Website Redevelopment & Hosting

ELGIN COUNTY

September 8, 2023

PREPARED FOR

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Sandbox Software Solutions Inc.
150 Wellington St E #101
Guelph, ON N1H 0B5

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Executive Summary

The team at Sandbox Software Solutions Inc. is proud to present Elgin County with our proposal for the design, development, and hosting solutions of the new Elgin County site. It would be a privilege for Sandbox to aid the County in their digital growth through the construction of innovative, dynamic, and user-friendly web products that emphasizes the County's commitment to providing their community the ability to access information and services with ease.

Sandbox recognizes that Elgin County wishes to undergo the redesign and redevelopment of the following websites:

https://www.elgincounty.ca/   https://www.elgintourist.com/
https://www.elgincounty.ca/library/   https://www.progressivebynature.com/

Sandbox is a full-service web development agency that does extensive work in WordPress and our proprietary content management system, Oasis. In partnering with Sandbox, the County would have access to an entire digital team that includes team members with skills in project management (primary point of contact), digital strategy, web and software development, quality assurance, accessibility, and infrastructure and security. As an experienced team, Sandbox is familiar with many of the integrations that will be implemented into the new site including Laserfiche, eScribe, Salesforce, social media, and Google Analytics 4 (GA4). The process our team follows is also engaging and iterative to help ensure the unique needs of each of our partners is met.

In building the website in WordPress, Sandbox will ensure web best practices are followed, including those associated with accessibility and mobile-friendly design. Notably, Sandbox strives to develop to the WCAG 2.2 Level AA standard, exceeding the expectations of the *Accessibility for Ontarians with Disabilities Act* (AODA). The Elgin County would be the primary source of contact and supply the content for the site, while Sandbox would be responsible for the design, build, and maintenance of the website, including all plugins and integrations.

Prior to launch, a thorough quality assurance process will be completed. It will include accessibility reviews, cross device and cross browsers audits, performance testing and security evaluation, which ensures security best practices are enforced. Sandbox will empower the County's team members through training and offers a 90-day warranty on the company's work. To support ongoing maintenance of the website, Sandbox is offering an optional support and maintenance program as a part of this proposal.

As a smaller team, Sandbox is nimble and driven by achieving results. We are passionate and proud of the close, and long-term, relationships that we build with our partners. Sandbox would be proud to work with the Elgin County in building an innovative and dynamic website that best reflects the County's government, administration, services, tourism, and community. The Sandbox team is grateful for the opportunity and eagerly awaits next steps.

Sincerely,

Brittney Hoang   Drew Edwards
Proposal Writer and Coordinator   Director of Web Services

Company Overview

History & Structure

With over 19 years of experience, Sandbox Software Solutions Inc. continues to bring technological expertise and a commitment to providing excellence in customer experience to its work. Our team provides targeted digital solutions that help our partners better communicate, gain efficiencies, overcome challenges and succeed in their marketplace.

Our solutions are strategic – carefully thought through to meet your needs and requirements. Our engaging processes ensure that your project is on time and on budget. Our approach relies on small, focused teams that excel at building relationships, and we communicate in plain talk.

We strive to be the last web development partner you will ever need.

Sandbox at a Glance	
Corporate Name	Sandbox Software Solutions Inc.
Company Structure	Federally Incorporated (4 shareholders who are also team members)
Office Location	150 Wellington St E #101, Guelph, ON N1H 0B5
Employees	21 – including a dedicated Help Desk/Support team
Incorporated	May 4, 2004
Our Website	https://www.sandboxsoftware.ca
Social Media	https://www.twitter.com/SandboxSoft
Insurance Coverage	$10M Commercial General Liability $5M Professional Errors and Omissions Underwritten by Lloyd's of London

A Focus on Non-Profit Work

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We are extremely proud of the work we do across sectors. At the same time, we are grounded by the rewarding projects we do to support our non-profit partners in amplifying the good they do in their communities by using our tools and technologies. To further support good causes, Sandbox employees are encouraged to participate in our *AmplifyingGood* volunteerism program, that allows them to take two paid days off a year to support charities and non-profits focused on causes important to them.

Capacities, Services, & Skills

Sandbox is a digital agency, providing a broad scope of services that includes:

- Consulting on digital strategy and technologies
- Discovery for digital projects, including survey research, key informant interviews, focus groups, advisory boards, environmental scans, community interactions and journey mapping
- User experience and creative design
- Digital project management
- Implementation of web content management solutions (WordPress or Oasis)
- Programming/coding for the web, software, and apps for mobile devices, leveraging coding languages such as Java and C#, scripting languages such as PHP, JavaScript and jQuery, and web standards such as HTML5 and CSS3
- Responsive and accessible web design/development
- Ongoing support and maintenance through our dedicated Help Desk team
- Hosting provision and management (for web-based solutions) with AWS

Our Web Development Technologies

Experience in Various Sectors

Sandbox Software is proud to have worked with dozens of organizations in varying sectors in developing web-based solutions to meet their unique needs including sophisticated websites, portals, intranets, and custom software solutions. Our partners include:

- Municipalities
- Post-Secondary Institutions
- Libraries
- Conservation Authorities
- Health Systems
- Hospitals and Health Centres
- Family Health Teams

- Long-term care and Assisted Living Organizations
- Health Agencies
- Medical Researchers
- Medical Educators
- Continuing Medical/Professional Education
- Various special interest not-for-profit organizations

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Your Team: People Involved

Sandbox would be proud to have the following team members support your website:

Drew Edwards
Director of Web Services
He/Him

Drew built his first website using clipart and HTML code in the 1990s and has been noodling around with various content management systems ever since. A journalist by training, Drew spent two decades as an award-winning reporter and editor before shifting his focus to digital projects. With plenty of experience with the creative process, Drew also enjoys the technical challenges and analysis involved with building truly great sites.

Project Roles

Drew will act as your liaison throughout your relationship with Sandbox. His primary focus will be keeping your team educated and well informed while ensuring our execution team(s) are meeting timelines and deadlines associated with your maintenance program. Drew takes a collaborative and energetic approach to working with clients, taking them through every phase of the process to successfully execute their vision.

Sample Project Experience:

Mackenzie Health, Mackenzie Health Foundation, Scarborough Health Network, Scarborough Health Network Foundation, Royal Victoria Regional Health Centre, 4H Ontario, Unity Health Toronto (Intranet and website), Sherbourne Health, and more.

Jacqueline Taylor
Web Team Lead
She/Her

Shortly after graduating from Ryerson University with a Bachelor of Commerce in Business Management, Jacqueline joined the project management team at Sandbox. Her experience working in project support positions combined with her experience from school make her an excellent addition to the Project Management team.

Project Roles

Jacqueline will act as your day-to-day contact at Sandbox, keeping your team informed of project progress and upcoming milestones. Jacqueline will also create your User Guide and support in training your team.

Sample Project Experience:

North York General Hospital, Conservation Halton, Glen Eden, Scarborough Health Network, Scarborough Health Network Foundation, Groves Foundation, CourseForce and St. Joseph's Healthcare Hamilton annual report.

Riley Edwards
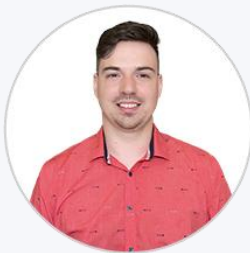**Digital Project Coordinator**
She/Her

Riley spent a few years doing data entry work which allowed her to develop a specific eye for detail which comes in handy when entering content for web projects. When Riley joined the Sandbox team in 2021, she quickly adjusted to our fast-paced industry with ease. Since then, she has taken on many responsibilities outside her original duties including quality assurance and building our content control workbooks. With such a broad range of abilities and creative talents, Riley is right at home with the Sandbox team.

