



Union County
Request for Proposal # 2010-005

Agenda and Meeting Management System

December 16, 2009

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Introduction

Request for Proposal (RFP)

NOTICE IS HEREBY GIVEN that Union County located at 500 North Main Street, Suite 8, Monroe, NC 28112 is seeking proposals for the purchase of an Agenda and Meeting Management System.

Please submit your proposal no later than 2 p.m. on January 15, 2010, to:

Union County
General Services Department
500 North Main Street, Suite 8
Monroe, NC 28112
Attn: Nicole Hatch, Purchasing Agent

Questions regarding the proposal specifications should be directed to Nicole Hatch at nicolehatch@co.union.nc.us or 704-283-3601

At which time and place they will be publicly opened and the names of submitters identified. Interested persons are invited to be present. Late submittals will not be accepted. Union County is soliciting proposals from qualified firms that are interested in providing and implementing a comprehensive organization-wide agenda automation and legislative history software system. Further information is contained in this RFP document. Union County reserves the right to reject any or all proposals and to waive any irregularities.

Response Instructions

The following instructions are intended to guide vendors in your response to this RFP. Additional instructions and requirements may be found throughout the remainder of this document, so careful attention should be given to insure a complete response on your firm's part. Include any additional information relevant to the requested solution.

General Instructions

You should submit one original, five copies, and one copy on CD-ROM. Proposals should be sent in a sealed container and clearly labeled with your firm's name and address as well as Union County and Proposal # 2010-005 Agenda and Meeting Management System. Send proposals to the following address:

Union County Purchasing
Nicole Hatch
500 North Main Street
Suite 8
Monroe, NC 28112

Your proposal must include all responses to the requirements contained within this RFP and all appendices (if applicable) must be completed in their entirety.

By submitting a proposal, your firm agrees to all applicable provisions, terms and conditions associated with this RFP.

This RFP, your submitted proposal, all appendices and attachments (if applicable), and stated terms and conditions may become part of the resulting contract.

Vendor Inquiries

Questions regarding the proposal specifications should be directed to Nicole Hatch at nicolehatch@co.union.nc.us. All questions must be submitted no later than five days prior to the date for submission of proposals. Questions and answers regarding the RFP may be shared with all Contractors known to be interested in submitting a bid.

General Considerations

Application of North Carolina General Statutes

The General Statutes of North Carolina regarding purchasing and competitive bidding (G.S. §143-129.8) are made a part herein and will govern the bidding process.

Vendor Selection

Proposals will be evaluated with respect to criteria specifically developed to examine the technical competence and suitability of prospective vendors. Union County will only award the contract to a responsible bidder as determined by the information provided in the proposal. Union County may also use information other than that provided by the vendor in its evaluation.

Vendors must meet the following criteria (listed in no particular order):

- Ability to meet the functional and technical system requirements with minimal custom development
- Provide deliverables and documentation as stated throughout the RFP
- Financial stability of the organization
- Company experience
- Satisfactory record of performance in developing and implementing similar projects
- References

Union County is open to all applicable proposals, but will give strongest consideration to solutions that work within its current computing environment.

Our current computing environment consists of windows servers and windows desktops.

Addenda

Any addenda to these documents shall be issued in writing. No oral statements, explanations, or commitments by anyone shall be of effect unless incorporated in the written addenda.

RFP Expenses

Expenses for developing the proposals are entirely the responsibility of the vendor and shall not be chargeable in any way to the County.

Rejection of Proposals

Union County reserves the right to reject any or all bids or proposals which are deemed to be non-responsive, late in submission, or unsatisfactory in any way. Union County shall have no obligation to award a contract for product, work, goods, and/or services as a result of this RFP.

Sub-Contractor/Partner Disclosure

Your firm may propose the entire solution. If the proposal by your firm requires the use of sub-contractors, partners, and/or third-party products or services, you must clearly state this in your proposal. Your firm shall remain solely responsible for the performance of all work, including work that you sub-contract.

Hardware

Union County reserves the right to acquire standard computer hardware from its current approved provider(s).

Vendor Demonstrations

The vendor may be invited to give a demonstration of the capabilities of the proposed solution to the Union County evaluation team. Your demonstration (if requested), along with questions and answers, will be a critical component of the overall vendor evaluation.

