

City of Grand Terrace RFP – Agenda Management System Replacement

The City of Grand Terrace requests pricing for an Agenda Management System Replacement. Pricing is to include professional services for software deployment and migration of existing data and files. The vendor selected will be responsible for the implementation and maintenance of all selected components, project management, training, and providing a complete installation that meets the City's performance requirements.

The City of Grand Terrace is interested in receiving proposals from qualified vendors to provide a turnkey solution to automate the City's agenda preparation and publishing, meeting management process, live video streaming and hybrid in-person/Zoom functionality.

The City invites you to submit a proposal to furnish materials in accordance with the terms, conditions and specifications contained in this document. Please complete the proposal form as instructed below and return it to the specified e-mail address by the due date. No extensions to the deadline will be allowed. All responses must be in an email to:

TO: Debra Thomas, City Clerk
dthomas@grandterrace-ca.gov
Due Date: April 23, 2024

The undersigned proposes to provide solution and installation services to the City for the stated prices in accordance with the terms and conditions set forth in this document.

VENDOR:

_____ Company Name	_____ Street Address of Company
_____ Signature of Officer	_____ City, State, Zip
_____ Printed Name of Officer	_____ Telephone No./Fax Nbr.
_____ Title of Officer	_____ Federal I.D. Tax Number

This Request for Proposal includes the following Sections:

Section 1	Introduction / Background
Section 2	System Requirements
Section 3	RFP Submittal Requirements
Section 4	Project Services
Section 5	Vendor Evaluation Process

TERMS AND CONDITIONS

1. **DATE DUE:** **APRIL 23, 2024**
2. **QUESTIONS:** Call Debra Thomas at (909) 954-5207 or e-mail questions to dthomas@grandterrace-ca.gov. All communication/questions are to be submitted by any vendor to Debra Thomas via e-mail. All responses to questions/clarifications will be posted on the City's website as addendums and any vendor who has provided an e-mail will be notified via e-mail of the posting. Vendors are required to provide an e-mail address to which we may send responses.
3. **REPLY FORMAT:** The Vendor's proposal, signed acknowledgment terms and conditions, including all attachments, must be returned by the due date with submittal. Vendors are required to clearly identify any limitations or exceptions to the requirements defined in this RFP. Alternative approaches will be given consideration if the approach clearly offers increased benefit to the City. **The City is not responsible for non-receipt or misdelivery and that it is bidder's responsibility to ensure we have received their communication. The City's e-mail system does not allow attachments larger than 25MB.**
4. **DEADLINES TIME ZONE:** Where referred to in document, all times are in the Pacific Time Zone.
5. **VENDOR QUALIFICATIONS:** The vendor has been in business doing this type of work for at least the last three years.
6. **RESPONSIVENESS AND SELECTION PROCESS:** The decision for selection will be made on a combination of criteria, including: total cost (including ongoing operating costs); responsiveness to RFP, reputation of Vendor and products in similar installations; quality and completeness of proposal; Vendor's ability to perform in a timely fashion; and the City's perception of Vendor's stability within the industry.

The City reserves the right to reject any and all proposals or to waive any minor errors, discrepancies or irregularities. The selection will be at the discretion of the City and may be made in any manner that best meets the needs of the City.
7. **FIRM PRICES:** All quotes shall be held firm for a minimum of ninety (90) days after the proposal due date to allow adequate time for the City to consider each proposal and make an award. All blanks for unit price and total price shall be completed. All prices shall include sales tax where applicable. Any charges for boxing, packing, crating, cartage, handling, insurance, unloading, inside delivery, and any other related charges shall be included in the bid price provided on the Bid Form. Any discrepancy between the unit price and the extended or total price shall be determined by taking the lower price. Upon receipt of this proposal by the City, the Vendor shall be presumed to be thoroughly familiar with all aspects of this work. The failure or omission to examine any location, equipment, form, instrument or document shall in no way relieve Vendor from any obligation with respect to this proposal.

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8. **WARRANTY:** The delivered and installed goods, equipment or services shall be warranted to be free from defects in materials and workmanship. The warranty period shall begin upon final acceptance by the City. As a minimum, all goods, equipment and services shall be warranted to operate satisfactorily in accordance with the requirements of these specifications, the representations of the Vendor and the published specifications of the manufacturer(s) for a period of at least one (1) year from the date of acceptance by the City.

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9. **CANCELLATION CLAUSE:** The City may terminate and cancel any purchase order or contract that result from this RFP without obligation at any time prior to receipt of the goods or services.

Section 1

Introduction / Background

1.1. The Project

The City of Grand Terrace is requesting pricing for an Agenda Management System Replacement. Pricing is to include professional services for software deployment and migration of existing data and files. The vendor selected will be responsible for the implementation of all selected components, project management, training, and providing a complete installation that will meet the performance requirements as stated in final contract.

The City of Grand Terrace is interested in receiving proposals from qualified vendors to provide a turnkey solution to automate the City’s agenda preparation and publishing, meeting management process, live video streaming and hybrid in-person/Zoom functionality.

