



Central Wasatch Commission Necessary CWC Website Maintenance Work Memo

MEMO

To: Central Wasatch Commission Board
Chair: Jeff Silvestrini, Co-Chair: Erin Mendenhall, Treasurer and Secretary: Christopher F. Robinson, Monica Zoltanski, Bill Ciraco, Roger Bourke, Dan Knopp, Mike Weichers, Carlton Christensen, Annalee Munsey, Amber Broadway, Spencer Shaver

CC: Laura Briefer, Salt Lake City Public Utilities

From: Lindsey Nielsen, Executive Director
Sam Kilpack, Director of Operations
Mia McNeil, Community Engagement Coordinator

Subject: Necessary CWC Website Maintenance Work

The Central Wasatch Commission website encountered a critical error associated with website “plugins” and server host issues that rendered the site completely inaccessible for December 2nd – December 5th. In an effort to solve the critical error, staff contacted the following:

- **Xmission support:** Xmission provides **server hosting** for the Central Wasatch Commission. Staff inquired about the issue, and whether Xmission could see if it was a critical error occurring with the server host, as staff does not have the expertise nor the capacity to immediately understand complicated website issues when they arise. Xmission initially said it was not an issue with the server and advised us to contact the CWC’s **domain host**.
- **Utah State Division of Technology Services (DTS):** Utah DTS provides **domain hosting** for the CWC’s website: cwc.utah.gov. Staff asked DTS if they could see what was causing the critical issue and they could not. They advised us to talk to our **server host (Xmission)** to identify the issue.
- **University of Utah:** The CWC works with the University of Utah for the development of the CWC’s Environmental Dashboard. Because staff were running into so many walls whilst trying to get the website functional, staff reached out to the CWC’s Environmental Dashboard web developer to see if she would be able to help us remedy the issue. They were unable to figure out the issue.
- **The Idea Factory:** Staff then reached out to The Idea Factory, which is the creative firm that originally coded the CWC’s website back in 2018 to see if they could figure out the issue. They put us in touch with an IT support team – **Sonlight Designs**.

- **Sonlight Designs:** Finally, Sonlight Designs knew how to identify and fix the critical issue that the entire website was plagued by. As we were days into the CWC website being completely inaccessible, and after the initial unsuccessful attempts to resolve the error, staff requested that Sonlight Designs perform some triage work to bring the website back to functionality. This triage work was especially necessary as we were advertising the Central Wasatch Symposium and about to release the Symposium program.

Outcome: After the necessary triage work was completed by Sonlight Designs, the website was functional again. The CWC will be receiving an invoice for those hours incurred in December to bring the website back to functionality. The hourly rate was \$125/hour and it took six hours to bring the website back to functionality. There is still more work required to ensure the site is secure, which will incur more hours at the \$125 rate.

Staff also requests that the CWC Board approve a six-month contract to contract with Sonlight Designs to perform necessary website management and maintenance work so that the website does not crash again, and to ensure proper security. The six-month contract will run January – June 30, 2025 and is for \$1,500. There is an enclosed resolution and contract from Sonlight Designs referencing what staff has laid out in this memo. After the six-month contract expires at the end of the year, staff is interested in continuing the contract with Sonlight Designs for the duration of the 2025/2026 fiscal year for continual website support and maintenance to ensure the CWC is secure, efficient, and does not break again.

Staff received one other quote from Utah DTS for ongoing website maintenance moving forward (image below), but we did not consider it because they were unable to fix the problem we were currently facing. It's also much more expensive than Sonlight Designs' quote. It would cost between \$9,000 and \$15,000 for Utah DTS to redesign our website, which would be required for them to take it over, and then an ongoing annual maintenance cost of \$5,100. Having received a much cheaper (\$3,000 annually) quote from the only entity who could fix our problem, we feel that Sonlight Designs is our best option. The CWC's Procurement Policy allows sole-source procurement if a single vendor is believed to have a unique ability to fulfill the organization's needs. Given the amount of outreach performed and the inability of other entities to fix our problem, staff believes that sole-source procurement is appropriate, and that three bids were not necessary or prudent.

	Basic Website (see footnote below) *	Small Website	Medium Website	Custom Website (most popular)
New Website Start Up & Design Time and Materials	\$4,200 [*] (35 hrs)	\$9,000 (75 hrs)	\$15,000 (125 hrs)	\$30,000 (250 hrs)
Ongoing Costs (Hosting + Admin + Maintenance)	\$425 mo / \$5,100 yr ¹ (fixed cost per site with three environments)			
Additional Time & Materials	-\$120/hr (average per hour based on FY25 rates - tiers 2, 3, 4)			
Site Provisioning & QA	25	25	25	25
Development / Design / User Experience Hours (Customizable)	10 (limited training)	50 (template creation)	100 (~50 pages)	225 (~110 pages)
Website Development / Design / User Experience	✗ *	Limited	✓	✓
WP Engine Hosting	✓	✓	✓	✓
Enterprise-Class Security 24/7 Monitoring	✓	✓	✓	✓
24/7 Technical Support with WP Engine	✓	✓	✓	✓
Includes Pro Theme, Ninja Tables Pro	✓	✓	✓	✓
Google Search Console / Google Analytics	✓	✓	✓	✓

* = No time is set aside to assist the client with content creation, website design, or theme support. This plan is only available to agencies who have website developer professionals on staff, who have had previous experience developing a website using css and html.