



**City of Hapeville
Request for Proposal (RFP)**

for

**Agenda Management Software
and Video Services**

Issue Date: March 6, 2019

Proposal Due Date: April 12, 2019

Submit responses to:

City of Hapeville
Attn: Crystal Griggs-Epps
3468 N Fulton Avenue
Hapeville, GA 30354
cepps@hapeville.org

1. RFP Overview

1.1 Introduction and Background

The City of Hapeville is a Charter City known for small-town hospitality and friendliness. It is run by a council-manager form of government. The major operating departments of the City are: City Manager, Administrative Services, Community Services, Police, Fire, Recreation and Economic Development. The City population is 6,350 and it is approximately 2.5 square miles.

1.2 Purpose of RFP

The purpose for the City of Hapeville's request for proposal is to identify and select a vendor with a proven record of accomplishment in the planning, providing, implementation and support of Agenda Management Systems (AMS). The AMS will be used by staff members who write, review, approve, manage, compile and /or publish agendas, staff reports and minutes. The City desires a single vendor for all services requested in the RFP, however, the City will consider alternates such as prime vendor/subcontractor.

1.3 Minimum Qualifications

At a minimum, the product and services provided should include the following:

- Software
- Design and configuration
- Implementation consulting
- Training
- Project Management
- Reporting
- Implementation on City IT infrastructure and standards
- Ongoing maintenance and operational support

1.4 RFP Coordinator

All communications concerning this RFP must be submitted in an e-mail to the RFP Coordinator, Crystal Griggs-Epps, City Clerk. The RFP Coordinator will be the sole point of contact for this RFP. The coordinator can be reached via email at cepps@hapeville.org.

1.5 RFP Amendment and Cancellation

The City reserves the unilateral right to amend this RFP in writing at any time. The City also reserves the right to cancel or reissue all or any part of the RFP at its sole discretion. If an amendment is issued, it will be provided to all vendors who have submitted a Letter of Intent to Respond.

1.6 Questions Pertaining to the RFP

All questions pertaining to this RFP must be submitted by e-mail to the RFP contact: Crystal Griggs-Epps, City Clerk at cepps@hapeville.org.

1.7 Rights to Submitted Materials

All Proposals and related correspondence, reports, charges, schedules, exhibits and other documentation submitted with this RFP will become property of the City and a matter of public record. All documents submitted in response to this request will be subject to disclosure if requested by a member of the public. There are a very limited number of narrow exceptions to these disclosure requirements.

1.8 City Agreements and Insurance Requirements

The successful proposer(s) will be required to sign a contract with the City relating to the work to be performed. Once selected, the proposer must procure and maintain insurance in accordance with the City's insurance requirements for the duration of the contract. The cost of this insurance is the proposer's responsibility.

2. System Requirements

The City of Hapeville is interested in acquiring agenda management software systems to increase productivity and staff efficiency while offering easy to use software. The City is inviting software solution providers with expertise, resources and state-of-the-art technology to respond to this request for proposal and provide information on integrated, automated and user friendly agenda management software systems. The software must support comprehensive City Council agenda and meeting management; in addition to post-meeting support for minutes' preparation, and automated task/action log management of all follow-up items. The City is seeking a commercially available off-the-shelf solution that requires minimal custom development to implement and maintain, and operates with ease for the system administrator and end users. While the City has a preference for a cloud-based solution, consideration will also be given to on-premise solutions. The consultant selected will be responsible for project management of full implementation of the software and training of staff on the use of the software. The ideal software should include all or the majority of the features listed in Section 2.1. A checklist acknowledging whether the software offers these features is included in Exhibit A and must be returned with the proposal.

2.1 Agenda Management Software

- Automated workflow system to prepare, track, modify, approve and monitor the progress of agenda items.
- Version control for development of agenda items and tracks changes/edits.
- Ability for the item author to insert a formal caption, the presenter name(s), background information including attachments, and a recommendation.
- Ability for the agenda item author to retain control over edits of the agenda write-up.
- Ability for the agenda item author to retrieve item at any time during the routing process.

