideration at the May 19, 2020 Regular Council meeting;

Now therefore the Council of The Corporation of the City of Temiskaming Shores hereby enacts the following as a by-law:

1. That Council hereby amends Schedule "A" to By-law No. 2009-161 being a by-law to regulate the sale, display and discharge of fireworks and firecrackers in the City of Temiskaming Shores, by adding Section 3.3 viii) which reads:

No person shall discharge any *consumer fireworks* when a Municipal Fire Ban or a provincial Restricted Fire Zone declaration is in effect.

2. That this by-law shall come into force and take effect on the date of its final passing.
3. That the Clerk of the City of Temiskaming Shores is hereby authorized to make any minor modifications or corrections of an administrative, numerical, grammatical, semantically or descriptive nature or kind to the by-law and schedule as may be deemed necessary after the passage of this by-law, where such modifications or corrections do not alter the intent of the by-law.

Read a first, second and third time and finally passed this 19th day of May, 2020.

Mayor – Carman Kidd

Clerk – Logan Belanger

The Corporation of the City of Temiskaming Shores
By-law No. 2020-055
Being a by-law to authorize an Agreement with CIMCO
Refrigeration for the Dehumidifier Replacement at the
Haileybury Arena

Whereas under Section 8 of the Municipal Act, 2001, S.O. 2001, c.25, as amended, the powers of a municipality shall be interpreted broadly to enable it to govern its affairs as it considers appropriate and to enhance the municipality's ability to respond to municipal issues;

And whereas under Section 9 of the Municipal Act, 2001, S.O. 2001, c.25, as amended, a municipality has the capacity, rights, powers and privileges of a natural person for the purpose of exercising its authority under this or any other Act;

And whereas under Section 10 (1) of the Municipal Act, 2001, S.O. 2001, c.25, as amended, a single-tier municipality may provide any service or thing that the municipality considers necessary or desirable for the public;

And whereas Council considered Administrative Report No. RS-006-2020 at the May 19, 2020 Regular Council meeting and directed staff to prepare the necessary by-law and agreement for the replacement of the dehumidifier at the Haileybury Arena with CIMCO Refrigeration, at an upset limit of \$30,000.00, plus applicable taxes, for consideration at the May 19, 2020 Regular Council meeting;

Now therefore the Council of The Corporation of the City of Temiskaming Shores hereby enacts the following as a by-law:

1. That the Mayor and Clerk be authorized to enter into an Agreement with CIMCO Refrigeration for the replacement of the dehumidifier at the Haileybury Arena for a total upset limit of \$30,000.00 plus applicable taxes, a copy of which is attached hereto as Schedule "A" and forming part of this by-law.
2. That the Clerk of the City of Temiskaming Shores is hereby authorized to make any minor modifications or corrections of an administrative, numerical, grammatical, semantically or descriptive nature or kind to the By-law and schedule as may be deemed necessary after the passage of this By-law, where such modifications or corrections do not alter the intent of the By-law.

Read a first, second and third time and finally passed this 19th day of May, 2020.

Mayor - Carman Kidd

Clerk – Logan Belanger



Schedule "A" to

By-law 2020-055

Agreement between

The Corporation of the City of Temiskaming Shores

And

CIMCO Refrigeration

for the replacement of the dehumidifier
at the Haileybury Arena

This agreement made in duplicate this 19th day of May, 2020.

Between:

The Corporation of the City of Temiskaming Shores
(hereinafter called "the Owner")

and

CIMCO Refrigeration
(hereinafter called "the Contractor")

Witnesseth:

That the Owner and the Contractor shall undertake and agree as follows:

Article I:

The Contractor will:

- a) Provide all material and perform all work described in the Contract Documents entitled:

**Corporation of the City of Temiskaming Shores
Shelley Herbert Shea Memorial Arena Dehumidifier Replacement
Request for Quotation No. RS-RFQ-002-2020**

- b) Do and fulfill everything indicated by this Agreement and in the Contract Documents attached hereto as Appendix 01 and forming part of this agreement; and
- c) Complete, as certified by the Director, all the work by **July 31st, 2020.**

Article II:

The Owner will:

- a) Pay the Contractor in lawful money of Canada for the material and services aforesaid **Thirty Thousand Dollars and Zero Cents (\$30,000.00) plus applicable taxes,** for the dehumidifier replacement at the Shelly Herbert-Shea Memorial Arena, as provided in the Contract Documents.
- b) Make payment on account thereof upon delivery and completion of the said work and receipt of invoice, in accordance with the City of Temiskaming Shores Purchasing Policy, and with terms of Net 30 days after receiving such invoice.