Project Roles

Riley will act as a liaison between the Web Team Lead and your team. She will be responsible for preparing documentation, communicating with your team as directed and ensuring project timelines and milestones are met. She will also ensure your team is informed throughout the project lifecycle, from project kick-off and requirements gathering through to testing, deployment, and training. Finally, Riley will lead content entry on your project and be providing copywriting services.

Sample Project Experience:

Conservation Halton, Ecojustice, Insight Medbotics, Sherbourne Health, St. Joseph's Research Institute, TLC Pet Food, UHN Diabetes College, and Women's College Hospital.

Brenden Demetroff
Help Desk Support Team Lead – Tier 1 & 2
He/Him

Brenden graduated from the Computer Programmer Analyst program at Durham college in 2018. Since graduation, and before joining Sandbox, he worked in the healthcare and education fields as a web developer. Brenden started in first tier support, assisting our WordPress partners, before becoming the Support Team Lead. Brendan has been using and experimenting with computers since his first computer at age 6.

Project Roles

Brenden will manage the upgrades to your site and support in the coordination of Help Desk tickets submitted by your team. He will also ensure all monthly reporting is properly managed and provided to your team.

Sample Project Experience:

St. Joseph's Healthcare Hamilton, Hamilton Health Sciences, Unity Health Toronto, 4-H Ontario, Mackenzie Health, and Kitchener Public Library.

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Denise Jupp

Director of Finance and Administration
She/Her

Denise Jupp is a valued member of the Sandbox team, with over 15 years of experience in Marketing and Advertising on both the client and agency sides. Before joining Sandbox, she turned her love of gardening into a successful organic landscape gardening firm, maintaining over 30 gardens in the Guelph area. With a passion for details and process efficiency and getting things done, Denise shares her unique skill set with Sandbox Software's diverse client base.

Project Roles

Denise will support your project, with broad responsibility for all project scheduling, and keeping the Sandbox team aligned with client needs. She monitors performance against our best practices and processes and develops new processes and procedures so that our efforts and relationship skillsets continuously improve.

Mark George

Technical Lead – Infrastructure and Security Specialist
He/Him

Mark holds a B.Sc. in Computing and Information Science from the University of Guelph. He is highly skilled in web application development, server setup and maintenance, database, database architecture and development, integrated systems, web-based graphical user interface development, requirements gathering and management, technical support, and e-commerce. He makes use of programming languages including Java, J2EE, and PHP and is highly capable with CSS, HTML, JavaScript, AJAX, XML, XSLT, jQuery, and Terminal Services. He is experienced with databases in MySQL, SQL Server. He is also well versed in configuring and hardening AWS web hosting environments.

Project Roles

Mark will support the Sandbox team in meeting with your technical team members and assist in the development of requirements associated with technical infrastructure.

Sample Project Experience:

St. Joseph's Healthcare Hamilton, Hamilton Health Sciences, Unity Health Toronto, 4-H Ontario, Deafblind Network of Ontario in partnership with Ministry of Children, Community and Social Services (MCCSS).

Matt Graham

Lead Web Developer
He/Him

Matt is a brilliant web developer who started programing in high school. He never had any doubt that he was going into web development. He graduated from multimedia design at Durham College and over the past 14 years he has gone back and forth between Intranet development and web app development. Sandbox is lucky to have him on the team. Being a natural born griller, don't turn Matt down if he's inviting you to a summer BBQ. Don't be surprised if the music is perfect at the BBQ either as he also mixes audio in his spare time.

Project Roles

Matt will support the Help Desk team of developers with larger initiatives and more complex deliverables, such as API integration. Matt will lead the developers who are responsible for the technical implementation aspects of larger projects and services, along with leading quality assurance testing.

Sample Project Experience:

Women's College Hospital, Unity Health Toronto, and Sherbourne Health.

Meg Harding

Accessibility and Quality Lead
She/They

Meg joined the team at Sandbox in 2017 and loves what the tech industry has to offer. They started as a production associate, assisting with the implementation and testing of several web solutions. In 2020, she moved into a Project Management role. In 2022, Meg shifted roles to head accessibility initiatives and coordinate quality assurance across the web team.

Meg is an **IAAP Certified Professional in Accessibility Core Competencies (CPACC)** and has a passion for creating inclusive online spaces. They believe that everyone should be able to enjoy a website or intranet regardless of how that site is accessed, navigated, or perceived.

Project Roles

Meg will assist in evaluating work completed on the intranet and will play a critical role in making recommendations associated with user experience and accessibility. Meg will assist in training efforts.

Sample Project Experience:

Project Support and/or Quality Assurance associated with web solutions for: Women's College Hospital, Kitchener Public Library, Hamilton Health Sciences, Conservation Halton, Guelph Police Association, Southwestern Public Health, World Vision International, and more.

Sandbox's Partners

Institutional Sites – Website Development + Ongoing Maintenance and Support

Sandbox has built the following websites and maintains ongoing relationships with these partners through their maintenance programs:

- 10 Carden:
  https://10carden.ca/
- 4H-Ontario:
  https://4-hontario.ca/
- Brimacombe:
  https://brimacombe.ca/
- Hamilton Health Sciences:
  https://www.hamiltonhealthsciences.ca/
- Oak Valley Health:
  https://www.oakvalleyhealth.ca/
- Scarborough Health Network:
  https://www.shn.ca/
- SDG Cities:
  https://www.sdgcities.ca/

- Sherbourne Health:
  https://sherbourne.on.ca/
- SHN Foundation:
  https://www.shnfoundation.ca/
- St. Joseph's Health System:
  https://sjhs.ca/
- TLC Pet Food:
  https://tlcpetfood.com/
- UHN Diabetes College:
  https://www.diabetescollege.ca/
- Unity Health Toronto:
  https://unityhealth.to/
- Women's College Hospital:
  https://www.womenscollegehospital.ca/

Institutional Microsites – Microsite Development +Ongoing Maintenance and Support

- Glen Eden:
  https://gleneden.on.ca/
- Protecting Water:
  https://www.protectingwater.ca/
- Centre for Minimal Access Surgery:
  https://www.cmas.ca/
- Ontario Bariatric Network:
  https://www.ontariobariatricnetwork.ca/
- Centre for Surgical Invention & Innovation:
  https://www.csii.ca/
- Mackenzie Health Foundation:
  https://www.mackenziehealth.ca/
  support-us/foundation/

- Canadian Critical Care Trials Group:
  https://www.ccctg.ca/
- McMaster Children's Hospital:
  https://www.hamiltonhealthsciences.ca/
  mcmaster-childrens-hospital/
- SHN Foundation Campaign:
  https://www.lovescarborough.ca/
- RVH Foundation:
  https://www.keeplifewild.ca/
- I'm Ready – HIV Self-Test Kits:
  https://readytoknow.ca/
- Healthy Life Trajectories Initiative:
  https://www.helticanada.com/

Project Management

Our Developmental Approach

Sandbox Software builds custom digital solutions using a modified Agile Software Development methodology. This iterative development approach breaks a software project schedule into brief concentrated Sprints of activity (typically 2 to 4 weeks in duration). After each Sprint, the client is provided a concrete set of deliverables to be evaluated and revised in a document referred to as a Sprint Backlog. The agile methodology also allows redirection of subsequent functional specifications/requirements based on learnings from the previous Sprints, and a re-prioritization of project activities. As a result of the project being broken up into a number of iterations, control over the priorities for each iteration and the project budget, are defined and managed by the client.

To start a project, all desired requirements are listed in a document known as the *Product Backlog*. Features to be developed during an iteration are selected from the *Product Backlog* and placed in a *Sprint Backlog*. Once finalized, the *Sprint Backlog* is unchangeable and handed over to the developers who carry out a Sprint (a set period of time for development). During a Sprint, daily "Scrum Meetings" are held to manage risk. At the end of the Sprint, the client is provided with access to the product, at which point the priorities and expectations for the next iteration can be adjusted.

