Cowichan Valley Regional District

Request for Proposal

Electronic Meeting Management System

Issue date: April 10, 2017
Closing Date: May 4, 2017 @ 2:00 PM Local Time

1.0 Introduction:

The Cowichan Valley is a growing community of approximately 85,000 situated in the heart of southern Vancouver Island. The Cowichan Valley Regional District's (CVRD) 15 member Board meets regularly on a twice monthly basis, alternating between afternoons and evenings. In addition, the 15 member Regional Hospital Board meets at the Call of the Chair, with a variety of committees and commissions hosting approximately another 15 meetings per month. Webcasting of Board and committee/commissions meetings is held at 175 Ingram Street, Duncan, BC. Webcasts are currently available to the public for viewing live, and are archived on the CVRD's website.

The CVRD is committed to being open and transparent to the public and provide broad access to board and committee meetings. The Regional District implemented the SIRE Electronic Meeting Management System (EMMS) at the beginning of 2012. In late 2012 Hyland Software acquired SIRE Software and in early 2014 notified their SIRE customers that critical updates to the EMMS would not proceed, which will eventually result in the withdrawal of support. This notice has dictated that the CVRD find a progressive alternative.

The purpose of this Request for Proposals is it to replace the current SIRE Electronic Meeting Management System and associated modules. This will include the need for a webcast, agenda, and management solution. It should also provide hardware, software, support, and potential integration with existing archived webcasts and agendas The CVRD seeks to acquire and implement a comprehensive organization-wide EMMS that will accommodate its expanding needs, improve public access to meeting information, streamline agenda preparation and management processes, clarify and improve meeting entry and access control.

The solution should be user friendly and include the ability to see corresponding documents and presentations during webcasts. It should support all current technologies, platforms, web browsers and be mobile friendly, and accept standard HD audio-visual feed from the CVRD camera. The vendor is expected to provide comprehensive user and technical support however the solution should not require significant in-house IT support. Ideally the solution would be ready to launch in July or August 2017, and no later than September 30, 2017.

The CVRD intends to award a contract to the vendor whose solution most closely meets the requirements defined in this RFP. The vendor's ability to provide a clear project plan and approach towards the successful implementation of these services, as well as provide on-going support, are critical factors in the selection process.

1.1 Closing Date and Time:

The proposal should be submitted electronically in PDF format to purchasing@cvrd.bc.ca no later than **2:00 p.m. (PDT) on May 4, 2017**. The date and time stamp on the CVRD's received email will be the official submission time. In addition, the email subject line should read: **Electronic Meeting Management System RFP.**

1.2 Inquiries / Contact Information:

Please direct any inquiries regarding the proposal to:

> **Anthony Jeffery**
> **Procurement Officer**
> Email: purchasing@cvrd.bc.ca

Oral clarifications do not form part of the RFP document. Any modifications to this document during the RFP process will be in the form of an addendum which will be posted on the district website, www.cvrd.bc.ca as well as BC Bid.

2.0 Proposal Requirements:

2.1 Scope of Services:

The EMMS will apply to all meetings of the Board and committees addressing the creation and secure distribution of agenda packages, minutes, production of video minutes for archive, and live streaming.

The successful proponent will provide all services including but not limited to the following:

1. Meet with CVRD staff.
2. Supply all required components and licenses.
3. Migrate existing archived recordings and agendas.
4. Testing and implementation the new system, workflow and security.
5. Configuration and staff training as well as technical support.
6. Subsequent software and hardware support and maintenance with extended support available during live webcasts.
7. Ability to export archived video to local media.

2.1.1 Project Overview
The goal of this RFP is to provide the CVRD with technology to manage the EMMS process more efficiently. This section provides an overview of the project and some of the expectations of the regional district, which are not intended to be all inclusive. Therefore, vendors should include in their responses any items they deem relevant and important to the project.

