



**Request for Proposal – Issued 09/04/2019
Agenda and Minutes Management System
Village of Shorewood**

Proposal Requested

The Village of Shorewood (Village) is seeking proposals from qualified, capable, and skilled company to provide a web-based agenda and minute management solution. Only companies with extensive experience providing agenda management solutions specific to government entities will be considered.

Project Goal

Provide easy access for staff, Board and the general public to meeting agendas, minutes and video recordings. To achieve this the Village is seeking to reduce the time it takes to prepare/coordinate agendas, manage meetings and produce minutes and video recordings and provide easy search capabilities for review of these items.

Project Background.

The current process for coordinating an agenda packet is labor intensive:

1. Departments Heads list items on the agenda and place memos and supporting documents in the meeting folder.
2. Village Manager periodically re-arranges the order the items based upon required review by committees and guest attendance at Board meetings and time available.
3. Village Manager reviews the supporting documentation for each item and sends emails to each department head with questions or comments on the documentation.
4. Department Heads may modify the documents.
5. Village Manager will review the modified documents again if necessary.
6. Village Manager will finalize agenda order and ensure items in the folder are labeled and ordered accordingly for ease of compiling in a single pdf document.
7. Clerk is notified the packet is ready for compiling. Clerk compiles the pdf and sends to Village Manager for review.
8. Village Manager reviews the order of each attachment in conjunction with the agenda and notifies Clerk of any items out of order in the packet.
9. Packet adjustments are made, if necessary, and the Clerk posts the agenda and packet to the Village's website, into Drop Box and sends a link to Village Trustees with the document is ready.
10. Should additional packet adjustments be made prior to the meeting time, the Clerk proceeds again with all steps identified in item nine.

Because changes to the initial agenda occur from time to time and there are numerous staff accessing the agenda, the process is prone to error—items out of order, items not removed, etc.—so numerous reviews before the final packet is released are required.

The current process for minutes:

1. Village Clerk formats draft minutes from the agenda prior to the Village Board meeting.

2. Village Clerk takes minutes/notes via computer or hand written during the Committee the Whole and Village Board meeting. This includes but is not limited to reflection of memos presented, public comment, motions, noting start time of item, roll call votes and Village Board discussion.
3. After the meeting, the Village Clerk drafts the minutes based on notes taken and video from the meeting. This typically 4-6 hours.
4. Minutes are proofed by Deputy Clerk and provide to the Village Board for consideration.
5. Village board member may make several changes to the minutes, which may also delay the approval of the minutes at the next meeting. Some changes are substantive; others are general grammatical or punctuation modifications that may not be time well spent to be discussed at Village meetings if there was an opportunity to receive them in advance of the meeting. Board members have a desire to know what if any amendments are proposed by each Board member.

The current process for video-recording:

1. Village Clerk installs a video camera in a wall mount in both the Committee Room and Court Room.
2. Village Clerk starts and stops the video camera for Standing Committees, Committee of the Whole, and Village Board. Some Standing Committee Meetings happen simultaneously. Each camera has only approximately 4 hours of footage at a time. The Board typically meets for 4-6 hours at a time.
3. Village Clerk removes the video camera from the wall mount after the meeting.
4. Village Clerk downloads the recording and renames the camera files and uploads them to YouTube. This process that takes 3-4 hours for the upload to complete. Once the upload is complete, the videos are compiled into one playlist. The playlist is placed on the Village website next to the corresponding meeting.
5. Village Clerk transfers the video camera files onto a video backup drive on the Village’s server and stores the files for 7 years.

Estimated Timeline

Deadline for proposal questions to be submitted in writing	September 20, 2019
Proposal question responses emailed	September 27, 2019
Proposals due	October 18, 2019
Firms notified of interview (if needed)	November 1, 2019
Interviews (if needed)	November 11-15, 2019
Judiciary, Personnel & Licensing Committee review	December 2, 2019
Village Board approval of contract	December 16, 2019

The above schedule for review by the Village is subject to change. The Village does anticipate the need to conduct interviews for this RFP process; however, firms will be notified on the date noted above. The Village will not be legally obligated to adhere to the dates for interviews, recommendations and award. Interviews will be with staff and members and the Board chairperson of the recommending Board Committee.