- Capability to add or delete staff from the agenda item workflow/routing review/approval process uniquely for an individual agenda item.
- Ability to delete a staff member universally from the agenda workflow for employee terminations
- Ability to move a staff member from one workflow/approval process to another to facilitate employee transfers between departments or different reporting structures.
- Provides strong word processing and editing capabilities that allows such functionality as: Uploading and/or building tables and graphs with ease, copying and pasting from other documents/software such as word processors and spreadsheets, changing fonts, highlighting text, bold, italic, etc.
- Retains an easy to use search function for items no matter where they exist within the agenda process. This includes using various options including agenda number, keywords, etc.
- Supports creating, editing and approving agenda items using the web, tablets, smartphones and other electronic devices.
- Assembles documents into a single cohesive agenda packet and generate reports to help manage agenda creation process. In addition, it must allow the administrator to see status of agenda items moving through their respective approval processes.
- Facilitates easy electronic posting, emailing and other electronic communication. Must support easily accessing agenda and agenda packet information using tablets, smartphones and other electronic devices.
- Ability for Council members and staff to annotate or make private notes electronically directly into agendas and agenda backup using electronic devices such as tablets or smart phones.
- Provides a searchable document archive and capabilities to copy and paste agenda items to create new agenda items and backup.
- Facilitates timely creation of minutes, by pre-populating staff recommendations/recommended motions in advance of the meeting.
- Seamlessly creates a consolidated agenda package in pdf format that includes the ability to create and use pdf bookmarks to navigate each item and its attachments.
- Ability to define both unique agenda templates for each meeting type and/or a standard template that can then be applied to multiple meeting types.
- Allows the agenda administrator to create and enforce deadlines. Once a deadline is passed, users cannot submit additional information, delete late items, or re-order of agenda item at the last minute.
- Ability to modify automatically generated minutes to reflect actual order items were taken up in meeting which may differ from order on published agenda.
- Ability to create an unlimited number of tasks for any agenda item before, during or after meetings.

- Automatically generates a report indicating post-meeting action items for a particular individual/department and automatically deliver notice to relevant contact(s).
- Allows task recipients to access minutes and resolution data from the agenda item to aid in completion of the task.
- Ability to access reports and documents directly from networked drive for upload into agenda package.
- Compatible with Microsoft Office products and Google products.
- Ability to have separate sections in the agenda item which could include background, discussion, fiscal impact, recommendation, strategic goal alignment, options, etc.. The software should have the capability for different sections to be completed by different departments, with edit security for certain sections

2.2 Video Services

- Ability to index and cross link with the agenda management software.
- Ability to create points within the video tied to the relevant agenda item.
- Link to agendas and minutes within the same module accessible through the website.
- Archival capabilities.
- Indexed and searchable content based off of meeting agendas.
- 24/7 Technical support for issues.

3. Proposal Submission Requirements

3.1 General Instructions

Proposals should provide a straightforward, concise description of the vendor's company, qualifications, proposed solution, and capabilities to satisfy the requirements of this RFP. Emphasis should be on completeness and clarity of content.

Proposals should be organized consistent with the outline provided in this section of the RFP. Vendors must follow all formats and address all portions of the RFP set forth herein providing all information requested.

Submittals must be received no later than 4:30 PM on _____. Proposals received after this date and time will not be considered.

3.2 Proposal Format

Proposals must be structured, presented, and labeled in the following manner:

- Transmittal Letter
- Table of Contents
- Executive Summary
- Company Information

- Company Background
- Company Qualifications
- Proposed Solution
- Implementation Approach and Training
- Ongoing Support and Hosting Services
- Hardware/Software Requirements
- References
- Pricing
- Proposed Legal Agreement(s)
- Additional Information

Failure to follow the specified format, to label the responses correctly, or to address all of the subsections may result in the rejection of the Proposal.