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

2.1.2 Goals and Expectations
The CVRD is seeking a software solution that can meet the standards outlined in this document. It should accomplish the following goals (in no particular order):

- Provide a centralized web based approach to the EMMS;
- Provide workflow capability;
- Provide the ability to route documents for pre-determined approvals;
- Provide customization and management of templates;
- Provide the capability to publish and view agendas, minutes, and videos online;
- Provide external and internal capability to view final agendas, minutes, and videos online, print, or copy to external media, in multiple formats;
- Provide OCR search capabilities for agendas, minutes, and supporting material;
- Provide a system functionally rich in capabilities to automate agenda preparation, manage legislative history, and enhance document workflow;
- Provide for the management of memberships;
- Provide excellent intra-department and user security controls;
- Provide the ability to create and store images of documents using non-proprietary image formats;
- Provide the capability to prepare minutes including, taking roll call, making notes recording motions, and recording votes;
- Provide video recording of meetings with indexing;
- Provide video hosting;
- Provide the ability for Users to annotate and take notes on agendas;
- Provide the ability to run reports for outstanding and or action items in the agenda preparation work flow;
- Provide APP support that is platform agnostic;
- Data storage in Canada; and
- Secure Socket Layer certificate (SSL) as a technical requirement and ability to run in an virtualized environment such as Microsoft HyperV.

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. The first 4 modules listed below are **required** in the proposal content, items 5 & 6 are not required; however pricing for consideration of these modules will be considered as part of the overall expandable design:

1. Agenda Module;
2. Minutes Module;
3. Video Module;
4. Workflow Module;
5. Action Tracking Module; and
6. Membership Management Module

2.1.3 Documentation
The CVRD expects the chosen vendor will provide for each software component a complete set of software documentation for users and administrators in an electronic format. The regional district 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.

2.1.4 License Structure
The CVRD expects the licensing structure to be enterprise-based so that growth can be accommodated. The CVRD's preference is for a site wide licence.

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

2.1.6 Support
The CVRD anticipates the chosen vendor will have the technical expertise, staffing, and protocols to effectively support the implementation of its product. Live support should be offered during regular business hours at a minimum, 8:00 am through 4:30 PM local time. Other desirable support options include after hours support, FAQs, known issues tracking, email support, and access to support managers and development staff when required.

2.1.7 Training

Training is considered an essential element of this project. One aspect of training the regional district will be considering is how quickly and easily the proposed system can be implemented. How difficult is the system to learn? Is it intuitive for users familiar with Microsoft-based systems? Does the vendor offer user groups 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.

2.1.8 Warranty
The CVRD expects all software to be covered by a reasonable warranty period. All software and hardware warranties should provide for the operability of the system.

2.1.9 Expectations
The following list represents the CVRD core expectations:
- The CVRD expects vendors to represent their products and services in an accurate and complete way;
- The CVRD expects to provide a fair selection process that evaluates all opportunities presented and that secures the best possible solution for the organization;
- The CVRD seeks to work with a vendor that fits with our culture and approach to establishing exceptional public service and productive business relationships; and
- By implementing the selected EMMS, the CVRD fully expects to achieve its goals as listed under Scope.

2.2 Proposal Content:
Provide a brief explanation of why your firm should be selected with specific, detailed and verifiable information. Please include any information that may be a benefit and is not otherwise clarified in the RFP.

More specifically the proposal should include the following information:

a) Please give an executive summary of the proposed solution including your unique abilities to meet the project requirements, software requirements, and hardware requirements.
b) Demonstrate how your company through its history, organization, and partnerships stand out in this field.
c) A list of the firm's current and prior projects of similar nature.
d) The name, email and phone numbers of current Canadian and in particular BC local government clients that may be contacted as references.
e) Please provide a detailed description of the solution you are proposing. Include software modules and hardware required to operate the system.
f) The total cost of the project in Canadian dollars. At a minimum pricing should be broken down into implementation costs and price per module.
g) Annual costs for software licensing, hosting, and support, as well as any annual cost escalation factors.
h) A detailed implementation and training plan, including timeline expectations.
i) Training provided with the implementation plan as well as costs for additional training and any additional costs related to training.

3.0 Evaluation Process:

Proposals submitted will be evaluated by a team composed of staff from both the Legislative Services and Information Technology Divisions.