Proposal Content

The proposal should not exceed ten (10) single-sided pages and should address the following:

1. Transmittal Information.
 - a. Vendor’s name, address, telephone number and contact person.

- b. Vendor’s confirmation of understanding of the project and commitment to provide the appropriate personnel, equipment and facilities to perform the scope of services as defined in this document.
2. References of other municipalities for which the firm has provided similar professional services. Reference information must include:
 - a. Municipal Name
 - b. Contact Person
 - c. Telephone number and email
 - d. Firms key personnel assigned to the municipality
3. Project Approach. Describe the overall approach to designing the system, methods to address deliverables, training and support, timeline and schedule of implementation.
 - a. Initial System Evaluation and Assessment plan.
 - b. Software Maintenance & Service Plan
 - c. Training Costs for onsite and remote training.
 - d. Normal support hours & after – hours support plan
 - e. Incident response times and incident escalation procedures and criteria
4. List features and functionality included in the proposed agenda, minutes and recording management system. Please identify which of the following features are included in your proposal
 - a. Agenda Management
 - i. Possible Custom Agenda Design
 - ii. Custom Security Profile
 - iii. Electronic Approvals
 - iv. Confidential Attachments
 - v. Dropbox Integration for Delivery
 - vi. Keyword Search and Filters
 - vii. Standard Reporting
 - viii. Drag and Drop Re-Ordering
 - ix. Task Management Pre and Post Meeting
 - x. Possible Compatibility with current video recording and downloading equipment or identify new
 - xi. video recording and downloading equipment
 - b. Meeting Minutes Management
 - i. Roll Call, Motion, and Vote Tracking
 - ii. Speaker Management
 - iii. Pre-Defined Item Content
 - iv. Automatic Default Items
 - v. Copy and Move Items
 - vi. Minutes, Comments and Discussions
 - vii. Electronic File Management
 - viii. Board Member Portal
 - ix. Public Portal
 - x. Number of Meetings, Users, and Storage
 - xi. Comments Engine with Notifications
 - xii. Approvals Progress Bars
 - xiii. Automated Track Changes
 - xiv. Automatic Email Notifications

- c. Optional features and functionality:
 - i. Display Pages
 - ii. Electronic Voting
 - d. Video Management
 - i. Live Streaming
 - ii. On-Demand Video
 - iii. Video indexing
- 5. Implementation Plan
 - i. Proposed Timeline/Schedule
 - ii. List all project implementation phases including consultation, design, development and implementation, training and schedule for these activities.
 - iii. Identify specific items requiring village involvement and our role.
- 6. Continuing Services
 - a. Technical support & maintenance services
 - iv. Technical support services - emergency and non-emergency availability
 - v. Ongoing maintenance of system
 - vi. Availability of online training manuals and ongoing support
 - vii. Describe product release, enhancement and upgrade process
 - b. Hosting & Security
 - i. Cloud-based hosting
 - ii. Disaster recovery
- 7. Give brief descriptions of other products offered by the company. Do not include marketing brochures, promotional collateral or non-relevant information.
- 8. Application Hosting
 - a. The location of either a cloud-based solution hosted by the vendor which includes examples of other client systems as well as software components that were managed entirely by the vendor and/or,
 - b. Services hosted within the State which includes examples of working relationships with governmental entities that illustrate supported software components.
- 9. Personnel Experience. For each project team member please submit a BRIEF description of the following:
 - a. Name
 - b. Proposed responsibilities
 - c. Professional registrations
 - d. Description of related past experience, particularly experience of a similar capacity on projects of comparable size and/or scope
- 10. Cost.
 - a. Provide an hourly and total rate for each year. Please complete the proposal cost sheet (exhibit A).
 - b. Please note there will be no reimbursement for travel time, meals, or mileage; these incidental costs should be included in the hourly rates.
 - c. Other services or alternative recommendations please list cost in exhibit A.
- 11. Contract

- a. Please attach a copy of your standard contract for these types of services in the email submitting the proposal.

12. Insurance

- a. The proposal must include either a description of the firm's insurance or a certificate of insurance outlining the firm's insurance policies which evidence compliance with the requirements noted in the *Terms and Conditions* section of this RFP.

Terms and Conditions

Payment Terms

All invoices for services will be processed within 30 days, pending verification and the receipt of any required documentation of services provided in accordance with the terms of the agreement.

- A) Invoice for payment based on completion of specified deliverables / performance objectives. Specify the deliverable(s) and objectives.

Insurance

The successful firm shall agree that it will, at all times during the term of the agreement, keep in force and effect insurance policies required by the contract, issued by a company or companies authorized to do business in the State of Wisconsin and satisfactory to the Village. Such insurance shall be primary. Prior to execution of the written contract, the successful firm shall furnish the Village with a Certificate of Insurance listing the Village as an additional insured and upon request, certified copies of the required insurance policies. The Certificate shall reference the contract and provide for thirty (30) days advance notice of cancellation or nonrenewal during the term of the agreement. Failure to submit an insurance certificate, as required, can make the contract voidable at the Village's discretion. Additionally, the Firm shall not allow any subcontractor to commence work until the aforementioned documents, where applicable, have been obtained from the subcontractor and approved by Village of Shorewood.

Nondiscrimination

In connection with the performance of work under this agreement, the Firm agrees not to discriminate against any employee or applicant for employment because of age, race, religion, color, marital status, sexual orientation, sex, disability, national origin or ancestry. This provision must be included in all subcontracts.

Assignment or Subcontract

The contract may not be assigned or subcontracted by the firm without the written consent of the Village. If all or a portion on the contract work is proposed to assigned or subcontracted, the name of the individual(s) to complete the work, address and firm proposed shall be submitted within the scope of the proposal.

