



# Staff Report

## Communications and Economic Development

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**Report To:** Committee of the Whole  
**Meeting Date:** June 5, 2017  
**Report Number:** FAF.17.60  
**Subject:** Termination of Civic Live Website Contract  
**Prepared by:** Elizabeth Cornish, Communications and Economic Development Coordinator

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### A. Recommendations

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THAT Council receive report FAF.17.60, 'Termination of Civic Live Website Contract',

AND THAT Council pre-approve \$125,000 from the 2018 budget to allow staff to immediately re-tender the project.

### B. Overview

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This staff report outlines the current situation with Civic Live and recommends re-tendering of the website project.

### C. Background

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Town Staff have worked with Civic Live for over a year to create an enhanced website. Over the course of this year, a number of issues have arisen.

Civic Live underwent three organizational changes and associated restructuring over the past year. Over the course of the project, and in one case at our request, there was turnover in the Project Manager position at Civic Live. We had four Project Managers over the course of one year.

Over time, our relationship deteriorated and we felt that we could no longer continue work with this organization.

### D. Analysis

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The Town provided Civic Live with a document requesting termination of the website contract. Under the terms of the contract, Civic Live had 30 days to comply.

Civic Live made it clear in their response that the 30 day timeline would not be met.

After the 30 days expired, the Town issued a final letter, indicating that the project would now be considered terminated.

Staff began an analysis of the funding required to re-tender the project. It was determined that our previous budget may have been too low, as several aspects of the original projects had to be funded through departmental budgets.

Re-tendering of the project will take several months, and with the goal of ensuring the Town's residents have a more effective, responsive and accessible site as soon as possible, staff are requesting pre-approval of funds from the 2018 budget to allow work to begin immediately.

## **E. The Blue Mountains Strategic Plan**

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Goal #2: Engage Our Communities and Partners  
Objective #1: Improve External Communication With Our Constituents  
Objective #2: Use Technology To Advance Engagement

## **F. Financial Impact**

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Redevelopment of website:	\$80,000
Project Management:	\$20,000
Security Testing:	\$10,000
Accessibility Testing:	\$ 5,000
Contingency (additional photos, artwork, functionality):	<u>\$10,000</u>
TOTAL:	<u>\$125,000</u>

## **G. In consultation with**

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Ruth Prince, Director of Finance and IT  
Troy Speck, CAO

## **H. Attached**

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None

Respectfully Submitted,

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Elizabeth Cornish  
Communications and Economic Development Coordinator

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Troy Speck  
CAO

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