Article III:

A copy of each of the Form of Tender, Special Provisions, Item Special Provisions, General Conditions, Specifications, Addenda/Addendum No. 1 to 1 are hereto annexed to this Form of Agreement and together with the plans relating thereto, and listed in the Specifications, are made a part of this Contract, herein called the Contract Documents,

as fully to all intents and purposes as though recited in full herein.

Article IV:

All communications in writing between the parties shall be deemed to have been received by the addressee if delivered to the individual or to a member of the firm or to an officer of the Owner for whom they are intended or if sent by hand, Canada Post, courier, facsimile or by another electronic communication where, during or after the transmission of the communication, no indication or notice of a failure or suspension of transmission has been communicated to the sender. For deliveries by courier or by hand, delivery shall be deemed to have been received on the date of delivery; by Canada Post, 5 days after the date on which it was mailed. A communication sent by facsimile or by electronic communication with no indication of failure or suspension of delivery, shall be deemed to have been received at the opening of business on the next day, unless the next day is not a working day for the recipient, in which case it shall be deemed to have been received on the next working day of the recipient at the opening of business.

The Contractor:

CIMCO Refrigeration
2939 Belisle Drive
Greater Sudbury, ON
P3N 1B3

Attn.: Curtis Stuyt

The Owner:

City of Temiskaming Shores
P.O. Box 2050 / 325 Farr Drive
Haileybury, Ontario
P0J 1K0

The Director:

Director of Recreation
City of Temiskaming Shores
P.O. Box 2050
325 Farr Drive
Haileybury, Ontario
P0J 1K0

Remainder of this page left blank intentionally

In witness whereof the parties have executed this Agreement the day and year first above written.

Signed and Sealed in)
the presence of)

Contractor's Seal)

CIMCO Refrigeration

Curtis Stuyt

Title: _____

Witness - Signature

Print Name: _____

Title: _____

**Corporation of the City of
Temiskaming Shores**

Municipal Seal)

Mayor - Carman Kidd

Clerk – Logan Belanger



Appendix 01 to
Schedule "A" to

By-law No. 2020-055

Form of Agreement



Section D - Respondent Information Form

RESPONDENTS must complete and submit all page within Section D (Pages 22-29)

1.	Respondent's Main Contact Individual:	Curtis Stuyt
2.	Address:	2939 Belisle Drive Greater Sudbury, ON P3N 1B3
3.	Office Phone #:	[REDACTED]
4.	Cellular #:	[REDACTED]
5.	E-mail Address:	[REDACTED]
6.	Website:	www.cimcorefrigeration.com
7.	Tax Account #	[REDACTED]
8.	Manufacturer ISO Certified?	YES NO <input checked="" type="checkbox"/>

Acknowledgement To Receipt Of Addenda

This will acknowledge receipt of the following addenda and, that the pricing quoted includes the provision set out in such addendum(s)

<u>ADDENDUM #</u>	<u>DATE RECEIVED</u>
# <u>1</u>	<u>May 11th, 2020</u>
# _____	_____
# _____	_____

Check here if NO Addenda received.