The CVRD reserves the right to request additional information or clarification from vendors, or to allow corrections or omissions.

3.1 Evaluation of Submissions:

Proposals will be evaluated for, but not limited to, the following categories:
- Meeting Management
- Price in Canadian dollars
- References
- Customer Support
- Initial set-up and training
- Additional training/coaching
- Published agendas and minutes
- Agenda building
- Minutes migration
- Video streaming and archiving
- Agenda, minute and report templates
- Tracking/reporting templates
- Automated Meeting Follow-up
- Meeting document tracking
- Integration with Microsoft Office
- Agenda annotation on IOS, Android, Windows etc. i.e device agnostics
- Publishing agendas, minutes on website
- Automated meeting calendar updates on website

- Email notification option for public and/or media
- Context searching across all documents
- 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

The following table provides a breakdown of the criteria and weight applied in the evaluation of proposals:

Company and Key Personnel, Experience and Client References	10%
Content of Proposal	40%
References from previous clients	10%
Licensing Model and Pricing (Detailed Costs and Related Fees)	20%
Time line for projected completion	10%
Demonstration	10%

3.2 Vendor Demonstrations:

Up to three proponents will be shortlisted to give a demonstration of the capabilities of the proposed solution to the CVRD evaluation team. Proponent demonstrations, along with questions and answers, will be a critical component of the overall vendor evaluation.

3.3 Acceptance and Rejections of Proposals:

The CVRD may not necessarily accept the lowest priced proposal or any proposal. At its sole discretion, the CVRD reserves the right to reject any or all proposals received and to accept any proposal which it considers advantageous. The CVRD is not under any obligation to award a contract, and reserves the right to terminate the RFP process at any time, and to withdraw from discussions with any or all of the vendors who have responded. The CVRD shall not be obligated in any manner to any vendor whatsoever until a written agreement has been duly executed relating to an approved proposal. Proposals must meet all the requirements herein to be eligible for consideration. Proposals that are unsigned, incomplete, conditional, illegible, unbalanced, obscure or that contain additions not called for, reservations, erasures, alteration, or irregularities of any kind may be rejected. The CVRD reserves the right to obtain additional information from the vendors to clarify the information in their submission. Proposals received after the closing time will not be considered. At the conclusion of the RFP process, all vendors will be notified. Unsuccessful vendors may request feedback.

3.4 Confidentiality and Security:

This document may not be used for any purpose other than submission of a proposal. The successful vendor shall agree not to divulge or release any information that has been given to it or acquired by it on a confidential basis during the course of carrying out its duties or performing its services. It is the CVRD's policy to maintain confidentiality with respect to all confidential information related to the Requests for Proposals, but the CVRD is subject to the *Freedom of Information and Privacy Act.*

The selected Proponent will be required to fill out a standard Privacy Impact Assessment to ensure compliance with BC Privacy Protection Legislation: BC Privacy Protection Rules and Responsibilities. Data must be hosted in Canada.

3.5 Final Statements:

Thank you for your interest in submitting a proposal. It is hoped that the information provided is of value and should anything be unclear, please contact the RFP contact mentioned above. The Request for Proposal is not intended to rule out innovation. If vendors believe a more desirable end result can be achieved by deviating from specific details, this should be outlined in the proposal. This will be reviewed with the vendors and finalized prior to starting the project.

4.0 Vendors Section:

Please fill out the following form and submit it with your proposal, naming one person to be the proponent's contact for the RFP process and for any clarifications or communication that might be necessary.

The enclosed proposal is submitted in response to the 'Electronic Meeting Management System' RFP. Through submission of this proposal we agree to all of the terms and conditions of the RFP and agree that any inconsistent provisions in our proposal will be as if not written and do not exist. We have carefully read and examined the Request for Proposal and have conducted such other investigations as were prudent and reasonable in preparing the proposal. We agree to be bound by statements and representations made in our proposal.

Legal Name of vendor:	*Mailing address of vendor:*
Email address of vendor:	*Phone number of vendor:*
Printed Name of Authorized Representative:	*Title of Authorized Representative:*
Signature of Authorized Representative _____	