Modification or Withdrawal of Proposal

Prior to the scheduled closing time for receiving proposals, any Vendor may withdraw their bid. After the scheduled closing time for receiving proposals, no proposal may be withdrawn for 30 days. Only written requests for the modification or correction of a previously submitted proposal that are addressed in the same manner as proposals and are received by the County prior to the closing time for receiving proposals will be accepted. The proposal will be corrected in accordance with such written requests, provided that any such written request is in a sealed envelope that is plainly marked "Modification of Proposal – 2010-005 Agenda and Meeting Management System " Oral, telephone or fax modifications or corrections will not be recognized or considered.

Disposition of Materials

All materials submitted in response to an RFP will become the property of Union County and will be returned only at the County's option and at the expense of the Vendor. A copy of the proposal will be retained for official files and become a public record. Specific limited pages of a proposal, not including proposed cost and compensation, may be marked as proprietary and confidential. The Vendor's consent will be requested before release of such pages to non-County personnel. By submitting a proposal, a Vendor agrees to these terms and waives any right to pursue a cause of action for damages incurred as a result of the release of any information contained in a proposal.

Indemnification and Insurance

INSURANCE REQUIEMENTS

At Contractor's sole expense, Contractor shall procure and maintain the following minimum insurances with insurers licensed in North Carolina.

- A. **WORKERS' COMPENSATION**
Statutory limits covering all employees, including Employer's Liability with limits of:
- | | |
|-----------|-------------------------|
| \$500,000 | Each Accident |
| \$500,000 | Disease - Each Employee |
| \$500,000 | Disease - Policy Limit |

- B. COMMERCIAL GENERAL LIABILITY
Covering all operations involved in this Agreement.

\$2,000,000 General Aggregate
\$2,000,000 Products/Completed Operations Aggregate
\$1,000,000 Each Occurrence

ADDITIONAL INSURANCE REQUIREMENTS

- A. The Contractor's General Liability policy shall be endorsed, specifically or generally, to include the following as Additional Insured:

UNION COUNTY, ITS OFFICERS, AGENTS AND EMPLOYEES ARE INCLUDED AS ADDITIONAL INSURED WITH RESPECTS TO THE GENERAL LIABILITY INSURANCE POLICY.

- B. Before commencement of any work or event, Contractor shall provide a Certificate of Insurance in satisfactory form as evidence of the insurances required above.
- C. Contractor shall have no right of recovery or subrogation against Union County (including its officers, agents and employees), it being the intention of the parties that the insurance policies so affected shall protect both parties and be primary coverage for any and all losses covered by the above-described insurance.
- D. Certificate Holder shall be listed as follows:

Union County
Attention: Keith A. Richards, Risk Manager
500 N. Main Street, Suite #130
Monroe, NC 28112

INDEMNIFICATION

Contractor agrees to protect, defend, indemnify and hold Union County, its officers, employees and agents free and harmless from and against any and all losses, penalties, damages, settlements, costs, charges, professional fees or other expenses or liabilities of every kind and character arising out of or relating to any and all claims, liens, demands, obligations, actions, proceedings, or causes of action of every kind in connection with or arising out of this agreement and/or the performance hereof that are due, in whole or in part, to the negligence of the Contractor, its officers, employees, subcontractors or agents. Contractor further agrees to investigate, handle, respond to, provide defense for, and defend the same at its sole expense and agrees to bear all other costs and expenses related thereto.

Scope of Work

Project Overview

The goal of this RFP is to provide Union County with technology to manage the agenda process more efficiently. This section provides an overview of the project and some of the expectations of Union County. This section is not intended to be all inclusive. Therefore, vendors should include in their responses any items they deem relevant and important to the project or Union County.

Description

Union County seeks to acquire and implement a comprehensive organization-wide agenda automation and legislative history software system that will accommodate its expanding needs, improve access to information, streamline agenda preparation and management processes, clarify and improve agenda access and access control.

This RFP represents the best effort by Union County to define its existing and future requirements for a comprehensive agenda automation management system. Statements, questions, and information contained within this document should not in any way be construed as binding on Union County, and are subject to final interpretation or modification by Union County as seen fit.