Agile Development solves many of the problems experienced using traditional development approaches because it provides:

- Client satisfaction through early and continuous delivery of valuable software
- The option to do phased production deployments of the solution over the project lifespan
- Improved risk management
- Flexibility in priorities and requirements
- Client control over project budget and priorities
- Improved transparency and client collaboration

Unlike a traditional Agile Development approach, this project timeline will allow for some fundamental activities to be completed before agile sprint development begins (such as deployment of the CMS to a development environment and configuring the CMS.

Several milestones will also be defined (most aligned with the completion of a Sprint). At the completion of each milestone, the website will go through formal testing. Further, before the site launches, general quality assurance activities across the site will be completed including the execution of usability testing.

Sandbox's Dedicated Project Manager

Having completed over 500 successful web development projects, Sandbox Software has refined its project management processes to ensure as effortless an experience as possible for our clients.

Your project will be overseen by your project manager, *Jacqueline Taylor*, who will be responsible for overseeing the project plan, risk management, communications, and strategy. Jacqueline will also support your team in managing and coordinating daily communications, meetings, status reports, content collection, testing, sign-offs, and approvals. Your Project Manager will be supported by a Project Coordinator.

Project milestones are coordinated using a case management software, TeamWork. Meetings will be held through web/phone conferencing.

Elgin County's Project Responsibilities

In undertaking this project of this scope, your team should expect to participate in and contribute to the following activities:

- Establishing a Steering Committee
- Providing a day-to-day contact
- Coordination of engagement activities (locations and participants)
- Participation in engagement activities
- Making available Analytics
- Reviewing and providing feedback on the Website Solution Overview
- Reviewing and providing feedback on Creative Designs
- Signing off on milestones (Solution Overview, Designs, UATs, Launch, etc.)
- Introducing Sandbox to Elgin County's IT team/representatives Developing and providing content for each Sprint

- Providing media (photos, videos, etc.)
- Participating in Check Point Meetings and Sprint Reviews
- Mapping out Website Governance
- Content Entry (in partnership with Sandbox)
- Coordination and location of Usability Testing
- Supporting performance and security audits
- Completing usability testing
- Completing user acceptance testing
- Participating in Training

Post-Project Review & Close Out

Sandbox Software is continuously looking at ways to improve its processes and the quality of service provided to our clients. At the completion of your project, Sandbox Software will request a post-project review meeting with your team to discuss what worked well and where improvements could be made. In addition, Sandbox Software will send a post-project Client Satisfaction Survey to the Project Sponsor to obtain feedback on their experience. Sandbox Software values this input and uses it to improve business processes and client relations.

Sandbox Software will also hold a Project Close Out meeting with your team to deliver all documentation and resources developed to support the project and establish a plan for maintenance moving forward (if desired).

Design & Development

Elgin County: What You'll Get at a Glance

Sandbox Software is proud to support our clients in all aspects of their website redevelopment project, from requirements gathering through to post-launch promotion and support. Sandbox will provide both the services and technologies needed for your website project to succeed including the following:

Elgin County Site

- Requirements gathering through **four** stakeholder interviews (up to five people per session)
- **2 home page creative design** concepts for consideration including design of mobile states
- Business directory, events calendar and document/resource library that can be shared across the Elgin web infrastructure structure
- Integrations with third-party applications including Laserfiche, eScribe, Salesforce,
- Encore/Sierra, Bang the Table (subject to plug-in and API availability)
- Integration with payment tools
- 1 round of revision to the home page creative concept
- 8 designed interior page templates
- Build of **up to 100 pages** in English, and 50 items of structured content (news posts, events etc.)
- Pre-launch change requests (up to 28 hours)

Elgin County Library Site

- Requirements gathering through **two** stakeholder interviews (up to five people per session)
- **1 home page creative design** concept for consideration including design of mobile states
- 1 round of revision to the home page creative concept
- 6 designed interior page templates
- Build of **up to 50 pages** in English, and 50 items of structured content (news posts, events etc.)
- Integration with Library catalogue
- Pre-launch change requests (up to 16 hours)

Elgin County Tourism Site

- Requirements gathering through **one** stakeholder interview (up to five people per session)
- **1 home page creative design** concept for consideration including design of mobile states
- Integration with calendar and directory tools developed for main Elgin site
- 1 round of revision to the home page creative concept
- 4 interior page templates based on Elgin County designs
- Build of **up to 12 pages** in English
- Pre-launch change requests (up to 6 hours)

Economic Development Site

- Requirements gathering through **one** stakeholder interview (up to five people per session)
- **1 home page creative design** concept for consideration including design of mobile states
- 1 round of revision to the home page creative concept

- 4 interior page templates based on Elgin County designs
- Build of **up to 12 pages** in English
- Integration with calendar and directory tools developed for main Elgin site.
- Pre-launch change requests (up to 6 hours)

Included in All Sites

- Project planning and account management including kick-off and checkpoint meetings
- Recommendations for site map, wireframes, information architecture, features, functions, integrations, and security
- Build of site framework in the WordPress
- Application of creative design to the website
- Scheduling of content publishing
- Permission and access management groups/users

- Embedding or integration with third-party platforms
- Google analytics installation
- AODA and W3C compliance
- Cross browser compatibility
- Cross device compatibility
- Deploying key features
- Pre-launch user testing
- Deployment to production
- Training
- 90-day warranty
- Ongoing support/maintenance

The Discovery Process

Before design of the new website begins, Sandbox Software will support Elgin County in completing efforts towards better understanding the needs of the various audience stakeholders as they relate to the website development. The information learned from these efforts will be used to your team with recommendations that will guide content structure, information architecture, functional specifications, the creative design of the new website and supporting technical infrastructure.

Requirements Gathering Activities

Sandbox Software will complement any understanding already identified by your team in generating user input by completing the following activities. These activities will help solidify our understanding of your diverse audiences' needs, and surface some new insights which will help guide our recommendations including:

- Examination of existing web statistics and recommendations based on those statistics
- Identification of who will be using the existing site and how they will use it
- Facilitating up to eight key informant interviews (Elgin County's team, Web Developers, and another group to be determined based on initial discussions)
- Discussion with Elgin County's Web Developers to review technical, privacy, budgetary, security and other requirements for the website

- Review of 3rd party integration requirements, documents and video assets that are needed to support the site
- Review of branding guidelines

Eight Key Informant Interviews

Sandbox Software will conduct up to <u>eight key informant interviews</u> with representatives of key stakeholder groups. Each session may include up to 5 individuals, would last approximately 1 hour, and may be conducted by phone or web conference. These interviews focus attention on the specifics of favourable and unfavourable experiences, aesthetic preferences, and understanding specific needs, processes, and expectations for outcomes.

Site Structure and Design Recommendations

Once requirement gathering activities have concluded, Sandbox Software will analyze all materials collected and begin mapping out their recommendations and strategy for the new website. These proposals will be documented in a Solution Overview which will include:

- Consultant evaluations and analysis (with references to best practices)
- Content analysis and categorization to ensure accessibility
- Content governance and gathering/review/deployment processes
- Draft Information Architecture/site map (a site map is a hierarchy diagram representing that pages that will make up the website)
- Wireframes for home page concepts, and proposed internal page template types for the new website (*wireframes are line diagrams representing the makeup of specific page type*s)
- A list to features and tools to be build
- A list of platforms with which the site will integrate
- Content templates to help guide content writers in creating new content which aligns with the website templates

Information Architecture and Navigation

Defining an optimal information architecture can be one of the most challenging aspects of a complex website redevelopment project. To inform that process, Sandbox Software relies on data from several sources during our discovery phase (as outlined in the sections above) including:

- An inventory of current content
- A review of current web traffic statistics
- An understanding of key audience members and their needs through persona development
- Findings from stakeholder interviews
- Sandbox's experience developing complex website information architecture

From the data collected, Sandbox will propose a new information architecture and adjust based on feedback from your team.