Rich Nelner
RESPONDENT

[Signature]
SIGNATURE

5/12/20
DATE



To the City of Temiskaming Shores, hereafter called the "Owner ":

I/WE RICH WELNER of CIMCO Refrigeration the undersigned declare:

1. THAT I/WE have carefully examined the locality and site of the proposed Works, as well as all the Contract Document (Health & Safety Regulations) relating thereto, prepared, submitted and rendered available by the Owner, by and on behalf of the Municipality and hereby acknowledge the same to be part and parcel of any Contract to be let for the Work therein described or defined.
2. THAT no Person(s), Firm or Corporation other than the one whose signature(s) of whose proper officers and the seal is or are attached below has any interest in this Bid or in the Contract proposed to be taken.
3. THAT this Bid is made without any connections, knowledge, comparison of figures or arrangements with any other company, firm or person making a Bid for the same Work and is in all respects fair and without collusion or fraud.
4. I/WE represent that no member of Council, and no officer or employee of the Owner, is, or has become interested, directly or indirectly, as a contracting party, partner, stockholder, surety or otherwise howsoever in or on the performance of the said contract, or in the supplies, Work or business in connection with the said contract, or in any portion of the profits thereof, or of any supplies to be used therein, or in any monies to be derived there from.
5. THAT the several matters stated in the said Bid are in all respects true accurate and complete.
6. THAT I/WE do hereby Bid and offer to enter into a Contract to do all the Work and to provide all of the labour and to furnish, deliver, place and erect all materials mentioned and described or implied therein including in every case freight, duty, currency exchange, H.S.T. in effect on the date of the acceptance of Bid, and all other charges on the provisions therein set forth and to accept in full payment therefore, in accordance with the prices and terms set forth in the Bid herein.
7. THAT additions or alterations to or deductions from the said contract, if any, shall be made in accordance with the prices stated in Provisional Items of the Schedule of Unit prices in strict conformity with the requirements of the Contract and all unused monies in Provisional Items shall be deducted from the final cost of the Work and any quantities exceeding those shown shall be added.
8. THAT this Bid is irrevocable and open to acceptance until the formal Contract is executed by the Awarded Bidder for the said Work or Sixty (60) Working Days, and prices for as long as stated elsewhere in the document, whichever event first occurs and that the Owner may at any time within that period without notice, accept this Bid whether any other Bid has been previously accepted or not.
9. THAT if I/WE withdraw this Bid before the formal Contract is executed by the Awarded Bidder for the said Work or Sixty (60) Working Days, whichever event first occurs, the amount of the Bid deposit accompanying this Bid shall be forfeited to the Owner.
10. THAT the Awarding of the Contract by the Owner is based on this submission, which shall be an acceptance of this Bid.
11. THAT if the Bid is accepted, I/WE agree to furnish all documentation, security and certifications as required by the Contract document and to execute the agreement in triplicate within Seven (7) Working Days after notification of Award. If I/WE fail to do so, the Owner may retain the money deposited by us, to the use of the Owner and to accept the next lowest or any Bid or to advertise for new Bids, or to carry out completion of the Works in any other way they deem best and I/WE also agree to pay to the



Owner the difference between this Bid and any greater sum which the Owner may expend or incur by reason of such default or failure or by reason of such action as aforesaid on their part, including the cost of any advertisement for new Bids, and shall indemnify and save harmless the Owner and their officers from all loss, damage, cost, charges and expense which they may suffer or be put to by reason of any such default or failure on my/our part.

- 12. THAT I/WE agree to save the Owner, its agents, or employees, harmless from liability of any kind for the use of any composition, secret process, invention, article or appliance furnished or used in the performance of the Contract of which the Bidder is not the patentee, assignee, or licensee.
- 13. THAT I/WE propose to engage the sub-contractors and obtain materials and equipment from the Bidders and manufacturers listed in the schedules on the following pages headed "Schedule of Sub-contractors" and "Schedule of Bidders and Manufacturers" (unless all sub-contractors, Bidders and manufacturers are legibly and properly named, the Bid may be declared informal).
- 14. I/WE agree to adhere to all Occupational Health and Safety standards and requirements as set out within the Occupational Health and Safety and the Safety Standards Sections of the Bid document.
- 15. I/WE acknowledge that we shall perform all Work in accordance with the Occupational Health and Safety Act and all its associated regulations. We have a written Occupational Health and Safety policy which is reviewed, maintained and implemented in accordance with the Occupational Health and Safety Act and all its associated regulations.

