

PROPOSAL: SSP-2308158

County of Elgin

WEBSITE MIGRATION, HOSTING AND SUPPORT

August 15, 2023

PREPARED FOR:

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County of Elgin

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Executive Summary

County of Elgin, a municipality in Southwestern Ontario, is considering a web development partner to host and maintain several external facing websites as well as provide support on an as-needed basis. The County of Elgin is currently in the early stages of a redevelopment project that includes these web properties but requires these sites to remain functional and secure in the interim.

Two of the sites are built in the WordPress CMS:

<https://www.elgincounty.ca/>

<https://www.elgincounty.ca/library/>

Two of the sites are built in the Drupal CMS (version 7):

<https://www.elgintourist.com/>

<https://www.progressivebynature.com/>

Sandbox is a full-service web development agency that builds, hosts, and maintains websites in WordPress and its proprietary content management system, Oasis. Sandbox also maintains several Drupal sites.

Sandbox currently hosts and maintains the County of Elgin intranet, which was developed by Sandbox and launched in 2021. This migration project would leverage both the existing maintenance agreement and hosting environment to include the above sites, providing Elgin with cost savings and efficiencies, as well improved security of its web properties.

Sandbox has extensive experience in web and hosting infrastructure security, and routinely updates its standard operating procedures with the latest developments in best practices of web security.

As a smaller team, Sandbox is nimble and driven by achieving results. We are passionate and proud of the close, and long-term, relationships we build with our web and maintenance program partners. The team at Sandbox is grateful for the opportunity to provide County of Elgin with our proposal and we look forward to working together.

Sincerely,



Drew Edwards
Director of Web Services
Sandbox Software

Company Overview: Sandbox Software

History and Structure

With over 19 years of experience, Sandbox 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	23 – 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 \$2M Professional Errors and Omissions Underwritten by Lloyd's of London

A Focus on Non-Profit Work



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 not-profit partners in amplifying the good they do in their communities 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 and 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

Your Team

Sandbox would be proud to have the following team members support County of Elgin's website:



Drew Edwards (Lead Contact)

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 the relationship between County of Elgin and 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



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 health care and education fields as a web developer. Brenden started in first tier support, assisting our WordPress partners, before becoming the Support Team Lead. Brenden has been using and experimenting with computers since his first computer at age 6.

Project Roles

Brenden will manage the upgrades to County of Elgin's WordPress or Oasis site, and support in the coordination of help desk tickets submitted by County of Elgin. He will also ensure all monthly reporting is properly managed and provided to County of Elgin.

Sample Support Program Experience:

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



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 technical team members from County of Elgin 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 programming 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 developers responsible for the technical implementation aspects of your 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. She 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 regardless of how that site is accessed, navigated, or perceived.

Project Roles

Meg will assist in evaluating work completed on the website 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.

Experience

Over the years, Sandbox has developed several comprehensive websites within the WordPress content management system (CMS.) Nearly all of them have post launch website maintenance and support programs in place. Hours for these monthly maintenance programs vary 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 services 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.

Example 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:

- | | |
|--|--|
| <ul style="list-style-type: none"> • Ecojustice:
https://ecojustice.ca/ • Conservation Halton:
https://www.conservationhalton.ca/ • Rainbow Health Ontario:
https://www.rainbowhealthontario.ca/ • Kitchener Public Library:
https://www.kpl.org/ • Unity Health Toronto:
https://unityhealth.to/ • Royal Victoria Regional Health Centre:
https://www.rvh.on.ca/ • Oak Valley Health:
https://www.oakvalleyhealth.ca/ | <ul style="list-style-type: none"> • 4H-Ontario:
https://4-hontario.ca/ • Hamilton Health Sciences:
https://www.hamiltonhealthsciences.ca/ • St. Joseph's Health System:
https://sjhs.ca/ • Scarborough Health Network:
https://www.shn.ca/ • Women's College Hospital:
https://www.womenscollegehospital.ca/ • St. Mary's General Hospital:
https://www.smgh.ca/ • UHN Diabetes College:
https://www.diabetescollege.ca/ |
|--|--|

Institutional Microsites and Related Organizational Websites

- | | |
|---|--|
| <ul style="list-style-type: none"> • Glen Eden:
https://gleneden.on.ca/ • SHN Foundation:
https://www.shnfoundation.ca/ • Centre for Minimal Access Surgery:
https://www.cmas.ca/ • Ontario Bariatric Network:
https://www.ontariobariatricnetwork.ca/ | <ul style="list-style-type: none"> • RVH Foundation:
https://www.keeplifewild.ca/ • The Boris Clinic:
https://www.borisclinic.ca/ • I'm Ready – HIV Self-Test Kits:
https://readytoknow.ca/ • Healthy Life Trajectories Initiative:
https://www.helticanada.com/ |
|---|--|