To support the continued development and maintenance of the new website, it will be important to establish a website governance approach so that all stakeholders are aware of the expectations and standards associated with requesting and publishing new content and features. In helping Elgin County establish (or refresh) their Website Governance approach, we will work through:

- Objectives
- Roles and responsibilities (content requests through publishers)
- The CMS
- New Web Content Requests

- Training
- Website Policy
- Website Accessibility Policy
- Content Guidelines and Standards

WordPress Content Management System

Sandbox Software will be responsible for building the new website in WordPress CMS. This includes building out page templates, developing web pages, coding features and system integrations, as well as migrating all plugins, DNS entries, and networking configurations from the previous website.

Sandbox has developed more than 200 web properties in the WordPress CMS. This includes small promotional microsites and annual report sites, to large-scale institutional websites with complex functionality including, but not limited to, flexible directories, programs and service libraries, and member portals. Sandbox has also developed Intranet sites in the WordPress CMS that feature employee (member) engagement tools and capabilities.

By using the WordPress CMS and installing, configuring, and styling select plugins, Sandbox Software will ensure the new website will meet the functional and performance objectives including, but not limited to, the following:

- Advanced Site Search
- Search Engine Optimization Support
- Supports high-resolution media/mixed media flexibility (video, large images, audio files and slideshows)
- News and announcements
- Instinctive and easy to use
- Safe and secure using HTTPS
- Social Media sharing tools
- Content Preview
- Spell-Check
- Multi-lingual Support*
- Online Forms & Survey Tool*

- Google Analytics Integration
- Can view HTML code
- Metadata
- Scheduling capability (specific time and date for auto-publishing)
- Management of user roles/Approval rights
- Mobile responsiveness
- Cross-browser compatible
- Accessibility (AODA)
- Consistent use of brand style guide
- Searchable Document Repository (upload/download)
- FAQs

The Content Management System Ease of Use

Based on our understanding of Elgin County's requirements at this time, we propose developing the new website in the WordPress CMS. WordPress is the world's most popular open-source CMS, and it is extremely easy for non-technical content publishers to use. It supports publishing workflow which will enable you to execute a centralized website governance approach to ensure consistency, quality, and adherence to technical and accessibility standards.

Benefits include:

- **Functionality**
  Ability to meet the requirements defined in the RFP with the support of reputable plug-ins or custom coding by Sandbox
- **Affordability**
  An Open-Source solution with no initial or ongoing license fees
- **Scalability**
  Allows the addition of new features, users, and content over time while increasing site usage

- **Adaptability**
  Plug-and-play plug-in management allows for continuous growth of the site.
- **Maturity**
  WordPress has the largest online community and user base of any content management system
- **Flexibility in Vendors**
  There are several regional WordPress vendors limiting the reliance on a single supplier

Why We Choose WordPress

We believe WordPress to be best suited open-source CMS for this project because:

- WordPress now accounts for over 60% of the CMS market. The next highest market share is Drupal (4.7%)
- WordPress is easier for non-technical users
- Ease of getting help from multiple vendors and online resources
- Other CMSs like Drupal have more overhead
- There are more WordPress developers (reducing cost and increasing flexibility)

In Our Experience

- Sandbox manages and maintains several WordPress and Drupal websites. We have far fewer HelpDesk tickets per client for WordPress than Drupal clients
- Update process is less risky in WordPress
- Easier to create custom plugins, themes, and functionality
- Our confidence in Drupal has been diminished with previous significant vulnerabilities

Sandbox will also make recommendations around securing the server above and beyond Elgin County's own security protocols.

SeedProd: A Flexible, Template-Based Solution for Microsites

For the creation of project-specific microsites and rapid website development, Sandbox uses SeedProd, an easy-to-use WordPress website builder that will enable Elgin to develop, edit and update microsites quickly and easily, with no coding required. Sandbox will work with your team to identify an appropriate template from the SeedProd library of templates, and then configure it to build a template site than can then be re-used for subsequent project sites.

Product Features

In developing the main Elgin County website, Sandbox will ensure the following functionality is available (through plugins or custom development):

- Site Features
  - News (with tagging/categorization and search)
  - Hero banner (rotating banner)
  - Programs and Services Listings / Navigator
  - Media (video/image) gallery (with tagging/categorization and search)
  - Filterable/searchable Resource Library
  - Accordions (collapsible and expandable content)
  - Comprehensive site search (Relevansii plugin)
  - Printer-friendly pages
- Website Features
  - Key team member profiles
  - Program and services pages
  - Real-time chatter
- Website Integrations
  - Laserfiche
  - Salesforce
  - Social Media
  - Payment Engine (TBD)
  - Mailchimp (E-newsletter)
  - Google Analytics / GA4
- Additional Integrations, Embeds or Linked Platforms
  - iFrame
  - Campaign Monitor

Web Pages and Content Migration

In building the new web website, Sandbox will support Elgin County in building up to 100 web pages for the Elgin County site and up to 50 web pages for the Elgin County Library site in English. It is understood that some pages will be created from new content while other content will be migrated directly from the existing site. In developing pages Sandbox will ensure that:

- ✓ The appropriate page template is applied to the page developed (for consistent user experience)
- ✓ Pages include provided meta data
- ✓ Pages are "tagged" accordingly to support relating content and search features
- ✓ Pages meet accessibility and web development best practices
- ✓ Pages have a print friendly style sheet
- ✓ Pages are optimized for load time
- ✓ Permissions are applied as specified

Where Sandbox has access to database tables behind the current website for structured content such as news articles, migration scripts may be developed to support the automatic migration of the existing content.

Page copy, documents, and media to support pages will be provided by Elgin County. Sandbox can develop additional pages at a cost of $52.50 per page or Sandbox can train your staff to create additional pages during development.

Change Requests

Under the scope of this project, Sandbox will provide up to **56 hours** of development time (28 hours for the Elgin County site, 16 hours for the Elgin County Library site, 6 hours for the tourism site, and 6 hours for the economic development site) to accommodate change requests identified by the Elgin County team. Hours utilized against change request will be tracked separately and Elgin County's team will be notified when hours consumed reaches **14 hours** on the Elgin County site, **8 hours** on the Elgin County Library site, **3 hours** on the tourism site, and **3 hours** on the economic development site, to facilitate prioritization of any outstanding changes. Should additional development hours be required to address additional changes, those hours will be billed as Sandbox's appropriate hourly rates.

Update Procedures

To ensure that your WordPress site is secure and all plugins are up to date, Sandbox offers optional, and flexible, support and maintenance packages wherein a select number of hours are allotted for service each month. Of those allotted hours, **four (4)** of those hours will be dedicated to managing content management system and plugin updates.

Technical Requirements

Security Protocols

Security is a primary focus at Sandbox. We provide ongoing system monitoring (performance and security) on an ongoing basis under our managed hosting and support/maintenance programs.

In guiding security best practices, including monitoring, Sandbox's security framework is defined through several policies, templates, and standard operating procedures:

1. Company Employment Policies (associated with securing data)
    a. Confidentiality and Non-Disclosure
    b. Mobile Device Usage Policy
    c. Work from Home Policy
    d. Data Classification and Handling Policy
    e. Secure Development
2. A collection of policies and Standard Operating Procedures including but not limited to:
    a. SOP Development and Training
    b. Setting up a New Employee
    c. Securing Development and Test Sites
    d. Linux Server Setup and Hardening
    e. AWS EC2 Tomcat Template – New Server Setup
    f. Security Assessments
    g. Vulnerability Scanning and Flaw Remediation
    h. System Monitoring and Alerts
    i. Server and Site Triage Process
    j. Incident Responses and Disaster Recovery
    k. Password Management
    l. Configuration Management
    m. Remote Access
    n. 2FA Setup for WordPress
    o. Monthly Maintenance Clinic Process
    p. AWS EC2 Security Group Whitelist IP
    q. Server Checklists and Maintenance
    r. Guelph Office Internal Monitoring and Response
    s. WordPress Launch
    t. Server Access
3. RACI tables that define employee responsibilities and accountabilities responsibilities
4. Training of new employees and re-training of existing employees on Standard Operating Procedures
5. Annual employee reviews of OWASP guidelines

Accessibility

Accessibility will be a critical component of your next website, meeting current provincial requirements (WCAG 2.2 Level AA) wherever possible. Sandbox is uniquely positioned to develop accessible solutions through actively working with the Deafblind Network of Ontario in building an online solution to support individuals who are deafblind in obtaining Intervenor services. We have also supported both the Deafblind Network of Ontario and the Canadian Helen Keller Centre in developing their accessible websites.

