



REQUEST FOR PROPOSALS: TOWN OF WHITECOURT AGENDA AND MEETING MANAGEMENT SOFTWARE

The Town of Whitecourt invites proposals from qualified Agenda and Meeting Management Software vendors to introduce a software application and necessary hardware to support it.

The Town of Whitecourt (the “Town”) invites Proponents to submit a formal proposal in response to this Request for Proposals (“RFP”) to provide an Agenda and Meeting Management Software solution including installation, hardware (if needed), and training (the “Services”) with the intent to negotiate and enter into a contract with the Town for the Services.

Background

The Town of Whitecourt is a young, vibrant and proactive community located 170km northwest of Edmonton on Highway 43 via Highway 16. With a population of approximately 10,000, Whitecourt is a scenic community offering a small town feel with all the benefits of urban services, including an extensive park and trail system, modern recreational facilities, and countless outdoor leisure opportunities.

The current process for managing agenda and meeting minutes involves processing a variety of documents, and requires a number of steps in the preparation and distribution of packages, action items, and follow up. Implementing an electronic Agenda and Meeting Management Software solution would streamline the process, improve efficiencies and provide an increased level of service both within the organization and to the public.

The goal of this initiative is to find a solution that will satisfy the following objectives:

- a. Provide a single solution for supporting Council and Committee meetings.
- b. Automatic workflow and approval management.
- c. Streamline workflows and approvals for the entire pre and post meeting sequence (including video in the future).
- d. Comprehensive document/agenda record management.

The solution should have the capacity to include additional committees, which currently manage their meeting management processes manually.

Project Scope

The Town of Whitecourt is requesting a proposal to introduce an Agenda and Meeting Management Software application and the necessary hardware to support it (if required).

The Town seeks to implement a comprehensive Agenda and Meeting Management Software solution that will automate the Council meeting process from beginning to end. This will include, but is not limited to the management of:

- agendas (paperless, customizable templates, different meeting types, spell check and formatting tools, different levels of control and security that can be set by Administrator, provide security for Closed Meeting agenda items (secure and locked from viewing except to specific users), generates a full and/or partial agenda as a navigable PDF),
- minutes and reports functions (automatically generate resolution numbers to include vote options, ability to add attachments in PDF format to agenda items),
- automated web posting,
- live and on-demand video streaming (to meet future needs),
- electronic voting (to meet future needs).

Not all of the aforementioned features are required at this time, so the solution should be adaptable and have the ability to further develop and/or implement with the use of modules to meet current and future needs.

The Town requires a capable and qualified Proponent that can supply, support, and successfully implement a robust and proven electronic Agenda and Meeting Management Software solution that will meet the present and future needs of the Town as related to agenda and meeting management.

Current Processes

The current process for agenda and minute preparation are Microsoft Word based. Reports for agendas are provided in electronic copy and converted to a compiled PDF format. The compiled Agenda Package and all (excluding Closed Meeting reports) are posted on the Town's website for public access and emailed to Council and senior administration.

During Council and Committee meetings, minutes are prepared by hand. Voting is done by a show of hands with the vote results recorded in the minutes, and meetings are not recorded (either audio or video).

Solution

The successful Proponent will be responsible for the supply and successful implementation of a fully functional electronic Agenda and Meeting Management Software solution that complies with our IT technical requirements and supports the Town's business needs.

The solution will be a readily available, intuitive, proven, and automated software solution that has been successfully developed, tested, implemented and maintained using a quality software development methodology for long-term reliability and technical efficiency. The solution will be adaptable and have the ability to readily incorporate further development and/or implement additional and new modules to meet the future needs of our growing municipality. The solution should be configurable with no need for costly customization.

The scope of services includes but is not limited to the supply, installation, configuration and system setup including templates and workflows, training, maintenance, technical and user support (ongoing support), and any additional requirements to ensure successful implementation and operation of the solution.

Proposal Submission Format and Requirements

Proponents are to submit informative proposals for an Agenda and Meeting Management Software solution. Proposals should include detailed and sufficient information (functional and technical abilities) of the proposed software, including the capabilities, functionality, hardware/software requirements, software licensing, upgrades, maintenance and technical support, recommendations, system implementations, training and associated costs, and any other value-added functions or product features that demonstrates the ability to meet changing industry and technology environments. Proposals should include the Proponent's capacity, expertise, and experience. This information will assist the Town to make an informed decision on how best to achieve the objectives.