16. THE TOTAL BID PRICE (EXCLUDING APPLICABLE TAXES):

Thirty Thousand
xx DOLLARS (\$ 30,000.00)
in lawful money of Canada.

17. The Bidder hereby accepts and agrees that the Addendum/Addenda referred to in these bid documents form part and parcel of the said contract. All Addendum/Addenda should be issued to the Contractor before twenty-four (24) hours of Closing Time. It is the responsibility of the Contractor to have received all Addendum/Addenda that have been issued by the Owner or Owner's Representative. Please check with the owner via e-mail (pallair@temiskamingshores.ca) prior to submitting your bid submission for the number of addendums released

18. The Bidder hereby agrees to commence the work no earlier than July 13, 2020 and to complete all work by July 31, 2020. Liquidated damages shall be paid for time past this period.

The undersigned affirms that he/she is duly authorized to execute this Bid.

BIDDER'S SIGNATURE AND SEAL: R. Welner
(I have authority to bind the company)

POSITION: District Manager

WITNESS: Ann Boase
(If not under seal)

POSITION: Service Coordinator

(If Corporate Seal is not available, documentation should be witnessed)



City of Temiskaming Shores

Shelley Herbert Shea Memorial Arena Dehumidifier Replacement
RS-RFQ-002-2020

DATED AT THE Ottawa (City/Town)

THIS 12th DAY OF May 20 20

Items and Unit Prices

Price complete, including supply and installation of replacement roofing, site preparation, all labour, equipment, machinery, tools and parts used, all work as described herein, site clean-up, removal from site of all packaging and rubbish, warranties, guarantees and all other costs:

The Bid amount shall include all costs incurred, excluding HST.

Description	Total Price
Removal of existing electric de-humidifier Supply/Install Electric desiccant dehumidifier as outlined in the Scope of Work	\$ 30,000.00
HST:	\$ 3,900
Total Project Value:	\$ 33,900.00

Note: Owner reserves the right, at its sole discretion to accept or refuse any of the above unit pricing without affecting other unit prices.

Provisional Items

The Bidder Hereby Bids and offers to enter into the Contract referred to and to supply and do all or any part of the Work, which is set out or called for in this Bid, at the unit prices, and/or lump sums, hereinafter stated. The Bid amount shall include all costs incurred, excluding HST.

Description	Unit	Price
Hourly rate for Supervisor	per hour	\$ <u>99.00</u>
Hourly rate for Labourer	per hour	\$ <u>83.00</u>
Hourly rate for Tradesperson	per hour	\$ <u>93.00</u>



List Sub-Contractors

State OWN FORCES if a sub-Contractor is not required for any of the trades listed; otherwise name Work and sub-Contractor proposed to be used.

The Owner reserves the right to approve all proposed Sub-Contractors and where the Owner objects to the use of any proposed Sub-Contractor, the Bidder shall use another sub-Contract Bidder acceptable to the Owner. Any proposed changes to the approved list of Sub-Contractors subsequent to Contract Award shall be subject to the approval of the Owner.

The Awarded Bidder may be required to produce schedule of references for all or any proposed Sub-Contractors.

The Awarded Bidder shall only use those Sub-Contractors approved by the Owner and shall be held fully responsible to the Owner for the acts and omissions of its sub-Contractors.

Type of Work	Sub-Contractors	Contact Name and Number
OWN	FORCES	



City of Temiskaming Shores
RS-RFQ-002-2020
Shelley Herbert Shea Memorial Arena Dehumidifier Replacement

Non-Collusion Affidavit

I/We RICH WELNER of CIMCO the undersigned am fully informed respecting the preparation and contents of the attached quotation and of all pertinent circumstances respecting such bid.

Such bid is genuine and is not a collusive or sham bid.