Accessibility – Compliance with WCAG 2.2 and Level AA

Before launching the new site, an accessibility review and testing towards technical compliance of WCAG 2.2 Level AA for the site will be undertaken to support those with impairments or disabilities. The following activities will be undertaken in this review:

- Audit tools such as W3C Validators, and Wave will be used to reinforce technical best practices as they relate to accessibility
- Audit of primary pages with style sheets turned off to ensure content is readable
- A common text-to-speech reader may also be used on the top tier pages to ensure content is read in the proper order

Accessibility Features

The new website will include the following accessibility features:

- Text resizing tool
- Optional: Colour contrast tool (swap out style sheets)
- 'Skip to' link, allowing users to jump the navigation structure and go directly to the content (used by text-to-speech readers)

Accessibly Structured and Written Content / Accessible Elements of Importance

In applying content to the new website, Sandbox will support your team and this project in ensuring the content is created and added to pages such that:

- Proper page structure for headings is utilized to support common screen readers such as JAWS and braille keyboards
- Content, applications/tools, and embedded elements are navigable in a logical manner and through a keyboard (Note: Sandbox cannot ensure that embedded tools can be navigated easily once the user enters the third-party tool)
- Alternative text and labels are properly applied to media and form elements
- Sandbox will provide a guide for writing accessible content which will provide best practices such as writing in simple language, structuring your content properly and spelling out acronyms on first use

Note: Elgin County will be responsible for ensuring that content is written in an accessible manner and that all PDFs are in an accessible format before uploading to the website.

Quality Assurance Testing

Adherence & Website Best Practices Testing

In advance of launch, Sandbox will test the new website to ensure it:

- ✓ Conforms to W3C standards
- ✓ Contains no broken links
- ✓ Operates efficiently
- ✓ Meets accessibility standards

Results of testing will be made available and provided to your team at the completion of the project.

Cross Device Testing

The new site will be built using Responsive Design best practices. This will ensure users of mobile devices and tablets have an easy-to-use experience with the site. We will ensure cross-device compatibility among the latest generation of mobile phones and tablets running the latest releases of the iPhone and Android operating systems as of the date of project approval.

Cross Browser Testing

The new site will be built to operate seamlessly across web browsers. As part of our standard cross-browser compatibility policy we review our solutions in the latest full version releases of Microsoft Edge, Firefox, Chrome, and Safari as of the date of signing.

Hosting

Cloud-based Hosting with Amazon Web Services

Sandbox partners with Amazon Web Services with servers located at their Montréal data centres to ensure an extremely high level of performance, up-time, and data storage within Canada through cloud-based hosting services. Sandbox manages the hosting services on behalf of our clients so there is only one point of contact. Benefits of hosting with AWS include:

- ✓ AWS is ISO 27001 and SOC1/2/3 certified
- ✓ AWS adheres to PIPEDA
- ✓ Your website will be encrypted using an SSL Certificate
- ✓ Sandbox's data handling policies will be reinforced
- ✓ Sandbox invites Elgin County to complete any threat risk or privacy impact assessment they wish to undertake on the solutions developed by Sandbox Software

For more information, visit AWS' security and data protection certifications.

Release Strategy

When hosting with Sandbox, we monitor infrastructure requirements on an ongoing basis. All of our infrastructure is on the latest versions. When new releases come out, whether that be of PHP, Ubuntu, or more, we test it ourselves to, and then push the updates. As part of the maintenance and support package, four (4) hours per month will be used by our team to ensure security and platform/plugin updates are regularly performed. All updates will be handled by Sandbox.

Backup and Recovery Strategy

When hosting with Sandbox, your web product will be monitored both by AWS and Sandbox. Sandbox has a proven system of monitoring, and taking backups, which keep our sites running. Our backup strategy includes:

- Retaining 7 daily backups (last 7 days)
- Retaining 12 monthly backups
- Any outages to be communicated in advance (including upgrades, patches, and updates managed by Sandbox)

With this strategy, Sandbox may restore and recover the site to any of the daily or monthly backups.

Hosting and Managing Additional Services

When hosting with Sandbox, there are varying hosting packages with a virtual private server (VPS), offering difference storage, transfer, and memory capacities. When hosting all of the County's sites in one ecosphere, being the VPS, all sites would be hosted and managed with ease. Sites that may be transferred onto the Sandbox Software infrastructure include:

https://www.elgincounty.ca/
https://www.elgincounty.ca/library/
https://www.elgintourist.com/
https://www.progressivebynature.com/

Unlike shared hosting, a VPS allows for the County to increase storage capacities and hardware, as desired, which facilitates the County's growth as additional sites are launched and there is an overall increase of traffic on such sites.

Support & Services

Post-Launch Maintenance and Support

Over the years, Sandbox has developed several comprehensive websites and intranets within the WordPress and Oasis Content Management Systems. Nearly all of them have post launch website maintenance and support programs in place. Hours for these monthly maintenance programs range based on our partners' inhouse capabilities and team size, website complexity/size, the number of web properties covered by their maintenance program, and their commitment to continuous development of their site(s). These maintenance programs range between 2 hours a month and 120 hours per month.

In supporting these partners, Sandbox:

- Monitors their site(s) for vulnerabilities and security breaches
- Provides CMS and plugin updates and patches
- Provides ongoing support for content publishers
- Assists in building on new graphics, pages, and features/tools
- Completes audits and reviews including accessibility reviews, SEO reviews and Google Analytics
- Offers training services
- Develops integrations with third-party platforms (including secured portals)
- Provides managed hosting services through Amazon Web Services (including EC2 and Lightsail solutions – some of our partners also use CloudFlare as their CDN)

To service these customers, Sandbox relies on its dedicated Help Desk team led by our Director of Web Services. The team includes three web developers who work on WordPress-related requests, and an Infrastructure and Security Specialist who assists in managing hosting and security of our clients' websites.

To manage tickets, Sandbox uses the TeamWork Help Desk software suite, which provides our partners with full visibility into their requests.

The Sandbox's Support and Maintenance Program

To support clients in maintaining their websites Sandbox offers optional maintenance packages for post-launch support. Based on our experience, we propose a plan which includes up to 8 hours of service each month. Four (4) hours per month will be used by our team to ensure security and platform/plugin updates are regularly performed. Four (4) remaining hours can be used to support:

- ✓ Managing content management system updates
- ✓ Monthly accessibility review and enhancements
- ✓ Supporting the client in making updates to the site
- ✓ Suggesting ongoing recommendations to enhance the user experience
- ✓ Making changes and enhancements to your site (text, visual and/or interface changes)
- ✓ Developing additional features/functionality
- ✓ Providing real-time support to content editors (during business hours)
- ✓ Debugging and resolving issues identified post warranty
- ✓ Training (beyond initial session) to designated staff about use of the CMS
- ✓ If you do not use all your support time in a month, you can 'carry forward' the equivalent of 1 month's support time (i.e., 4 hours) to the next month.

Getting Support from Our Help Desk

Requesting support from our dedicated Help Desk team is quick and easy. Requests can be made by phone, email or directly through our support portal. All tickets are entered and managed in our TeamWork Desk ticket management solution.