The vendor shall submit a proposed time-line schedule for implementation. The vendor will need to identify staff from their company who will be working on their team and confirm their availability for the duration of the project.

Tentative schedule and dates:

Release RFP	03/25/2024
Vendor Written Inquiries (on or before)	04/15/2024
City response to Written Inquiry (on or before)	04/16/2024
Proposals due from potential bidders	04/23/2024
Scripted Demos	05/13/2024- 05/16/2024
Vendor Notified of accepted bids	05/20/2024
Award of Contract	06/03/2024
System Implementation	TBD

1.2. Current Systems Environment

1.2.1. The City of Grand Terrace currently uses IQM2 Minutetraq (Granicus) for Agenda Management.

1.2.2. We have 16 meeting types currently configured in IQM2 Minutetraq, The agenda types we have configured are:

- City Council Regular Meeting
- City Council Special Meeting
- City Council Special Meeting Workshop
- City Council Addendum
- Facility Naming Ad Hoc Committee – Public Input
- Grand Terrace – Condor Battery Energy Storage System Public Outreach Workshop – Public Input (Phasing Out)
- Grand Terrace Notice of Preparation Scoping Meeting – Public Input
- Housing Authority Regular Meeting
- Oversight Board Regular Meeting (Phasing Out)
- Oversight Board Special Meeting (Phasing Out)
- Planning Commission/Site and Architectural Review Board Regular Meeting
- Planning Commission/Site and Architectural Review Board Special Meeting
- Public Financing Authority Regular Meeting
- Section 115 Trust Ad Hoc Committee Special Meeting (Phasing Out)
- Successor Agency to the Community Redevelopment Agency Regular Meeting (Phasing Out)
- Successor Agency to the Community Redevelopment Agency Special Meeting (Phasing Out)

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- 1.2.3. We have agendas and on-demand video available for meetings as far back as 2010 in IQM2 Minuteraq. The total number of agendas available in IQM2 Minuteraq is roughly 500. Total number of agendas with on-demand video stored in IQM2 Minuteraq is roughly 250.
- 1.2.4. We currently have roughly 30 users set up as staff report authors/sponsors.
- 1.2.5. We have one approval process that contains 4 reviewers.
- 1.2.6. The City has been using Zoom Pro One for our Council Meetings during the pandemic, and we plan to continue to use Zoom Pro One in a hybrid setting (in-person at the Council Chambers and virtual via Zoom) for the foreseeable future.
- 1.2.7. The City Channel 3 (Spectrum & AT&T) – I don't know how to address this part that the system needs to integrate with Spectrum & AT&T for live-streaming as well..

Section 2

System Requirements

The following are the minimum requirements we expect from the vendor's solution. Some requirements are specific to the City. We expect your response to address every requirement.

STAFF USE

1. System must have a role-based security system, allowing some users more access to functions than others (for instance, some user should be able to create new agendas, while others should only be able to add agenda items).
2. Single sign-on is desired (but not required). AzureAD/SAML integration is preferred.
3. System must allow for collation of staff reports and supporting documents, conversion to a cross-platform format (i.e. pdf), and publishing of the agenda documents for the public to view. Original document formats include but are not limited to: MS Word, MS Excel, PDF's, GIS maps, etc.
4. System must allow staff to roll-up and publish agenda packet easily, which immediately allows access to the public to that agenda packet. System must also allow for re-publishing if changes are required after publishing.
5. Publishing the agenda should generate a single-pdf combined agenda packet file, as well as generate an online version with linked documents for each agenda item.
6. The system should allow adding page numbers to the agenda packet, and those page numbers should be shown consistently in both the combined single pdf and the linked-document version of the packet.
7. Ability to strip or flatten comments from attachments before publishing agenda. This has come up when members of the public downloaded our compiled agenda packet pdf and it still contained internal comments from the source pdfs submitted by a consultant.
8. System must allow staff to upload or link an on-demand video after the meeting has ended. Staff must also be able to add timecode indexing so the video playback will jump to the correct location corresponding to the agenda item the user clicked on.
9. System must have a customizable agenda layout, with ability to build and choose from multiple agenda templates.
10. System must include an agenda item review process workflow, with the ability to create custom workflows.
11. The review process must provide internal collaboration options such as annotating and commenting on agenda items as they are created and sent through the workflow. Ideally, reviewer comments would function similarly to the "track changes" function in MS Word. Describe the collaboration options available in your product.
12. System must allow staff to add a cutoff date/time in order to lock an agenda to prohibit users from editing agenda items. Admins must also be able to override the cutoff date/time.
13. Users must be able to rearrange items within an agenda and between agendas. Users must also be able to copy an item from a previous agenda to a new agenda (such as for items that are taken to Council annually).

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14. Users must be able to add agenda items to the system that do not have a meeting date assigned yet. Once a meeting date is assigned, these items should be able to be moved to that agenda with any other history/comments intact.
15. System must provide the ability to run custom-built ad-hoc reports.
16. Zoom Pro One integration is desired (but not required). The City has been using (and intends to continue using) Zoom Pro One for virtual and hybrid meetings since 2020. Currently, this is a manual process, with staff creating the meeting in Zoom, and sharing the public link with City Clerk so it can be included on the agenda. Integration with Zoom could include creating the meeting from the Agenda Management system, inviting panelists from Agenda Management, adding the public attendee link to the agenda automatically, starting the Zoom meeting directly from Agenda Management, and allowing public attendees to speak directly from Agenda Management. Describe if/how your product integrates with Zoom Pro One.