Neither the bidder nor any of its officers, partners, owners, agents, representatives, employees or parties of interest, including this affiant, has in any way colluded, conspired, connived or agreed directly or indirectly with any other Bidder, firm or person to submit a collective or sham bid in connection with the work for which the attached bid has been submitted nor has it in any manner, directly or indirectly, sought by agreement or collusion or communication or conference with any other bidder, firm or person to fix the price or prices in the attached bid or of any other Bidder, or to fix any overhead, profit or cost element of the bid price or the price of any bidder, or to secure through any collusion, conspiracy, connivance or unlawful agreement any advantage against the City of Temiskaming Shores or any person interested in the proposed bid.

The price or prices quoted in the attached bid are fair and proper and not tainted by any collusion, conspiracy, connivance or unlawful agreement on the part of the Bidder or any of its agents, representatives, owners, employees, or parties in interest, including this affiant.

The bid, quotation or proposal of any person, company, corporation or organization that does attempt to influence the outcome of any City purchasing or disposal process will be disqualified, and the person, company, corporation or organization may be subject to exclusion or suspension.

Signed 
R WELNER

Company Name CIMCO Refrigeration, Division of Toromont Ind.

Title District Manager



City of Temiskaming Shores
RS-RFQ-002-2020
Shelley Herbert Shea Memorial Arena Dehumidifier Replacement

Conflict of Interest Declaration

Please check appropriate response:

- I/we hereby confirm that there is not nor was there any actual or perceived conflict of interest in our quotation submission or performing/providing the Goods/Services required by the Agreement.
- The following is a list of situations, each of which may be a conflict of interest, or appears as potentially a conflict of interest in our Company's quotation submission or the contractual obligations under the Agreement.

List Situations:

In making this quotation submission, our Company has / has no *(strike out inapplicable portion)* knowledge of or the ability to avail ourselves of confidential information of the City (other than confidential information which may have been disclosed by the City in the normal course of the quotation process) and the confidential information was relevant to the Work/Services, their pricing or quotation evaluation process.

Dated at Ottawa this 12 day of May, 2020.

FIRM NAME: CIMCO Refrigeration Div of Toromont.

BIDDER'S AUTHORIZED OFFICIAL: Rich WELNER

TITLE: District Manager

SIGNATURE:

The Corporation of the City of Temiskaming Shores

By-law No. 2020-056

Being a by-law to confirm certain proceedings of Council of The Corporation of the City of Temiskaming Shores for its Special meeting held on May 4, 2020 and its Regular meeting held on May 19, 2020

Whereas under Section 8 of the Municipal Act, 2001, S.O. 2001, c.25, as amended, the powers of a municipality shall be interpreted broadly to enable it to govern its affairs as it considers appropriate and to enhance the municipality's ability to respond to municipal issues;

And whereas under Section 9 of the Municipal Act, 2001, S.O. 2001, c.25, as amended, a municipality has the capacity, rights, powers and privileges of a natural person for the purpose of exercising its authority under this or any other Act;

And whereas under Section 10 (1) of the Municipal Act, 2001, S.O. 2001, c.25, as amended, a single-tier municipality may provide any service or thing that the municipality considers necessary or desirable for the public;

And whereas it is the desire of the Council of The Corporation of the City of Temiskaming Shores to confirm proceedings and By-laws;

Now therefore the Council of The Corporation of the City of Temiskaming Shores hereby enacts the following as a by-law:

1. That the actions of the Council at its Special meeting held on **May 4, 2020** and its Regular meeting held on **May 19, 2020** with respect to each recommendation, by-law and resolution and other action passed and taken or direction given by Council at its said meeting, is, except where the prior approval of the Ontario Municipal Board is required, hereby adopted, ratified and confirmed.
2. That the Mayor, or in his absence the presiding officer of Council, and the proper officials of the municipality are hereby authorized and directed to do all things necessary to give effect to the said action or to obtain approvals where required, and except where otherwise provided, the Mayor, or in his absence the presiding officer, and the Clerk are hereby directed to execute all documents required by statute to be executed by them, as may be necessary in that behalf and to affix the corporate seal of the municipality to all such documents.

Read a first, second and third time and finally passed this 19th day of May, 2020.

Mayor – Carman Kidd

Clerk – Logan Belanger