



Joomla Website Support Service Proposal for

City of Sunfish Lake

Prepared by Jacob Hodara

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IDL Web Inc - An Introduction



IDL Web Inc was incorporated in 2016 in Thornhill, ON. The company founder, Jacob Hodara, has been involved in the website design and development industry since the late 90's.

We work with a global client base with the majority of our clients being located in the United States and Canada. We've had the pleasure of working with nonprofits and small businesses to large corporations. We have also seen steady growth in agency clients hiring IDL to handle their more advanced client projects.

The key to our business growth is contributed to these three areas:

1. Prompt client communication
2. Timely turnaround time of projects and tasks
3. Honest billing

We cover various required areas in our proposal as well as additional points which based on our experience should be considered. We are happy to set up a call to walk you through any part of this proposal.



Proposal Outline

Joomla Upgrades

Overview

Based on an allowable budget, we would recommend monthly or quarterly base updates.

Costs

- 3 hours @ \$75/hour (discounted non profit hourly rate)

Upgrade Process

- Create a backup and store locally
- On our Staging server, create a new Staging site
- Upgrade all components, modules, plugins (Document plugins updated + versions)
- Upgrade core Joomla (Document Joomla version upgraded to)
- Visual Quality Check of website on desktop/tablet and mobile devices
- Functional Quality Check - Includes but not limited to:
- Notify client of all completed work on Staging
- Repeat upgrades on live site
- Repeat all Quality Checks

** Upgrades are completed from Mon-Wed. We avoid any upgrades before the weekend/holidays.

Support Services

We offer per second billing on our support packages. Our support packages are as follows:

- 10 Hours @ \$75/hour
- 20 Hours @ \$70/hour
- 30 Hours @ \$65/hour

** Non profit special hourly rate

Key highlights of our support packages includes:

- Per second time tracking on all requests
- Hours never expire unless fully used
- Timesheet export available as CSV with summary of support item date, task completed and time spent



Methods of Communication

At IDL we offer various ways to communicate support requests. We welcome our clients to use one or all methods of communication. These include:

- **Phone call** - Direct calls to our toll free or GTA local number - We do check voicemails after hours. We can also offer bi-weekly or monthly regular check-in calls.
- **Google Meet / Zoom** - Schedule a time to speak over a screen share session
- **Email** - We are very prompt to email communication
- **BaseCamp** - We will invite you to BaseCamp, an easy to use project/task management system. Set group of tasks, deadlines + file upload management.
- **Ticket System** - 24/7 monitored ticket system via <https://clientarea.idlwebhost.com/submitticket.php?step=2&deptid=2>

IDL Web Hosting - Packaged Hosting/Maintenance

Please see our various packages on <https://www.idlwebhost.com/joomla-hosting.html>

These monthly hosting plans include:

- Website hosting
- Upgrades
- Monthly minutes towards any website request
- Additional discount on hourly rate for other work
- 24/7 Uptime monitoring
- 24/7 Security monitoring
- Extensive daily, weekly and monthly backup system



MN Based Clients

We have long term agency clients in MN who we've been working with for many years. Below are some projects we worked on for them. Not all of them are Joomla.

- Minnesota Alliance of Peacemakers
<https://mapm.org/>
Our direct client, we also host them
- Aggregate and Ready Mix Association of Minnesota
<https://www.armofmn.com/>
Via an Agency client of ours
- ASLA Minnesota
<https://aslamn.org/>
Via an Agency client of ours
- New Horizon Academy
<https://newhorizonacademy.net/>
Via an Agency client of ours
- Quality Bus & Parts
<https://qualitybusandtruckparts.com/>
Via an Agency client of ours



City of Sunfish Lake *City Council Agenda Report*

5-k

DATE: June 9, 2026

TO: Mayor, City Council and Staff

FROM: Christy Wilcox, City Clerk/Administrator

SUBJECT: Agreement for Professional Services with IDL Web, Inc.

BACKGROUND

Over the past several years, the City has contracted with Designwrite Studios to host, maintain, and upgrade the website. Robyn Mathews-Lingen, owner of Designwrite, retired in 2025 but graciously agreed to continue working with Sunfish Lake. Recently, Ms. Mathews notified us that she plans to transition to full retirement within the next few months. She referred us to a company that is familiar with the current content management system used to publish web content. Joomla has a robust user management system that allows administrators to manage user information, groups, and permissions, which is helpful for websites that require different levels of access for different users.

IDL Web, Inc. submitted a proposal to provide hosting and support services at a cost of \$2,708.00 for the year. The 2026 budget included \$4,000.00 for these services, so sufficient funds are available to cover the remainder of 2026. The City Attorney has prepared a professional services agreement for your consideration.

If approved, staff will work with Designwrite to transition services to IDL Web, Inc. over the next few months.

RECOMMENDED COUNCIL ACTION

Staff recommends approving the agreement for professional services with IDL Web, Inc.

ATTACHMENT

- Proposal submitted by IDL Web, Inc.
- Agreement for Professional Services