Further, Elgin County will also be provided with a secured portal account where they can monitor the progress of their support requests. Monthly status reports will also be issued as our formal means of keeping your team informed. These reports outline hours consumed, work completed, and the status of tickets in progress.

After-Hours Critical Support

Sandbox provides maintenance program partners with access to our 24/7/365 on-call phone number to obtain after hours support for critical issues such as a website outage.

Service Level Agreements

It is anticipated that Help Desk inquiries will be responded to within 4 hours or less unless the inquiry is made to the *After-Hours Critical Support Line.*

For each project/initiative requiring more than 6 development hours, a Scope of Work will be defined which will include the statement of work, associated pricing, timelines associated with deliverables, as well as the dependencies which Sandbox will require from your team to complete the work. For larger projects, thorough project plans with milestones will be established and used to define the Service Level Agreements.

Every initiative, including pricing and SLA for those initiatives, will be authorized by Elgin County before work begins.

Incidents and Incident Reports

Should code developed by Sandbox be suspected of playing a role in an incident such as an outage or data breach, Sandbox will promptly investigate, identify the root cause of the incident, resolve/patch the root cause, restore service and issue a formal Incident Report. Our Incident Reports document the date/time of the incident, response time, resolution time, context information, root cause, resolution actions taken, preventative measures, and if appropriate and available, details of potentially breached data.

Monthly Reporting – Website Support Program

Through Sandbox's TeamWork Desk platform, Elgin County will be kept informed of hours consumed against the ongoing design and development program, including a list of all tasks and their status.

Upon ticket/task resolution, your team will be sent a link to provide feedback on that task. Data collected through this service is important in helping Sandbox as part of its ongoing efforts to continuously improve our service delivery and ongoing relationships.

Training Services

Content Management System Training

Sandbox Software is committed to a successful transfer of capability to your site administrators and publishers. In achieving this goal, Sandbox will provide one comprehensive administrator training session for up to 6 participants. This is a 1-2 hour training session recommended for the core communications teams. The following topics, at a minimum, will be addressed:

- Introduction to the CMS
- Administrator tools
  - User management
  - Workflow management
  - Module management
  - CMS updates
  - Reports
  - Audit logs
- Creating/modifying/removing pages and modules
- Page layout management
- Managing content components
- File, image, and video management
- Getting support from Sandbox

Accessibility Training

Sandbox is committed to designing and developing websites that are accessible to all types of users, including those navigating with disabilities. We believe that everyone deserves equitable access to features and information regardless of how they navigate a website. We comply with the AODA and follow the latest standards set by W3C's WCAG. To ensure that your website can remain compliant at the required Level AA, we offer a 1-2 hour training session on content maintenance with our Certified Professional in Accessibility Core Competencies. All sessions are developed and leg by Sandbox's Certified Professional, who is always learning about and keeping updated with the discourse surrounding accessibility. The following topics are covered during these accessibility training sessions:

- The importance of accessibility and maintaining accessible website content
- Types of assistive technology and/or tools used by different types of website visitors
- How to write text alternatives for non-text content
  - Image alternative text
  - Video and audio transcripts and/or captions
- Identifying colour contrast barriers
  - Maintaining compliant text and backgrounds
- Animation and movement
- Content readability and education level
- Meaningful link and button text
- Meaningful headings for navigation
- The barriers of using layout tables

For those who are unable to attend a synchronous training session with Sandbox's administrator, Sandbox will ensure that a Content Management System User Manual and a Custom "How To" Sheet, pertaining to the unique and custom features of the new site, will be developed and distributed to our clients.

Proposed Project Timeline

The following is a tentative project schedule to highlight deliverables and milestones associated with projects of similar scope. A refined project schedule for all projects will be finalized in collaboration with your team at the onset of the project.

Estimated # of Weeks: 26

Milestone	Sandbox	Client	Completed
Planning, Management and Strategic Support			
Finalizing the Agreement *(Contract)*	▪	▪	Week 0
Project Kick-off Session	▪	▪	Week 1
Issuance of a Formal Project Plan *(Work Plan Based on Kick-off Session discussions)*	▪		Week 1
Review of Existing Supporting Materials	▪		Week 1
Stakeholder Interviews	▪	▪	Week 2-4
Issuance of Recommendations Report *(includes Wireframes, Sitemap and Information Architecture)*	▪		Week 6
Review and Approval of Recommendations Report		▪	Week 7
Creative Design			
Drafting of Creative Design (User Experience)	▪		Week 9
Review and Feedback on the Concepts		▪	Week 10
Finalization of Creative Design (including responsive states)	▪		Week 11
Sign-off of the Creative Design		▪	Week 11
Build			
Deployment of the CMS	▪		Week 12
Start of development	▪		Week 12
Content planning	▪	▪	Week 12

Task			Timeline
Sprint 1 content due		■	Week 14
Sprint 1 content entry complete	■		Week 15
Sprint 2 content due		■	Week 16
Sprint 3 content entry complete	■		Week 17
Development of the Core Website Framework	■		Week 20
Content Entry Buffer and Development Buffer	■		Week 21
Formal Quality Assurance			
Sandbox Audit of the Solution *(Cross-browser and Cross-Device Compatibility, Broken Link Checks, W3C Audit)*	■		Week 22
Site Ready for Review by Stakeholders *(Beta Review)*		■	Week 22
Change requests from Elgin County	■	■	Week 23
Client Change Requests Made	■		Week 24
Final Launch Deployment Approval		■	Week 25
Deployment, Training and Support			
Deployment of the Site	■		Week 26
Training Workshops	■	■	*TBD*
Warranty Support	■		90 Days from Final Launch

If Sandbox Software is hosting the site, Elgin County will have a limited role in these activities.

Pricing Breakdown

Core Services & Deliverables

SERVICE		ELGIN SITE	LIBRARY SITE
Estimated Cost of Services		$ 66,910.00	$ 26,842.50
AmplifyingGood Discount (5%)		$ -3,345.50	$ -1,342.13
Total Estimated Cost of Services		**$ 63,564.50+HST**	**$ 25,500.38+HST**

SERVICE		TOURISM SITE	EC DEV SITE
Estimated Cost of Services		$ 12,830.00	$ 12,830.00
AmplifyingGood Discount (5%)		$ -641.50	$ -641.50
Total Estimated Cost of Services (includes discount + HST)		**$ 12,830.00**	**$ 12,830.00**

Annual / Optional Fees

SERVICE	COST
WordPress Plugins (final number TBD)	$500.00/year +HST
Optional : Additional microsite using template (10 pages maximum)	$2,500/each +HST

Additional Pricing Notes

- Pricing is in Canadian Dollars
- Pricing is valid for 60 days from issuance of this quote
- HST applies to all of Sandbox's services

Payment Schedule & Payment Terms for Services

Sandbox will issue invoices monthly in equal installments based on the total project cost (minus 10%) and the estimated number of months required to develop the solution. 10% of the total project cost will be held back until launch of the website.

Should the project be placed on hold at the client's request, invoicing will be paused starting in the month following the request to place the project on hold. Invoicing will resume when the project is restarted. *Due to the cost incurred by Sandbox to stop and restart a project once it is underway, should this project's progress be halted at any time for 30 or more days by the client, for any reason, or by client-related delays in the client's deliverables, a project restart fee of $2,500.00 or 4% of the total project cost, whichever is greater, will be due and payable immediately upon project restart.*

SANDBOX
software solutions

Hosting, license, and support/maintenance fees would be billed separately, upon launch, and could be billed quarterly or annually at the client's preference.

Note: If the work is cancelled for any reason at the client's request, all time spent to that date will be billed. Payment is due on receipt of invoice. Interest on overdue accounts will be charged at 2% per month.