3.2.1 Transmittal Letter

The proposal must provide a written transmittal of the proposal in the form of a standard business letter. The Transmittal Letter will reference and respond to each of the following bulleted items.

- Signature of a company officer empowered to bind the vendor to the provisions of this RFP and any contract awarded pursuant to it.
- A high-level statement of the vendor’s credentials to deliver the services sought under the RFP.
- A statement indicating the proposal remains valid for at least 90 days.
- A statement that the vendor or any individual who will perform work for the vendor is free of any conflict of interest (e.g., employment by the City.)

3.2.2 Table of Contents

All pages are to be numbered and the table of contents should identify each major section.

3.2.3 Executive Summary

This section of the proposal should provide a concise synopsis of vendor’s proposal and credentials to deliver the services sought under the RFP. In addition, it should explain how the proposed solution will differentiate itself from other vendor solutions and the reasons the City should select the proposed solution. This may include a list of the unique features that give the vendor a competitive edge in the agenda management system market.

3.2.4 Company Information

This section of the proposal must include the following company information:

- Provide the legal entity name, Federal Employer Identification Number (EIN), and form of business (i.e. Corporation, LLC, etc.).
- Identify if the vendor is a subsidiary of a larger company. If so, whom?
- Provide a primary contact name, address, phone number, and email address.

- Identify the location of company headquarters and offices, which will support the implementation.
- Identify the location, hours of operation, and contact information of ongoing maintenance and support staff.
- Provide the current number of employees at the company.
- Provide the current number of employees dedicated to the solution you are proposing.
- Identify all subcontractors and associated scope of work.
- Identify any pending litigation against the vendor.
- Identify if vendor has filed any bankruptcy or insolvency processing in the last 10 years.
- Identify any mergers, acquisitions, or sales of the vendor company within the last five years (if so, an explanation providing relevant details).

3.2.5 Company Background

This section should identify the following:

- A description of the Vendor's background, nature of business and organizational history.
- A statement of how long the Vendor has been providing the solution you are proposing, as required by this RFP.
- Disclose the Vendor's annual company revenues and profit for the last 3 company fiscal years. It is acceptable to include this information as an appendix in the proposal.

3.2.6 Company Qualifications

In this section of proposal, the Vendor should identify company and staff qualifications and experience in implementing solutions. More specifically, this section should identify the following:

- Describe your experience in implementing government/municipal AMS; especially for municipalities similar in size to City of Hapeville
- Identify some examples of your existing client base including the number of clients you provided the services being proposed here.

3.2.7 Proposed Solutions

In this section the vendor should identify the proposed solution up to and including the following:

- Provide a comprehensive description of the solution proposed.
- Vendors are to provide an adequate description of how the solution meets the requirements to allow the evaluators to fully understand the features, processes, functions, and capabilities.
- Based on the vendor's experience and expertise, identify any additional proposed features, functions, or capabilities that the City should consider to meet the City's stated purpose.
- Include completed Exhibit A

3.2.8 Implementation Approach

In this section the vendor should address the following:

- Provide a project organization chart highlighting the key staff who will be assigned to accomplish the work and related bios for the project manager and key personnel.
- Describe your implementation methodology and approach. This includes the tools and techniques that will be used and methodologies that the firm will employ.
- Describe the roles and responsibilities of both the City and vendor staff during each phase of implementation. In addition, provide an estimated level of effort and skillset required for the City staff during implementation.
- Provide a project schedule that includes all tasks, deliverables, milestones, and resources required. The City seeks a detailed understanding of the work plan that will be followed to ensure success. The City would like the software to be operational by July 1, 2019.
- Describe your user acceptance testing methodology and criteria for success. Also, outline the responsibilities of City staff during user acceptance testing.
- Describe your training strategy/plan that includes current and future employees of City in the use of the AMS as well as other functions/features City staff will need to use and administer the site.