- 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/>
- Centre for Surgical Invention & Innovation:
<https://www.csii.ca/>
- Mackenzie Health Foundation:
<https://www.mackenziehealth.ca/support-us/foundation>

County of Elgin: What You'll Get at a Glance

Sandbox will provide both the services and technologies needed for your website project to succeed including:

- Coordination with the County of Elgin website redevelopment task force and IT teams to facilitate the transfer of the following websites from their infrastructure to the Sandbox Software infrastructure:
<https://www.elgincounty.ca/>
<https://www.elgincounty.ca/library/>
<https://www.elgintourist.com/>
<https://www.progressivebynature.com/>
- Launch of a new development environment on the Sandbox Software infrastructure
- Installation of the four County of Elgin sites and updates where warranted / possible
- Testing and Quality Assurance of the sites
- Deployment of the sites to County of Elgin's Sandbox-based production environment
- Support in re-pointing the County of Elgin domain to the Sandbox production environment
- Post-launch checks
- Project planning and account management

Post-Launch Support

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. In this scenario, 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 County of Elgin 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](#).

The Sandbox Support and Maintenance Program

To support clients in maintaining their websites Sandbox offers maintenance packages for post-launch support. County of Elgin currently has a four-hour maintenance plan to support the intranet and, based on our experience, we propose expanding that plan to include up to **8 hours** of service each month to cover the additional four sites. 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.

Security protocols

Security is a primary focus at Sandbox and 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

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, the County of Elgin 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 County of Elgin's 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 Levels 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 4 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 County of Elgin in order to complete the work as planned. 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 County of Elgin 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, County of Elgin 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, County of Elgin 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.

Proposed Schedule

Milestone	Sandbox	Client	Completed
Finalizing the Agreement (<i>Contract</i>)	■	■	Week 0
Coordination with task force and County of Elgin IT on gaining access to sites	■	■	Week 1
Deployment of the development environment	■		Week 2
Installation of the County of Elgin website (https://www.elgincounty.ca/) WordPress	■		Week 2
Sandbox fixes and testing	■		Week 2
Site Ready for Review by County of Elgin (<i>Beta Review</i>)		■	Week 3
Deployment Approval from County of Elgin		■	Week 3
Deployment of the Site to production	■		Week 3
Installation of the County of Elgin Library website (https://www.elgincounty.ca/library/) WordPress	■		Week 4
Sandbox fixes and testing	■		Week 4

Site Ready for Review by County of Elgin (<i>Beta Review</i>)		■	Week 5
Deployment Approval from County of Elgin		■	Week 5
Deployment of the Site to production	■		Week 5
Installation of the County of Elgin Tourist website (https://www.elgintourist.com/) (Drupal 7)	■		Week 6
Sandbox fixes and testing	■		Week 6
Site Ready for Review by County of Elgin (<i>Beta Review</i>)		■	Week 7
Deployment Approval from County of Elgin		■	Week 7
Deployment of the Site to production	■		Week 7
Installation of the County of Elgin Tourist website (https://www.elgintourist.com/) (Drupal 7)	■		Week 8
Sandbox fixes and testing	■		Week 8
Site Ready for Review by County of Elgin (<i>Beta Review</i>)		■	Week 9
Deployment Approval from County of Elgin		■	Week 9
Deployment of the Site to production	■		Week 9

Budget

Core Services & Deliverables

SERVICE	COST
Migration of four sites to Sandbox infrastructure, updates where possible*	\$4,800.00+HST

*Only hours consumed will be billed.

Current Annual Fees

SERVICE	COST
Hosting for Intranet (Virtual Private Server)	\$4,235.00/year

Support and Maintenance Program	\$5,760.00/year
Oasis Intranet Licencing	\$7,500.00/year
Sub total	\$17,495.00/year
HST	\$2,274.35/year
Total	\$19,769.35/year

Proposed Annual Fees

SERVICE	COST
Hosting of Intranets plus four public sites (Virtual Private Server)	\$5,095.00/year
Support and Maintenance Program (8 hours per month)	\$11,520.00/year
Oasis Intranet Licencing	\$7,500.00/year
Sub total	\$24,115.00/year
HST	\$3,134.95/year
Total	\$27,249.95/year

Pricing Notes

- Support and Maintenance program can be billed quarterly or annually at the client's preference. Hosting is billed annually in advance of service.
- All work will be invoiced upon completion of the work.
- Payment is due on receipt of invoice.
- Overdue accounts will be charged 2% interest per month.
- If the work is cancelled for any reason at the client's request, all time spent to that date will be billed.
- Pricing on this Work Request is valid for 60 days.

Questions?

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



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