Exclusions

The following services/expenses are not included in the pricing provided in this proposal:

- Copywriting
- Translation services
- Animation development services
- Photography
- Photo editing
- Videography
- Any third-party screen reader service or license fees

- Stock photos
- Testing of the site with subjects who use assistive technologies daily
- Travel costs (we anticipate all work to be done remotely for this project)
- Third-party tool/software licenses

Our Warranty

Sandbox Software will, at no cost to the Elgin County, resolve any bug or missed requirement identified within 90 days of launch date. Sandbox Software does not warrant any bugs in the core WordPress Content Management System or plug-ins used.

Requesting support under your Warranty is quick and easy. Simply contact our Help Desk through email, by phone or by placing a ticket through our Help Desk Portal.

Questions?

If you have questions about our proposal, please contact us:

Drew Edwards

Director of Web Services
drew.edwards@sandboxsoftware.ca
(519) 821-8866
150 Wellington St E #101, Guelph, ON N1H 0B5
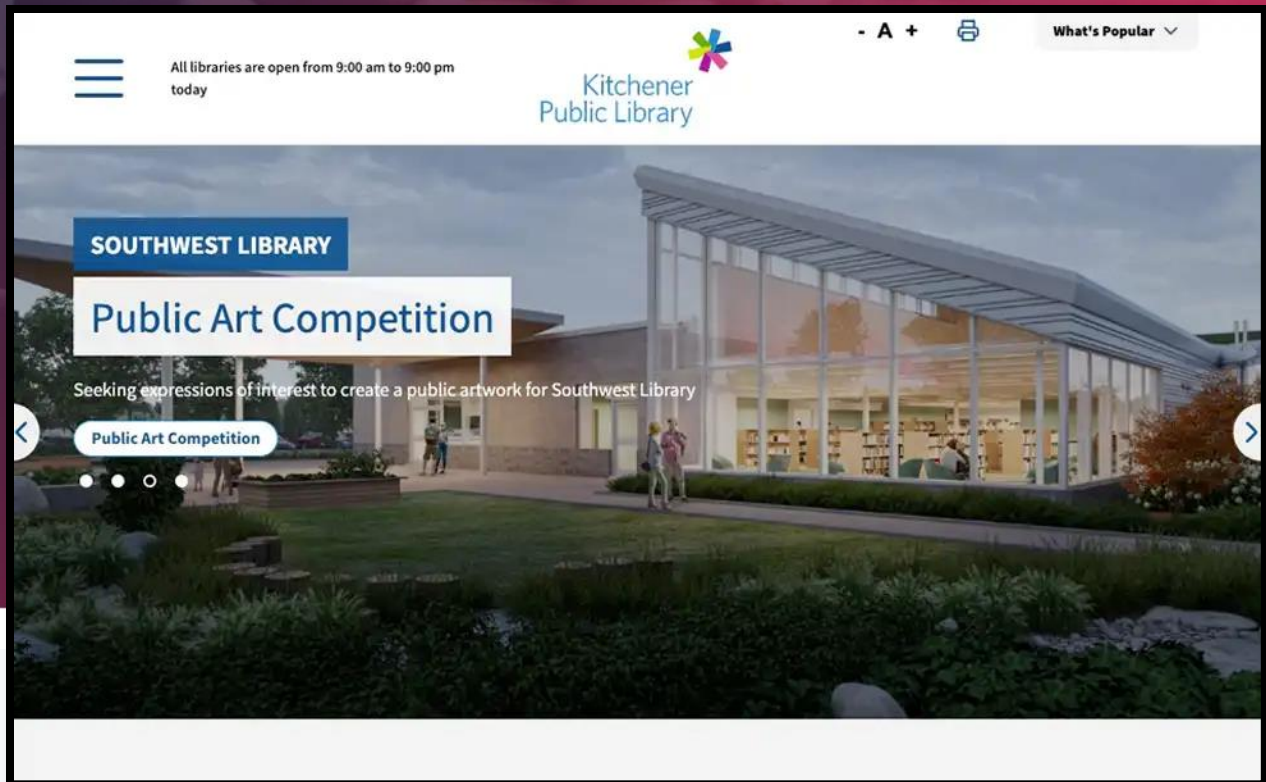Guelph, ON N1H 0B5
www.sandboxsoftware.ca

All work for this project will be completed by Sandbox employees.

Appendix A – Case Studies

The following pages provide detailed case studies associated with projects that Sandbox believes will be helpful to Elgin County in evaluating Sandbox as a potential partner for their website design, redevelopment, and support needs.

Kitchener Public Library

Kitchener Public Library (KPL) is a large library network in Kitchener, Ontario. The brand represents six locations across the Waterloo region. KPL required a newly redesigned modern mobile-friendly website in a new content management system. Their current site was outdated and developed in Drupal, making their site difficult to manage and update. They also wanted to have a more accessible and streamlined event listing better suited for a new CMS than just a third-party tool.
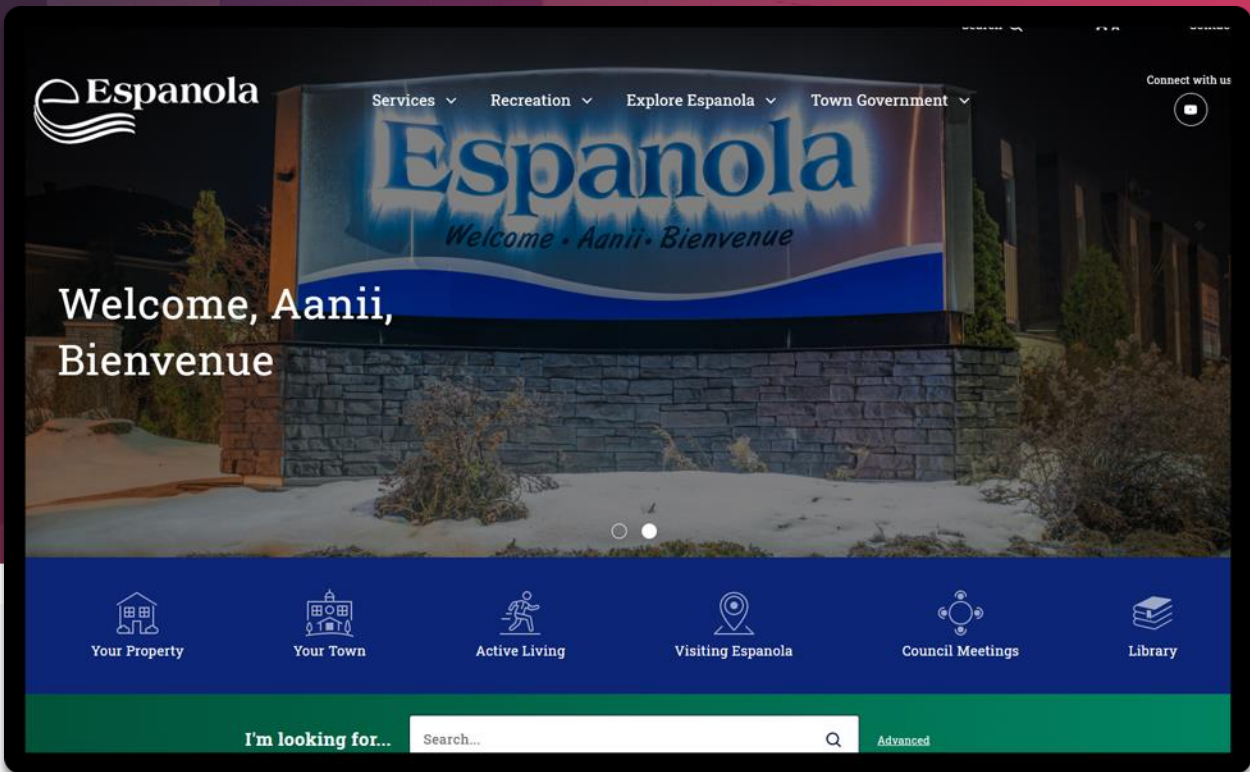
The newly redesigned KPL website features an accessible modern look with iconography navigation on the home page. Other navigation tools such as accordions and tabs keep pages on the site from being cluttered and requiring more unnecessary scrolling. Library viewer can search anything in their entire catalogue based on ID. Now, pages like 'books' and 'award winners' much easier for them to build and maintain. This feature also works for their movies page. The events are in a column template with advanced search capabilities for users to find events within specific interests and categories. All KPL social media has been integrated seamlessly along with the library's extensive blog catalogue. The new site also features a live chat function for user support.