Goals

Union County is seeking a software system that can meet the standards outlined in this document. With this in mind, the system shall (in no particular order) accomplish the following primary goals:

- Provide a centralized web based approach to compiling the agenda
- Provide workflow capability
- Provide the capability to submit and view agenda items online
- Provide external and internal capability to view final agenda online, print, or copy to external media
- Provide search capabilities for agenda, agenda items and supporting material, and minutes
- Be functionally rich in capabilities to automate agenda preparation, manage legislative history, and enhance document workflow
- Provide excellent intra-department and user security controls
- Provide an option for document management and retention
- Provide the ability to create and store images of documents using non-proprietary image formats
- Provide the capability to prepare minutes including but not limited to taking roll call, making notes, recording motions, and recording votes
- Provide video recording of meetings with indexing
- Provide video hosting

The proposed solution shall be of an expandable, modular design to readily incorporate additional enhancements in the future. It should be developed, tested, and maintained using a high-quality software development methodology for long-term reliability and technical efficiency.

Documentation

Union County expects the chosen vendor will provide for each software component a complete set of software documentation for users and administrators. The documentation can be printed, on CD-ROM, or downloadable from the vendor's Website. Union County will be given permission to reproduce the documentation or parts of the documentation as needed. It is expected that the vendor shall maintain its copyrights to all materials.

License Structure

Union County expects the licensing structure to be enterprise-based so that it will also accommodate growth. Union County also expects the licensing structure will include price breaks at reasonable intervals for number of licenses acquired by Union County.

Maintenance

The chosen vendor must maintain the proposed system if implemented. Vendors must clearly outline how the software is maintained, including bug fixes, feature and technology upgrades, and assimilation of state-of-the-art technologies.

Support

Union County anticipates the chosen vendor will have the technical expertise, staffing, and protocols to effectively support the implementation of its product in Union County. Live support should be offered during Union County regular business hours at a minimum. Other desirable support options include FAQs, known issues tracking, email support, and access to support managers and development staff if required.

Warranty

Union County expects all software to be covered by a reasonable warranty period no less than 90 days. All software and hardware warranties should provide for the operability of the system.

Project Implementation

This section provides a brief description of the expectations and training considerations Union County anticipates during project implementation. As before, this section is not intended to be exhaustive and Union County is relying on vendors who submit proposals to incorporate the highest levels of service and expertise during the implementation phase(s) of this project.

Expectations

The goals for this project were outlined above. Here Union County will attempt to describe briefly its expectations while working with vendors during not only the proposal process, but also during implementation.

The following list represents the core expectations of Union County:

- We expect vendors to represent their products and services in an accurate and complete way.
- We expect to provide a fair selection process that evaluates all opportunities presented to Union County and that secures the best possible solution for our organization.
- Union County seeks to work with an organization that fits with our culture and approach to establishing good customer service and productive business relationships.
- By implementing the selected Agenda and Meeting Management system, Union County fully expects to achieve its goals as listed under Scope of Work.

Training

Training is considered an essential element of this project. One aspect of training Union County will be considering heavily is how quickly and easily the proposed system can be adopted by personnel. How difficult is the system to learn? Is it intuitive for users familiar with Microsoft-based systems? Does the vendor offer user groups and conferences as means of exposure to current and new technologies? We will be looking for answers to these questions and others within RFP responses, demonstrations, and discussions with vendor representatives.

Submission Requirements

General Requirements

Executive Summary

Please give an overview of the proposed solution including your company's unique abilities to meet the project requirements, software requirements, and hardware requirements. Include exceptions to the RFP if any. This section need only be one to five pages.

Company Information

This section provides each vendor with the opportunity of demonstrating how its history, organization, and partnerships differentiate it. Careful attention should be paid to providing information relevant to Union County needs.

History and Profile

Provide a concise profile of your organization to include the following:

- Identify your company, address, phone number, and email address.
- Describe the history of your company.
- What is your total number of installations of the proposed application software product?
- What is your service commitment to customers and measurements used?
- What are your annual sales?
- Are audited or otherwise verifiable financial statements available upon request?
- Is your organization involved in any pending litigation that may affect its ability to provide its proposed solution or ongoing maintenance or support of its products and services?

If you are a Value Added Reseller of the system you are proposing, answer the above questions for the software's parent company.

References

Give contact information for three to five of your customers including organization name and the contact's name, title, address, telephone number, and email address. Also include the products the customers are using.

Vendor's Proposed Solution

Please give a detailed description of the solution you are proposing. Include software modules and hardware required to operate the system. Tell why your solution best meets the needs of Union County.