3.2.9 Ongoing Support and Hosting Services

In this section the vendor should address the following:

- Describe ongoing support processes, procedures, and methods. At a minimum, the description should identify hours of support, methods to access support, after-hours support; including any support available to individual users, response time commitments, and escalation procedures.
- If you are proposing a cloud based solutions:
 - Describe proposed service level metrics and/or commitments and your uptime over the last 24 months.
 - Describe the proposed hosting services and associated ongoing service level commitments.
 - What tier is the hosting facility where the AMS will be hosted?
 - Are there storage limitations to the amount of data housed?
 - Are there restrictions to how long data can be stored?
 - Describe security and backup and disaster recovery processes and procedures.
 - Describe software release/update frequency and procedures to perform updates.
- If you are proposing an on premise solution:
 - Describe software release/update frequency and procedures to perform updates.
 - Discuss the vendor's philosophy and approach for ongoing research and development (R&D) to advance the proposed solution and ensure it remains current to evolving technologies and standards. Please include the annual R&D investment for the solution being proposed, both in terms of financial investment and total number of employees dedicated to the R&D function?

3.2.10 Hardware/Software Requirements

In this section the vendor should address the following:

- If proposing an on-premises solutions,
 - Provide system requirements for hardware as well as all necessary software for the server; include OS, database server, and web server.
 - Please describe any additional costs and processes for running a development environment and/or a disaster recovery server.
- Other Client Software (other than Microsoft Word and Web Browser)
 - Please disclose any software that is required to be installed on a user's machine. Please include desktop software and plug-ins. For each, please include the following:
 - System Requirements
 - Describe how the software can be installed and kept updated centrally.
 - Describe any special permissions required by the user to run the software (e.g.: Local Administrator)
 - Which type of user requires the software; for example: all users, departmental admins, or super admins.

3.2.11 References

- What percentage of your customers are still running your solution with active maintenance and support contracts (i.e., lifetime customer retention)?
- The vendor must provide at least five references. At least three of the references should be for AMS that have been implemented in the last two years. The City prefers references from local government agencies with similar demographics. For each reference, vendor should provide the following information:
 - Entity name
 - Customer contact information (name, title, phone, and email)
 - Scope of work performed identifying the services provided and solutions implemented.
 - Project start and end dates

3.2.12 Pricing

The City is seeking a clear and comprehensive understanding of all costs associated with the planning, design, development, implementation, training, hosting (if proposing a hosted solution), and ongoing maintenance of the proposed AMS. In this section, the vendor must itemize all costs. For ongoing costs vendor is to include options for three and five-years.

Vendor pricing should be provided for the following:

- Software licensing
- Hardware

- Any 3rd party solutions
- Integration/Interfaces – provide level of effort and hourly rate
- Implementation services – provide level of effort and hourly rate by implementation phase
- Training
- Ongoing support and maintenance
- Optional products or services
- Travel

3.2.13 Proposed Legal Agreement

It is recognized that the formal basis of any agreement between the City and the vendor is a contract rather than a proposal. In this section, the vendors must include a draft of the proposed legal agreement(s) for the project, including:

- Any proposed software licensing, hosting, and maintenance and support agreements.

The proposed legal agreement(s) may serve as the basis for contract negotiations between the City and the selected vendor(s) or the City may elect to use its own agreement as the basis. Vendors' legal agreements should take into account the City's status as a municipal corporation subject to Georgia law and include contract language that is suitable for contracts with Georgia public entities.

3.2.14 Additional Information

In this section, the vendors are required to provide the following materials:

- Example of the user and administrative manuals
- Example of a training manual
- Any Informational material regarding the suggested product
- If the company offers a record management system that integrates with the AMS or compliments the AMS, please include any informational material. Please note that these documents are not required for this proposal; however it is requested for potential future software purchases.

4. Proposal Evaluations

After the proposals are received, the City shall review and evaluate them for responsiveness to the RFP in order to determine whether the proposer possesses the qualifications necessary for the satisfactory performance of the services required. The City may also investigate qualifications of all proposers to whom the award is contemplated, and the City may request clarifications of proposals directly from one or more proposers.