Key Features:

- Modern redesign
- Carousel navigation tool
- Text resizing tool
- PDF printable pages
- Event listing & calendar
- Social media integration

Town of Espanola

In 2019 the town established a new Strategic Plan focused on better serving the needs of its citizens, maximizing economic growth, attracting new residents and businesses, and promoting its strategic location and natural beauty.
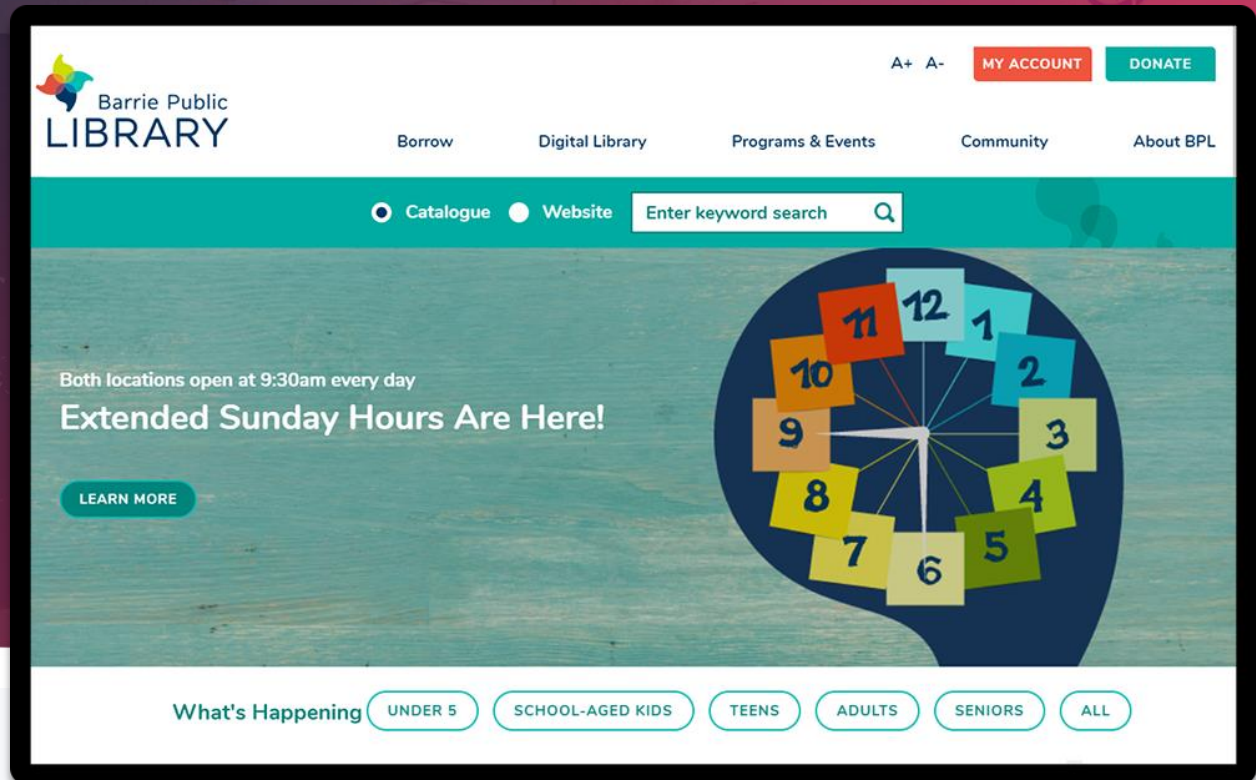
As part of meeting these objectives, Espanola mandated a full redesign of the current town website. The new www.espanola.ca leverages a custom, responsive design that reflects the Town's brand and is aimed at attracting new residents and businesses. The improved look and feel of the site allow for not only a streamlined user experience across a range of screen sizes, but improved access to public services and public domain information. This includes the Town Library, where users can access online resources, their Library account, the online catalogue and view the dedicated Library events calendar.

Key Features:
- Robust search capabilities
- Communication tools for the public and administrators
- Concierge Tool (alternative content access from primary navigation)
- Social Media Integration

Barrie Public Library

Sandbox helped Barrie Public Library redesign their site with a user focused, simplified navigation structure that allowed patrons and staff to easily source the digital resources they needed across different devices. We delivered a contemporary, visually appealing design that highlighted a distinct homepage, simplified content presentation to reduce site 'busy-ness'' and showcases the services available. With a user-friendly content management system, library staff may control the site and have the ability to keep the content current and fresh.

The site now acts as a virtual branch, mirroring what the physical branch is trying to accomplish by connecting and enriching its local community and providing access to a wealth of information in the library and beyond.

Key Features:

- Custom Responsive Design
- AODA and WCAG compliance
- News & Events
- Integration with CanadaHelps for Online Donations
- Deep Search
- Integration with Library Catalogue

Appendix B – Testimonials

"From start to finish, Sandbox overdelivered! The Sandbox team worked closely with Municipal staff to understand our website objectives, our internal capacity, and long-term goals. The community consultation process was inclusive, earnest, and efficient. Sandbox found creative and efficient solutions to design an easy to navigate site within a tight Municipal budget. The after-care service program provided invaluable to support existing and onboarding staff, Sandbox builds websites, and in the process, supporting and lasting relationships."

—Cheryl Kennelly, Community Economic Development Officer, Town of Espanola

"Halton Region engaged Sandbox to deliver a long-term implementation plan, effective and sustainable information architecture, and an exciting creative design for our next website which supports Halton's Digital Customer Access Strategy. We found Sandbox well organized, extremely knowledgeable, and well positioned for this project. They brought with them a vast library of tools, an engaging approach which allowed multiple stakeholders to provide input and were professional in their work. Together we developed a comprehensive long-term strategy, a compelling customer centric web site design, and a clear path to build a leading-edge Public-sector website."

—Lori Brown, Project Manager, Halton Region

"We found Sandbox well organized, extremely knowledgeable, and well positioned for this project. They brought with them a vast library of tools, an engaging approach which allowed multiple stakeholders to provide input and were professional in their work. Together we developed a comprehensive long-term strategy, a compelling customer centric website design, and a clear path to build a leading-edge public-sector website."

— Calyn Pettit, Manager, Digital Communications, Hamilton Health Sciences

"Website projects have many moving parts and it's important to work with an organization that understands the complexities, and the excitement, of developing unique, meaningful, and effective web and digital experiences. Sandbox was always responsive; they understood the big picture and all the little details that go into a successful project. They provided great input and insights and listened to the client's and audiences' needs. They were a great project partner, and I would work with them again in a heartbeat."

—Todd Leach, former Interim Communications Director, St. Joseph's Health Centre Toronto

"Sandbox has become a true partner on our team. Our timeline was short and our budget low, but the quality of work was high! Ongoing support has also been an important part of rolling out a new solution. The thoroughness and quick response in adapting our changes on deployment is also a credit to Sandbox's care in their customer's success."

—Wendy Creed, Technical Services Operations Manager GTRN, World Vision International

"Sandbox is good at explaining complex concepts to non-technical staff, has superb problem-solving skills and shows an uncanny ability to foresee a potential problem to prevent unexpected hurdles from delaying the project's implementation. The team is really well organized, and he was able to focus on the stated objectives of the project and prioritize every task necessary to accomplish the desired end result."

—Khiat Kurniawan, Director of Information Technology, Baptist Housing