Documentation

Both system level and user documentation must be provided. List and describe the available documentation that is included in the proposal pricing in this RFP and the media on which it is published.

Maintenance

- Describe the details and duration of any manufacturer's warranty on proposed software system.
- How often do you provide product updates?
- Include the your firm's willingness and plan for keeping its products up-to-date. "Up-to-date" is defined as continuously adding or replacing products to take advantage of new technology and complying with emerging industry standards.
- Describe the process by which user input is incorporated into new product releases.
- What is included in the annual maintenance contract?

Support

- Vendor shall describe the extent and nature of software support services, including web-based and telephone support, and consulting support.
- Do you have a telephone access number for technical phone support? What are the hours of support?
- What is the guaranteed response time for telephone support?
- Do you have the ability to provide direct remote support (dial-up or Internet)? Please describe.
- Describe your support escalation procedure.
- What is your policy for the provision of on-site support?
- Do you maintain a client accessible Internet Knowledge Base of known issues and frequently asked questions?

License Structure

- Please describe your software licensing structure in detail. Do so for each product or module if they differ from one another.

Warranty

- Describe what is included with the manufacturer's warranty.

Project Implementation

- This section covers various aspects of your firm's approach to implementing projects. Please respond with as much relevant detail to Union County, project as possible given the information you've been provided in this RFP.

Project Team

- List your project team. Provide names, roles, involvement levels and durations, and relevant experience for each person on the team.

Timeline

- Provide a proposed schedule for implementation steps.

Training

- Describe what type of training and the number of people to be trained that is included as part of the initial installation.
- Describe how you will schedule and provide for training of end users, technical staff, and system administrators including initial training, consultation, and follow-up training.
- Describe what types of additional training may be available either through your company or through another agency.

Software Requirements

General

- The proposed solution should be a single system developed and supported by a sole vendor offering all the elements necessary to meet the requirements outlined in this RFP. This includes the agenda process system, video taping of meetings, meeting minutes, and video hosting.
- The proposed solution must be entirely scalable to meet the expanding needs of the client over time.
- The proposing vendor must have experience and references in the government market.
- The proposing vendor must list references of similar scope and size to that of the County.
- The proposed solution must be open architecture and fully allow for integration to the County's existing computing infrastructure.
- The proposing vendor must have experience with integrating the proposed solution with 3rd party applications to maximize the usefulness of the proposed solution.
- The County strongly prefers the solution be built on a proven platform such as .NET technology.
- Is the proposing vendor a Microsoft Certified Partner?
- Proposing vendor must be able to provide a demonstration of the system upon request.

Hardware & Software

- Vendor must have the ability to provide a test environment for testing new product features and versions.
- What is the suggested server configuration your System will run on? (Please provide complete hardware specifications within your response.)
- What type of web browser does your System support?
- Do you support the use of either MS SQL Server 2000 (or later release)?
- Can the system be deployed enterprise wide across multiple platforms and multiple locations?
- Is your end user access web-based?
- Does your software run on a Microsoft server 2008 or 2003 platform?
- The proposed system must provide group and user security.
- The proposed system should have a Systems Administrator function that can manage security and provide overall system help to users.
- Ability to assign user rights based on a users role in the agenda process.
- Ability to configure system based upon security rights.
- Must have ability to manage multiple boards and commissions.
- Must have ability to support simultaneous multiple-user access to all components of the agendas.
- Does the security access allow different sections of the system to be defined as read-only, read and write, or no access?
- Does the system integrate with Active Directory?

- Ability to link from current County website.
- Ability to support multiple browsers (ie Microsoft Explorer, Netscape Communicator, etc.).
- Do you have the ability to provide 24x7 customer support? If not what are your hours of support?

Public Access – Intranet and Internet

- The agenda automation package must provide a method to post all agendas to the Web.
- The agenda automation package must provide a method to download the agenda and all associated attachments as a single PDF.
- Automatically post agendas and minutes for viewing over the Internet.
- Provide Internet links to the public of digitally stored audio and video records.
- Provide Public access, via the Internet, to archival/historical information, such as meeting minutes, motions, and votes
- The agenda automation package shall have the ability to download a copy of a meeting with all the supporting material to a folder providing easy off-line access.
- The offline agenda version shall allow each user to make notes for each agenda item.

