

April 14, 2021

SUBJECT: Recommendation for Consideration from:
CUSTOMER EXPERIENCE & TECHNOLOGY COMMITTEE MINUTES

MEMO TO: Committee of the Whole

FROM: Colleen Hutt, Deputy Clerk

The Customer Experience & Technology Committee, at their meeting of April 8, 2021, recommended and approved the following for consideration by Council:

Item 8.1 New Website RFP - Committee Endorsement

- (i) that the Customer Experience and Technology Committee endorse the new website RFP and recommend Staff proceed with the process.

The following is attached:
Appendix I - April 8, 2021 Minutes



CUSTOMER EXPERIENCE & TECHNOLOGY COMMITTEE MEETING MINUTES

Thursday April 08, 2021
06:00 PM

PRESENT:

Members: Andrew Niven, Jim Brown, Beckie Fox

REGRETS:

Councillor Clare Cameron, Weston Miller

STAFF:

Marnie Cluckie	Chief Administrative Officer
Fred Cervantes	Manager of Information Technology
Lauren Kruitbosch	Community Engagement Coordinator

OTHERS:

1. Call to Order

Committee Chair Andrew Niven, called the meeting to order at 3:00 PM.

2. Adoption of Agenda

Moved by Beckie Fox that the agenda be adopted.
APPROVED.

3. Conflict of Interest

No conflicts of interest were declared at this time.

4. Previous Minutes

The Committee reviewed the minutes of February 25, 2021.

5. Presentations

5.1 New Website RFP Review - Fred Cervantes, Manager of Information Technology

Fred Cervantes, Manager of Information and Technology, shared his screen and spoke to a PowerPoint presentation providing an overview of the website RFP and Project Charter.

The presentation provided information regarding the following topics:

- Summary of Website Deliverables
- Rated Criteria to Score Proposals
- Summary of General Requirements
- Selection Team
- Project Schedule
- Next Steps

Committee members were given an opportunity to respond to the presentation and general discussion took place regarding the project schedule and realistic timelines and vendor innovation.

Members of the Committee expressed their support and appreciation for the presentation and recognized Staff for their work in developing the Project Charter.

Chair Andrew Niven relayed Council Cameron's remarks, sent via email, with respect to the addition of the Town Clerk as a Key Stakeholder in the project and comments related to the potential of a municipal/mobile app and the focus of providing a well-designed web platform that is fully mobile-responsive.

6. Announcements

There were no announcements made at this time.

7. Correspondence

There was no correspondence discussed at this time.

8. Business

8.1 New Website RFP - Committee Endorsement

Moved by Beckie Fox that the Customer Experience and Technology Committee endorse the new website RFP and recommend Staff proceed with the process.

APPROVED.

9. New Business

No new business was discussed at this time.

10. Next Meeting Date

April 29, 2021

11. Adjournment

The meeting was adjourned at 3:26 PM.

ADJOURNMENT: 03:26 PM