While the solution will be initially implemented and utilized for the Council agenda and meeting process, the proposed solution will also be used to support other meeting requirements across the organization.

Mandatory Submission Requirements

Proposals should include sections to identify

a. Proposal Narrative:

Demonstrate an understanding of the key requirements of the project and outline the approach taken to complete all aspects of the Services. All assumptions made in preparing the Proposal should be identified clearly. These assumptions will be vetted by the Evaluation Committee and clarification may be required as necessary. Describe in detail the unique advantages of the Proponent's proposed solution that illustrates the "added value" that the Proponent has to offer. Be sure to address all of the requirements and specifications contained in the RFP.

b. Proponent/Project Team Qualifications:

The Proponent must indicate the Proponent's/Project Team's qualifications and capabilities to provide the Services, including past projects having similar requirements to the one being proposed. Include resumes summarizing the qualifications of the Proponent/project team members, including any subcontractors (if applicable). Specify how these staff will be organized and supervised on the project.

c. Proponent/Project Team References:

A minimum of three references from Canadian municipalities or similar structure organizations who have contracted with the Proponent for similar services in the past five years. Each reference should include reference company's name, address and telephone number; name and title of who may be contacted; and, date, description and relevancy of the work performed including the number of years the software program has been used by the municipality and the modules being used. The Town reserves the right to contact these references without prior notification to the Proponent. Proponents should also include a list of municipalities currently using the proposed solution, including the version/release of the software, the modules implemented and in use, when it was implemented, and whether it is still supported by the Proponent.

d. On Premises or Cloud Hosted Solution details:

While the Town would prefer a Cloud based solution, an On Premises application would be considered and submissions must include details on hardware requirements. Submissions that include Cloud based solutions must include technical requirements to determine if they are in line with the Town's systems and policies. This includes information on: network reliability, backup capability, customer service supports, performance (space), security (of network, what

technology is used and features), and data security (storage location, data encrypted). The submission should also note how Whitecourt will receive information if we decide to discontinue software use and if there is any additional charge for this data.

e. Fee Proposal:

The proponent shall provide a fee proposal at this time. Proponent is to include a detailed breakdown of the Proposal pricing including all applicable costs. Provide costs for each component and module being proposed. Proponent is to provide any terms and conditions regarding payment/fee proposal. Pricing shall include all fees, purchases, commissions, outsourced services, charges and duties pertaining to the delivery of goods and services quoted in this RFP. All prices shall be quotes in Canadian dollars with GST identified separately.

f. Other pertinent Information that the Proponent deems necessary.

Milestones/Time Frames/Schedule

Proponents are to include a detailed implementation plan. The implementation plan will include a project timeline and identify major project tasks, milestones, resources, and duration required to complete the tasks and successfully implement the software solution.

The Plan will also identify:

- All tasks, phases, and stages to be completed.
- Identify which components can be phased in and which components must be included in the initial implementation.
- Length of time required for each task.
- The deliverable or outcome produced by each task.
- Proposed personnel allocated to each task.

It is anticipated that the system will be live by the end of 2024. Priorities and scheduling may influence module transition/rollout, as will operational and budgetary requirements. The project schedule will be reflected in the resulting contract.

The proposed schedule is to be based on the Proponent's experience implementing similar systems in similar sized municipalities and include the Proponent's present project commitments and availability of resources.

Evaluation Criteria and Proposal Selection

As a general framework, all Proposals presented by Proponents will be evaluated in the context of the overall value they bring to the Town. The criteria to be considered by the Town will include a combination of expertise, qualifications, fee and such other criteria as determined by the Town at its sole and unfettered discretion. The Town shall use the Evaluation Criteria listed below as the basis for its evaluation of submitted Proposals.