Requirements - Searching

- Provide for searching of Agenda, agenda items, attached documents and minutes, full-text or metadata.
- Ability to OCR documents in order to allow search of text within document.
- Ability to print any search result.
- Allow searches by date and/or within date ranges.
- Support grouping and searching documents based on metadata content.
- Search on agenda titles, agenda content, supporting materials content, supporting materials annotation.
- Public can search meeting agendas, minutes, and associated documents simultaneously.
- Return a list of all search results with links to the agenda item and supporting documents within the respective agenda.

Requirements - Workflow

- Provide tracking of document through workflow process.
- Provide multi-level (multiple criteria, multiple approvers) workflow.
- Support criteria-based escalation or reassignment of workflow approval.
- Allow insertion of items to any step of the workflow.
- Allow the withdrawal of an item from the workflow.
- Provide the ability to add comments by users in the workflow.
- Support criteria-based notification of workflow (delay of approval triggers notification for example).
- Provide appropriate notification of workflow events.
- The workflow shall allow deadlines to be set based on meeting time, date, response time.

- The workflow shall allow for escalation and notifications based on deadlines.
- Provide authorized users with the ability to create standard and ad hoc workflows for the approval process. The system must give users the ability to track the status of each agenda item.
- The workflow must provide a GUI front end for administering, creating and editing workflows with point-and-click or drag-and-drop functionality.
- The workflow shall be able to assign roles dynamically based on information gathered during the flow process.
- The workflow must be tightly integrated with an e-forms product. An e-form must be capable of triggering a workflow process.
- The workflow shall be able to utilize notifications within the product as well as email notification.
- The workflow shall not limit in any way the type of electronic files that can be attached to the flow.
- The workflow should display all workflow queues that a specific user is responsible for at one time and allow the user to decide which queue they would like to access.
- Workflow must have configurability through the administrator.
- Ability to see the status of any item and graphically view where it is at in the workflow process at any given point.
- The workflow shall have the ability to assign coverage if a user will be out of the office for a specified period of time.
- The workflow processes shall be of modular design and provide the ability to start additional workflows at any step based on specified criteria.
- The workflow shall allow routing to be determined dynamically based on information gathered during the flow process.
- The workflow shall allow roles to be assigned for the routing of items.
- The workflow shall allow parallel processing of items as well as sequential processing of items.
- The workflow shall allow delegation of items to other users of the system.
- Workflow must have configurability by an authorized user.
- Out of office configuration within the workflow.

Requirements - E-Forms

- System should contain an integrated, web-based e-forms product for publishing forms to the intranet/internet.
- The e-forms product shall be tightly integrated with the agenda automation package.
- The e-forms application shall have the ability to publish information directly to the agenda application.
- The e-forms application shall have the ability to embed a form directly into a workflow.

- The e-forms application shall allow the ability to auto populate fields on a form such as date fields, auto-incremental fields, etc.
- Supports creation of forms with user input fields that can be configured to represent existing paper forms.

- The e-forms application must be capable of defining and using composite fields to create structured agenda titles as part of an agenda item.
- The e-forms application shall allow users to configure multiple field types on an e-form. These types must include lookups, composite, text, date, mask, integer, float, boolean, autodate, incremental, agenda meeting date, agenda meeting time, agenda meeting caption, agenda meeting location and agenda meeting type.
- There shall be no limit to the number of forms that can be created and published in the e-forms application.
- The e-forms application shall utilize a publishing functionality that allows the administrator to determine when a form is published and made available to the users.
- The e-forms should have the ability to perform spell check.

Requirements - Agenda Management

- The application shall support the creation and viewing of an agenda with an easy user interface. The interface needs to display the item status and allow for easy editing such as adding documents to an item, adding item details, or adding item notes.
- Once an agenda is created provide the ability for authorized users to publish the agenda to the web with associated links to supporting documents.
- Allows drafts to be created.
- Allow for multiple Agenda types to be created (examples: full Agenda, summary Agenda)
- Create links to, or associate, supporting material for meetings with Agenda Item document.
- Allow flexible reformatting of the document, such as font, indentation, numbering, order of items, etc.
- Allow pending items to be placed on the agenda.
- Ability to approve agenda items individually or as a group within a meeting.
- Support creation of Long Range agenda items.
- Ability to print entire Agenda and all attachments with configurable numbering.
- Allow supporting materials to be attached to an Agenda item during the scanning process (Directly Scanned to Item).
- Under Consent Agenda, motions and votes can be added under each item and not just for the entire Consent section. Ability to move from Consent Agenda to Regular Agenda.
- System provides a post meeting capability for tracking, numbering and signing documents. Provides ability to use workflow in post meeting activities to manage post meeting activities.
- Users can make notes on Agendas and any supporting materials.
- Support the concatenation of associated documents for display, website and print.
- Provide automatic notification when a document is revised.
- Record responses to an Agenda Item or document.
- Provide Shells/Templates for meeting types.
- Support electronic note-taking by meeting participants.