PUBLIC ACCESS

17. The ability for the public to access published agendas and video is critical. Being able to include the public agenda portal as an iframe or similar on the City's website would be ideal.
18. Public Comments are currently accepted via email and City Clerk staff prints these emails and places them at the public comment card table an hour before the meeting begins. A simpler process would be ideal, such as allowing the public to submit comments directly through the Agenda Management solution (with staff review). Describe how your system accommodates public comments.
19. Full-text searching is a requirement for both the staff and public interfaces. Date range and agenda type filters are also required. Describe any other search features that are supported in your solution.
20. User interfaces should be mobile-friendly for both staff and public.

OTHER

21. Selected vendor will be expected to perform migration of existing agenda documents and videos to new system.
22. Other features that we are not currently using, but would like included as OPTIONAL pricing line items include:
 - a. Integration with Adobe Sign and/or DocuSign, or native e-signature capabilities.
 - b. Electronic voting for elected officials.
 - c. In-Room and online real-time agenda item display that changes as we move through the meeting.
 - d. In-Room and online timer function for public comments. 3 minutes are currently allowed for public comments, and we have an in-room DSAN timer.
 - e. Live streaming that can be stopped/started from within the Agenda Management system.
 - f. MP4 recording that can be stopped/started from within the Agenda Management system.
 - g. Ability to add computer generated subtitles to meeting video. For real-time streaming and/or on-demand videos.
 - h. Integration with Laserfiche Avante Document Management System.
 - i. API for potential future integration with other systems.

Section 3

Proposal Submittal Requirements -- below are all the items that must be submitted by the Vendor. Any Vendor who fails to include responses to the following requirements shall be deemed non-responsive.

Requirement A – General

1. Proposed Timeline for Implementation
2. Copy of proposed Maintenance Contract which includes support options
3. Response to all City requirements (See Section 2).

Requirement B - Pricing Sheet

1. Upfront Software Licensing/Subscription Cost (with each component itemized)
2. Ongoing Annual Maintenance/Subscription Cost (with each component itemized)
3. All Project Service Costs (See Section 4)
4. Additional Modules/Components Price(s) (Optional)

Section 4

Project Services

1. Installation and Integration
Vendor shall be responsible to install and integrate all software/components to complete the system to 'final acceptance' by the City. The City shall determine the final decision on the installation work to be done by whom and when.
2. Data Migration
Vendor shall provide costs for migrating existing agenda files and videos from the City's current Agenda Management System (IQM2 Minutetraq). We currently have 20 different meeting types, 900 meeting agendas, and 400 meeting videos stored in IQM2 Minutetraq.
3. Training
 - 1.3.1. Vendor shall do knowledge transfer to City Project Team during the course of the implementation.
 - 1.3.2. Vendor shall provide pricing for an administrator training session for all designated system admins. Vendor shall propose suggested length of administrator training sessions for each purchased module,
 - 1.3.3. Vendor shall provide pricing for in-person and/or virtual training for end users of the proposed system. Please include training options for both document creators/indexers as well as read-only (search only) users. Please include the length (in hours) of the training sessions, the suggested maximum number of participants for each class, and whether users will be expected to have a PC available to be hands-on during training.
4. Maintenance and Support
Vendor shall submit a three year maintenance pricing structure so the City can prepare the necessary budget. Vendor shall detail what the maintenance/support contract covers – vendor responsibility and city responsibility.

Section 5

Vendor Evaluation Process

1. Selection/Evaluation Criteria for RFP Proposals

Proposals will be reviewed by members of the City of Grand Terrace IT Division and the City Clerk Department.

A subset of vendors will be requested to perform 1 to 2 hour scripted demos during the week of **04/29/2024-05/02/2024**. Selected vendors will be contacted during the week of **04/22/2024** to set up a timeslot for their demo.

2. City Purchasing Ordinance '3.04.260 --Lowest responsible bidder determination' states as follows:

In determining the "lowest responsible bidder," the following factors may be considered in addition to price:

- A. The ability, capacity and skill of the bidder to perform the contract or provide the service required;
- B. The character, integrity, reputation, judgment, experience and efficiency for the city or other contracting parties;
- C. The quality of performance of previous contracts or services for the city or other contracting parties;
- D. The previous and existing compliance by the bidder with the laws and ordinances relating to a contract or service;
- E. The sufficiency of the financial resources and ability of the bidder to perform the contract or provide the services;
- F. The ability of the bidder to provide future maintenance and service for the use of the subject of the contract. (Ord. 536 § 1 (part), 2007)

3. Project Specific Evaluation

RFP Format Response Section

The vendor shall respond to all the areas listed in Section 3. The vendor shall describe how their proposal will meet the objectives, tasks, requirements, and other services identified in this document.