Evaluation Criteria	Points	Score	Total
Suitability of the Proposed Solution: <ul style="list-style-type: none"> • Understanding of project requirements/objectives (meets requirements) • Approach taken to completing Services and detailed description of implementation methodology • Detailed project plan, implementation and delivery schedule 	25%		
Proponent Qualifications: <ul style="list-style-type: none"> • Experience of Proponent/project team in delivering similar services • Technical capability, capacity, skills and qualifications of the Proponent and any proposed subcontractors 	30%		
References: <ul style="list-style-type: none"> • Other municipalities/similar organizations that are presently using the software 	15%		
Training: <ul style="list-style-type: none"> • Detailed education and training plan 	10%		
Fee Proposal: <ul style="list-style-type: none"> • Overall value for money; detailed budget and breakdown of all associated costs 	20%		
TOTAL	100%		

The Evaluation Committee will utilize specific evaluation criteria to rate various requirements for the evaluation purposes. Subject to the requirements of FOIP, such ratings shall be confidential, and totals or scores of such ratings shall not be released to any party.

As the Town evaluates Proposals and bases any decision to award a contract on the contents of the Proposals as submitted, each Proposal shall include any and all information required as called for in the RFP. It shall be explicitly understood that there shall be no opportunity to make any material changes to the Proposal, including any alteration, addition or deletion of any element within the Proposal as submitted by the Proponent after the RFP has closed.

Conditions

- Any award made is subject to a signed contract.
- The Town of Whitecourt is not obligated to award a contract arising from this RFP. The Town of Whitecourt reserves the right to re-tender or cancel the RFP, or award all or part of the contract at its sole discretion.
- The Town of Whitecourt shall not be liable for any costs of preparation of proposals or any cost associated with responses to the RFP.
- The proposals and accompanying documentation shall become the property of the Town of Whitecourt and will not be returned.
- Proposals must be firm for a period of no less than 60 days from the closing date.
- If, after the Town has formally accepted the Respondent of Choice’s final submission (hereby referred to as the Consultant), a contract may be confirmed, in the form of a Purchase Order or by the Town’s

endorsement of a negotiated document (in accordance with our Terms, Conditions, and Specifications) from the recommended Consultant's firm.

Proposal Deadline

All proposals must be received by 4:00 p.m. MST on Tuesday, July 2, 2024. Any proposals received after the due date and time will not be considered. Submissions can be sent to the following address:

Town of Whitecourt
Tara Gallant, Legislative Manager
Re: Town of Whitecourt Agenda and Meeting Management Software Solution
Box 509, 5004 52 Avenue
Whitecourt AB T7S 1N6
780-778-2273
taragallant@whitecourt.ca

Electronic submissions will be accepted; however, proponents, are cautioned that the closing time is based on when the proposal is received by the Town and NOT when a proposal is submitted by the proponent. It is the sole responsibility of the proponent to be mindful of the length of time for the proposal to be transmitted due to file transfer size, transmission speed or other factors. The Town shall not be responsible for any failure to receive email submissions sent by the proponent, and proponents are encouraged to take steps to ensure their Proposal has been received in advance of the deadline.

Any and all costs associated with the preparation and submission of the Proposal, including any costs incurred by the Proponent after the Closing Time will be borne solely by the Proponent.

Questions regarding this project may be directed to Tara Gallant, Legislative Manager, at taragallant@whitecourt.ca.

CLOSING INFORMATION

1. The Town of Whitecourt is not liable for any costs or expenses or to reimburse or compensate the Proponents in any manner whatsoever or under any circumstances including, without limitation, in the event of rejection of all proposals or cancellation of the project.
2. The Town of Whitecourt reserves the right to request that any or all proponents clarify and make revisions to their proposal. The Town may choose to meet with one, several, or all proponents to discuss aspects of their proposal. The Town of Whitecourt is not obligated to seek clarification from any proponent with regard to any aspect of its proposal.
3. The Town is not bound to accept any proposal. Further, the Town reserves the right to accept or reject any proposal in whole or in part, waive any irregularities in the proposal process, and to discuss different or additional items to those included in this RFP, at its sole discretion. The Town may invalidate this RFP and may issue a second RFP at its sole discretion.
4. The Town reserves the right not to consider award of any contract or purchase order to any party that is or has in the past three years been engaged in litigation or arbitration with the Town, or any party with an outstanding debt owed to the Town.
5. Amendments to a Proposal may be submitted if delivered in writing prior to the Closing Time in a sealed envelope or package, marked with the Proponent's name and the RFP title.
6. Proposals already delivered to the Town may be withdrawn with written notice only, provided such notice is received prior to the Closing Time.