- The agenda automation package should provide capability to allow versioning of agenda's and agenda items; allow process steps such as draft, revision, and final agenda.
- The agenda automation package shall allow agenda items to be moved with all associated attachments from one agenda to another.
- The agenda automation package shall have the option to show where an agenda item is within the workflow process and its status (approved, rejected), being drafted, final draft, etc.
- The agenda automation package shall have the ability to accept different types of attachments to support and link to agenda items. These file types include but are not necessarily limited to text, graphics, word processing applications, spreadsheets, acrobat, HTML, XML, Java, and photos and other images. Digital media such as visual files shall also be supported. (TIFF, JPEG, Mpeg, GIF, PDF, BMP, Raw, Scitex, Targa, PCX, Pixar, PNG, Pict, AV
- The agenda automation package shall have the ability to automatically convert all documents to PDF for printing and public distribution.
- The agenda automation package shall have the ability to support annotations to attachments.
- The agenda automation package shall allow revision control of attachments.
- The agenda automation package shall allow an unlimited number of meetings to be added and managed by the system.
- Support electronic signatures.
- Ability to select individual pages or sections of a document to be viewed, routed, included in packet, or printed.
- Provide reviewer with a log of items that were reviewed for each meeting.
- Ability to support flexible query capability for ad-hoc reporting based on user-defined criteria.
- Ability to provide a well-documented, user-friendly query and report writing tool (Include list reporting tools supported).
- Ability to create retention schedules for all documents associated with an agenda based on document type.
- Archive documents within the system, with the ability to expire documents from view without removing them from the system.
- Provide an email notification for documents that are approaching retention limits.
- Agenda templates shall include preloaded drop-down designations for all Board/Committee/Subcommittee and an option to edit these designations.
- Agenda templates will include a checklist of standard items, including roll call, public presentation and orders of the day. As needed, the checklist of standard items can be edited and amended by authorized users.
- The system proposed shall be of a non-proprietary nature. Describe any functions, features or components that are, or may be proprietary and why they do not restrict utilization of the system.

- The agenda automation package shall have the ability to perform, but not be limited to the following document import methodologies: fax and direct scanning; direct loading and copying.
- The agenda automation package shall have the ability to publish a finalized HTML agenda to the Web with all associated attachments as links to the appropriate agenda item. This process must be accomplished using a single mouse click
- The agenda automation package shall have redaction capability to protect confidential information.
- The system shall be able to work with sizes up to D and E size documents.
- An agenda can be rolled up as draft agenda while items are not approved.
- The agenda automation package shall maintain and make available the history of all agenda items that have been copied to other agendas.
- The agenda automation package shall allow actions to be added for each agenda item. The actions can be added manually for each item or selected from a pre-configured list tied to each agenda type. And the pre-configured list must be editable by an authorized user.
- The agenda automation package shall have the ability to scan attachments into an agenda.
- The agenda automation package shall have the ability to select an agenda item and scan the attachments to the item.
- Ability to link an agenda item to Google maps so the public can see the GIS by selecting the link.
- Shall provide the ability to send an item to a future agenda (including all materials, recommendations, etc.) without disrupting any workflow processes associated with the item.
- Ability to distribute agenda packets electronically to commission members.
- Make the notes , which were created by the voting members, available to the electronic packet for the voting members in the voting system.
- The system shall allow users to add documents provided at one meeting as support information for an item at another meeting without having to re-add them to the new item.
- Ability to create a summary of action items taken at a meeting.
- Ability to make revisions to agenda packets including the ability to add attachments that are received at a meeting without regenerating the agenda.
- Ability to keep revisions of documents that are changed during the approval process.
- A “Legislative History” summary page showing results of a search for a topic, meeting with listings of: meeting dates, agendas, minutes, resolution numbers, ordinance numbers, legislation text, supporting documents, video records, and legislation demographics such as Resolution number, ordinance number, titles, effective dates and voting history.
- Ability for commission members and the public to be notified of agenda and legislative packet availability. With the ability for the public to sign-up for this notification via the web.