In reviewing the proposals, the City will consider the following:

- The qualifications (including education, training, licenses, experience and past performance) of the proposer and its agents, employees and sub-consultants in completing projects of a similar type, size and complexity.
 - The feasibility of the proposal based upon the methodology of the proposed scope of services to meet the City's needs, the quality of services proposed, and the reasonableness of the total project costs and of the proposed time period over which the work will be completed.
 - Understanding of the work to be completed based upon the clarity of the proposal and responsiveness to this RFP.
 - Quality, clarity, completeness, and responsiveness of proposal.
 - Demonstrated ability to work in a cooperative and collaborative manner with clients.
 - Proposed timeline.
 - Anticipated value and price.
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- Perceived risk or lack of risk
 - Company financial stability.
 - References for each of the primary product(s) and service(s) proposed
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- Reasonableness of proposed terms and conditions of draft legal agreement(s)

The City reserves the right, at its sole discretion, to request clarifications of proposals or to conduct discussions for the purpose of clarification with any or all vendors. The purpose of any such discussions shall be to ensure full understanding of the proposal. Discussions shall be limited to specific sections of the proposal identified by the City and, if held, shall be after initial evaluation of proposals are complete. If clarifications are made as a result of such discussion, the vendor shall put such clarifications in writing.

5. General Information

5.1 General Conditions

- The City reserves the right to reject any and all proposals, to waive any informality, to request interviews of Contractor(s) prior to award and to select and negotiate the Contract services in the best interest of the City.
- The City reserves the right to accept all or part of any proposal, and to negotiate a contract for services and cost with the selected Contractor.
- The Contractor shall provide all necessary personnel, materials and equipment to perform and complete all work under this proposal.
- The Contractor shall be unbiased and vendor neutral.
- Unless otherwise stated, invoices are to be submitted to the Finance department upon delivery of service to the City. The invoice must include an itemization of all services

provided, including unit list price, net price, extensions total amount(s) due, and amounts previously paid.

- Unless otherwise stated, payment will be made within thirty (30) days of the completion of the service, in an acceptable fashion, to the City, and receipt of invoice, whichever is later.
- The contract for the services described in the RFP should not be considered exclusive. As deemed necessary, the City reserves the right to obtain these services from any other vendor.
- Neither party shall be liable for any inability to perform its obligations under any subsequent agreement due to war, riot, insurrection, civil commotion, fire, flood, earthquake, storm or other act of nature.
- Notification of the parties shall be considered to have been constructively received when it is mailed via the United States Postal Service, e-mailed, or delivered in hand to the parties as stated in the contract.
- Proposal shall also mean quotation, bid, offer, qualification/experience statement, and services. Proposers shall also mean vendors, proposer's, bidders, or any person or firm responding to a Request for Information.
- The City reserves the right to retain all proposals for a period of 60 days for exam and comparison.
- All contracts entered into by the City of Hapeville shall be governed by the Laws of the State of Georgia. Any disputes shall be resolved within the venue of the State of Georgia.

5.2 Reference Checks

The City of Hapeville reserves the right to contact any reference or any client listed in the documents for information which may be helpful to the City in evaluating the Contractor's performance on previous assignments.

5.3 Changes to RFP

Changes to the RFP will be e-mailed to all vendors that have submitted a proposal. Such changes become an integral part of the RFP for incorporation into any contract awarded pursuant to the RFP.

5.4 Submittal Address

Send proposals to:

City of Hapeville, 3468 N Fulton Avenue, Hapeville, GA 30354 Attn: Crystal Griggs-Epps

City of Hapeville
Administrative Services Department
Attn: Crystal Griggs-Epps
3468 N Fulton Avenue
Hapeville, GA 30354

If submitting by mail, please ensure “Agenda Management Software RFP” is written in the lower left-hand corner of the envelope. Three bound copy, plus one digital copy should be submitted.

Proposals must be complete and submitted by the due date. Late submissions will not be considered. The City assumes no responsibility for delays caused by delivery service. Postmarking by the due date will not substitute for actual receipt.