Independent Contractor Status

The firm agrees that it is an independent Contractor with respect to the services provided pursuant to this agreement. Nothing in this agreement shall be considered to create the relationship of employer and employee between the parties.

Amendments to Contract

This contract may be modified only by written amendment to the contract, signed by both parties.

Waiver

One or more waivers by any party of any term of the contract will not be construed as a waiver of a subsequent breach of the same or any other term. The consent or approval given by any party with respect to any act by the

other party requiring such consent or approval shall not be deemed to waive the need for further consent or approval of any subsequent similar act by such party.

Indemnification and Defense of Suits

The firm agrees to indemnify, hold harmless, and defend the Village, its officers, agents and employees from any and all liability including claims, demands, damages, actions or causes of action, together with any and all losses, costs, or expense, including attorney fees, where such liability is founded upon or grows out of the acts, errors, or omissions of the firm, its employees, agents or subcontractors.

Contract Period

The term of this contract will be as specified in the contract document.

Termination of Contract

To be defined in the contract document.

Professional Services Contract

If your proposal is accepted and a contract is issued, then this Request for Proposal and all documents attached hereto including any amendments, the firm's technical and price proposals, and any other written offers/clarifications made by the firm and accepted by the Village, will be incorporated into a contract between the Village and the firm, it shall contain all the terms and conditions agreed on by the parties hereto, and no other agreement regarding the subject matter of this proposal shall be determined to exist or bind any of the parties hereto.

The submission of a proposal shall be considered as a representation that the firm has carefully investigated all conditions, has full knowledge of the scope, nature and quality of work required, and is familiar with all applicable State, Federal and Local regulations that affect, or may at some future date affect the performance of this contract.

Acceptance of this proposal will take place only upon award by the Village Board, execution of the contract by the proper Village officials, and delivery of the fully-executed contract to the firm. Acceptance may be revoked at any time prior to delivery of the fully-executed contract to the successful firm. The contract may be amended only by written agreement between the firm and the Village of Shorewood.

Selection Criteria

Village staff will consider the following in evaluation of the proposals:

1. Past record of performance of the consultant and team on similar projects.
2. Quality and content of the written proposal.
3. Experience, technical competence and diversity of the consultant and project team assigned to the project.
4. Familiarity of the consultant with the types of issues typically encountered on projects such as this and the recommended alternatives to address such issues.
5. General understanding of and agreement with the consultant's approach to the project, including the Village's confidence in the consultant's ability to satisfactorily perform the work.
6. Ability to complete the project within the necessary time frame.
7. Cost.

Instructions to Firms

Submittal Instructions

1. Please provide (1) digital copy of the proposal via email only to:
Sara Bruckman, CMC/WCMC, Village Clerk
sbruckman@villageofshorewood.org
Identify proposal name into subject line of the email: Agenda and Minutes Management System
Deadline:
4:30 P.M. CST
Friday, October, 18, 2019
2. Proposals will be accepted on or before the deadline identified above. Proposals received after that date and time will be rejected. Proposals will not be opened publicly.
3. Questions regarding this RFP should only be directed to staff member identified above. Contact with elected officials, committee members and other staff members is grounds for disqualification.

This RFP does not commit the Village to award a contract, to pay any costs incurred in the preparation of a response to this request or to procure or contract for services or supplies. The Village reserves the right to accept or reject any or all proposals received as a result of this request, to waive minor irregularities in the procedure, to negotiate with any qualified source, or to cancel in part or in its entirety, this RFP, if it is in the best interest of the Village of Shorewood to do so.

Amendments

Amendment of proposals may be done as follows:

By Village: Proposals may be amended by the Village in response to need for further clarification, specifications and/or requirements changes, new opening date, etc. Copies of the amendment will be mailed to prospective vendors.

By Firm: Proposals may only be amended after receipt by the Village by submitting a later dated proposal that specifically states that it is amending an earlier proposal. No proposal may be amended after the opening date unless requested by the Village.

Proposals may be withdrawn only in total, and only by a written request to the Village prior to the time and date scheduled for opening of proposals.

Contract Administration

The primary contact for contract administration of this proposal:

Sara Bruckman, CMC/WCMC, Village Clerk
sbruckman@villageofshorewood.org
414-847-2608

In the absence of the primary contract, the secondary contract for contraction administration is:

Diane DeWindt-Hall, Deputy Clerk/Customer Service Director
dhall@villageofshorewood.org
414-847-2702

<u>Costs</u>	<u>Hourly</u>	<u>Total</u>	<u>Year 1</u>	<u>Year 2</u>	<u>Year 3</u>	<u>Year 4</u>	<u>Year 5</u>
Initial System Evaluation and Assessment				N/A	N/A	N/A	N/A
Software Support and Maintenance							
Documentation and Training							
Remote Professional Services/Hourly Rate							
Onsite Professional Services/Hourly Rate							
Other Services or Alternative Recommendations							
Total							

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