- The system shall allow documents to be marked as confidential so they are not published and/or are not part of the PDF packet.
- The system shall provide for Google-type searching capabilities of agenda, minutes, closed captioning, video, supporting material, etc.
- The system shall offer the ability to track items even after the meeting.
- The system shall allow user defined numbering of agenda items.
- The system shall have the ability to manage codification processes.
- Shall provide the ability for all agenda data to be synchronized to an off-site location for disaster recovery and remote access purposes.

Requirements - Meeting Management, Minutes, & Voting

- Ability to create meeting minutes template with default text for minutes, motions, and voting.
- Ability to create an attendee list for each meeting type. The attendee list needs to track the attendee name and title.
- The agenda automation package shall allow sections to be added to an individual agenda without modifying the meeting type for all meetings.
- Ability to assign attendees from the attendee list who will be attending a meeting, voting in the meeting, or part of the roll call for the meeting.
- Ability to Import Agenda into minutes application to use for minutes template.
- Ability to configure and modify meeting minute templates.
- Ability to take roll call.
- Ability for staff to take and modify attendance and roll call at a meeting (including someone coming in late or leaving early).
- Ability to activate items and make minute entries or notes.
- Ability to make notes public or private.
- Ability to record motions and to log mover and seconder.
- Ability to take and record votes on individual items.
- Ability to activate items in any order desired.
- Ability to activate individual items or entire agenda sections.
- Ability to track, add and time speakers.
- Ability to perform spell check.
- Ability to do meetings within a meeting.
- Must offer a spell checker within the minutes taking solution.
- Out of the box capability for the public to query voting records by (to include but not be limited to) topic, meeting type, meeting date (Date range).
- Allows members to be added and deleted from committee rosters “on the fly” for specific meetings so that attendance and votes can be recorded properly.
- Allows the voting order to be changed for each meeting as may be needed.
- Summary minutes must be linked to the appropriate agenda and the headings, numberings and item descriptions from the agenda will populate the summary minutes. This function shall be editable.
- Roll calls must be able to be performed at any time during a meeting in case people leave for any reason.

- Modification of minutes must be simple to perform and not require extensive cleanup.
- Must allow users to enter multiple motions for a single item, including substitute motions.
- View Vote Result as members vote.
- Manual override of votes, roll call, motions, and amendments to agenda and minutes.
- Is your voting solution compatible with a touch-screen interface?
- Add and Delete Informal Comments Speakers.
- Provide visual indicator of time available to speakers.
- Speaker time limits must be configurable.
- Recording Resulting Motions, Votes, Roll call, and Notes from software interface will automatically appear as text in Minutes.
- The Minutes can be taken with the streaming video or in a stand alone mode and imported back into the agenda solution.
- Minutes Annotation Software should produce Linked Minutes document in .html format. The end user may click on any item within the Minutes Doc to link to the audio/video.
- Clerk will be able to jump directly to any motion, vote, or note in meeting and listen to corresponding audio for easy editing. All of these items will be linked individually to audio/video.
- Ability to work on tasks after the meeting.
- Ability to record how a vote is taken, by roll call or by voice, and calculate percentage of For vs. Against votes in real time.
- Ability to choose whether or not electronic voting is used. In other words, if the board prefers not to use the electronic voting system it can be switched off. Then if a future board would like to use it, it can be switched back on.
- Ability to view the activity status of an item after a meeting is complete to ensure they are processed.
- Automatic history notation throughout the entire agenda process, as well as option to input manual history.
- Ability for the system administrator to create and modify forms.
- Minutes application should have the ability to view meetings that have been entered into the system and also an individual account of items within a specific meeting.
- Must be able to upload newly created items and Agendas immediately.
- After a meeting has taken place, the system should have ability to automatically create an action summary of the meeting.
- System must support more than one meeting type.
- Allows configurability of the agenda while a meeting is taking place, must be adaptable to changes.
- Minutes application must allow for the distinction between the meeting chair and the minutes taker.
- Ability to use voting system without the minutes component.
- Ability to customize voting options (i.e. NO instead NAY).
- Ability to populate predetermined text for motions.
- Ability to use custom tags within the voting application.
- Ability to record when a voting member enters or exits the meeting.

