City of Greenville
North Carolina

Request For Information
Agenda Management Software

October 14, 2019

PROJECT NAME: AGENDA MANAGEMENT SOFTWARE

The undersigned, having carefully read and considered the Request For Information for the above referenced project, does hereby offer to provide such information on behalf of the City in the manner described and subject to the terms set forth in the attached Request For Information.

Respondent acknowledges that their firm is qualified in this area of work and employs experienced personnel able to provide the required services. The City may request information substantiating the indicated requirements. Failure to provide this information may result in a Respondent's submittal being declared non-responsive.

The undersigned further states that this submittal is made in good faith and is not founded on, or in consequence of, any collusion, agreement or understanding between themselves or any other interested party.

NAME OF PERSON OR ENTITY SUBMITTING RFI DOCUMENT:

SIGNATURE OF AUTHORIZED REPRESENTATIVE:

PRINTED NAME OF AUTHORIZED REPRESENTATIVE:

TITLE OF AUTHORIZED REPRESENTATIVE:

ADDRESS:

PHONE: EMAIL:
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*** PLEASE COMPLETE THIS FORM AND RETURN WITH SUBMISSION ***

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I.   Background Information

A. City of Greenville

The City Manager's Office of the City of Greenville would like to replace its existing agenda management software. Currently, the City uses the NovusAgenda product provided by Granicus as its agenda management solution. In addition, the City utilizes a Granicus product for live streaming meetings and for storage of videos of City Council and boards and commissions meetings. The City also utilizes an interface to the OpenText document management system for storage and retrieval of agenda documents.

Approximately 30 users utilize the agenda management software to generate, review, and approve agenda items for City Council and Planning & Zoning Commission agendas. Agenda items can contain various types of content such as charts, graphs, maps, and other media types. The agenda items are routed electronically through the agenda management system for review and approval. All of the agenda items, with supporting documentation, are compiled into a final agenda packet that is posted on the City's website, where it can be accessed by board members and the public.

B. Purpose

The City of Greenville is currently seeking information regarding agenda management solutions available in the marketplace today. This information is being sought to aid in the evaluation of potential vendors and products that could replace the existing agenda management software and migrate existing data from the legacy system. This information may be used to produce a Request For Proposal to solicit qualified vendors for participation in this project.

Request for Information proposals should be submitted so that they are received no later than 5:00 PM EST on Monday, November 4, 2019, at the following address:

> Attn: Jon Hoggard
> Agenda Management Software RFI
> City of Greenville
> 200 W. 5th Street
> Greenville, NC 27858
>
> jhoggard@greenvillenc.gov

All product information should be provided in electronic form as well as hard-copy. Please provide two (2) hard copies and a digital copy via a USB flash drive or CD/DVD. A digital copy may be provided via email or a file sharing service and must be received by the deadline as indicated above.

C. Contact Information

Project Manager: Jon Hoggard
City of Greenville
Information Technology Department
Email: jhoggard@greenvillenc.gov
Phone: (252) 329-4827
Fax: (252) 329-4125

II. RFI Technical Information

A. Requested Information

The RFI should specifically address the following vendor qualification items:

- Your company's history.
- Your customer base and the business sectors you currently support. Customer references would be appreciated as well.
- Describe your company's most recent efforts that have distinguished your product from other software providers.

B. Hardware and Software Platforms

The City of Greenville may or may not procure additional hardware to support any proposed agenda management software solution. As an option, we may seek to utilize existing hardware to serve as the base for any proposed solution pending the basic system requirements can be met. Alternatively, the City requests that you provide the necessary hardware and software specifications in your proposal to help facilitate this evaluation.

Indicate any features of your agenda management software that are designed to fully maximize the functionality of the application such as:
- The ability to create unlimited meeting agendas for different boards (i.e., City Council, Planning & Zoning Commission, and other boards and commissions).
- The ability to produce a paperless legislative process that allows easy creation, editing, and manipulation of individual agenda items as well as layout and placement of items on agendas, from agenda item creation through the meeting and afterwards into an archive that is capable of being directly referenced by City staff and constituents.
- The ability to create and maintain an intelligent workflow that aids in the review and approval of agenda items while allowing changes that are necessary for finalization of the agenda by the deadline.

- The ability to consolidate the various agenda components such as minutes, video, voting and historical records into a single application so that City staff can publish and distribute complete packets in the most efficient manner possible.
- The ability to provide access to meeting materials so board members can view or annotate items in real time on a variety of mobile devices.
- The ability to provide a full-featured, secure, and user-friendly web application that allows constituents to get direct access to the agenda topics, schedule, and relevant meeting materials.

C. Response Format

Your responses should cover the following areas of interest:

- Executive Summary (including Section 2A qualification items)
- Proposed Solution 1 (hardware and software on-premise)
- Proposed Solution 2 (cloud based hosted externally)
- Document Management System Interfaces
- Meeting Live Streaming and Video Storage Solutions or Interfaces
- Maintenance Proposal
- Training and Documentation
- Project Management and Deployment Methodology
- Relevant Certifications

III. Evaluation of Responses

Responses will be evaluated to ensure that all requested information about the company and the product is included.

Additional evaluation may include on-site product demos on November 18, 20, 22, and/or 26, 2019.

IV. Disclaimer

This RFI is for planning purposes only and does not constitute a solicitation. Participation in this RFI is voluntary. All information obtained by the City of Greenville in response to this RFI will become the property of the City of Greenville and will not be returned. Proprietary or confidential information as indicated by the respondent will be handled according to North Carolina statute governing disclosure of public information. Responses are not considered an offer and cannot be accepted to form a binding contract. Respondents assume responsibility for all expenses associated in the preparation and delivery of this RFI.