- Ability to customize individual voting members screen layout.
- Ability for voting members to view the information being displayed to the public on their voting monitor without using a manual switch to change inputs.
- Ability to run reports on legislative indexing, Board Decisions, and Document Status. Reports should have the ability to be run by department or by meeting date.
- Each Agenda item should have its own status column.
- Application should have the ability to sign documents.
- Time settings should have options to not be enforced.
- Allows for editing, revising or replacing scanned documents.
- Notifies user if there are missing PDF files while compiling a packet.
- System should send email notifications to users as deadlines occur.
- Ability to add a new agenda item as part of the Minutes process.
- Ability to configure and modify meeting minutes templates.
- Ability to accommodate a meeting within a meeting.
- Ability to customize post-meeting disposition of documents, i.e. numbering, storage, signing, etc.

Requirements - Video Streaming

- Video should be linked to Agenda Items, Minutes, and Supporting Material.
- Minutes and Video systems must have ability to work in disconnected mode.
- Must have a Customizable Web Interface.
- Stream meetings as they happen or record them and publish to the web together with the meeting minutes, supporting materials and the meeting agenda if desired.
- Video, minutes, meeting agenda and supporting material are all in a searchable format.
- Must Support Multicast Broadcasting.
- Video system must run on the same database as the agenda system to eliminate data redundancy issues.
- Users must be able to control the stream of both video and audio at the time of recording.
- If during a live meeting a connection problem ensues users must be able to continue to record the meeting, allowing us to post the audio/video once the network is restored.
- Video/Audio file storage must be located within a secure firewall protected network. Information held on private networks must not be publicly accessible.
- Allows for a presentation monitor that will display supporting materials and documentation as well as voting results to the citizens attending the meeting.
- Big Screen Capabilities are desired for item review and discussion of supporting materials.
- Ability to burn Video, Minutes, and Supporting materials to DVD and view recording without being connected to the internet.
- What options do we have for location of hosting the video files?
- Does your solution allow us to manage the backup of files or is this controlled by the vendor?
- What video editing tools will be provided?
- What type of mobile encoder is used? What type of encoder is used?

- What is your typical stream rate for your video broadcasts?
- What type of cards do you typically use in your installations?
- Is it hardware platform dependant or will it runs on any server platform?
- Are you using redundant Internet connectivity? If yes, explain.
- There must have an interface that manages the video streaming and must be integrated with the Minutes Application and Voting System.
- The streaming audio/video must be time stamped so the user can go directly to the point of the video for any given item in the agenda.
- Archives of all Audio/Video Content available on- demand.
- Single view that includes video, audio, closed-captioning, drop-down menu of agenda items to link to, and document viewing area that has any supporting agendas, minutes, and staff reports.
- Is your solution compatible with Windows Media Player?
- Is Vendor capable of providing podcasting as a service?
- Stream meetings as they happen or record them and publish to the web together with the meeting minutes, supporting materials and the meeting agenda if desired.
- Ability to control video output, must include ability to display the presentation material (supporting materials and documents of specific items) on the video output.
- The solution must support closed captioning.
- The solution shall allow closed captions to be searchable.
- Can this solution include a portable encoder as well to allow indexing of minutes to the audio/video during the meetings for meetings held in places other than the commissioner board room where a permanent encoder will be installed?
- How many years can video be stored and accessed? Can this be extended?

Hardware Requirements

- Describe in detail all hardware required to implement the proposed software system. Support your suggestions.
- Provide diagram of the recommended hardware configuration.
- If your firm is acting as a hardware reseller, describe the details and duration of any manufacturer's warranties on proposed hardware.
- List minimum client workstation requirements.
- List minimum scan workstation requirements.

Pricing Requirements

Your cost table should include complete cost breakdowns for software, hardware, maintenance, training and implementation, and any additional services required.

Software

- List and describe the costs for each component of the proposed software.

Hardware

- List and describe the costs for each hardware component of the proposed solution.

Maintenance

- List and describe in detail the projected maintenance costs involved in this proposed system.

Training and Implementation

- List and describe the costs to train additional 'basic' or 'advanced' users in the future.
- Describe the costs for documentation materials.
- Describe all costs associated with implementing the solution including, consulting, installation, services, travel, and per diem.

Pricing for Optional Items

List and describe pricing for optional items associated with the system.