City of Cambridge  
File No. 10315  
Request for Information for Agenda and Minutes Software

The City of Cambridge ("City") invites and welcomes sealed submissions, which must be received at the Office of the Purchasing Agent, Room 303, City Hall, 795 Massachusetts Avenue, Cambridge Massachusetts 02139 prior to **11:00 a.m. on Thursday, May 19th, 2022** to provide the following services:

The purpose of this Request for Information ("RFI") is to elicit the advice and best analysis of knowledgeable persons in the vendor community to provide information on available agenda and minutes software management solutions to help better simply the agenda and minutes creation process and improve user-friendliness for staff and residents.

Copies of the Request for Information ("RFI") may be obtained at the Office of the Purchasing Agent on or after **Thursday, May 5th, 2022**. This RFI may be downloaded from the City’s website: [www.cambridgema.gov](http://www.cambridgema.gov), online services, Purchasing Bid List, Regular RFP, File No. 10315. This is not a solicitation of quotes or invitation for bids and no contract will be executed as a result of this Request for Information. This RFI is for market research purposes only and does not constitute an offer by the city of Cambridge to perform the tasks listed in this RFI.

Questions concerning the RFI must be submitted in writing by **11:00 AM. on Thursday, May 19th, 2022**, to Elizabeth L. Unger, Purchasing Agent, at the address above, or by email to Purchasing@cambridgema.gov. Answers to substantive questions will be posted to the website in the form of an addendum. It is the responsibility of all proposers to check the website for addenda.

**One (1) Electronic copy must be submitted by 11:00 a.m. May 19th, 2022 via e-mail to purchasing@cambridgema.gov.** Respondents may also submit hard copies to the Office of the Purchasing Agent, Room 303, City Hall, 795 Massachusetts Avenue, Cambridge Massachusetts 02139. Please label “RFI for Agenda and Minutes Software, File No. 10315. Any submissions received after such time will not be accepted, unless the date and time has been changed by addendum. Delivery to any other office or department does not constitute compliance with this paragraph, unless the submissions are received by the Purchasing Agent by the established deadline.

**Elizabeth L. Unger, Purchasing Agent City of Cambridge**

**Confidentiality and Public Records Law**

All responses to this RFI will be public record under the Commonwealth’s Public Records Law, Mass. Gen. L. Ch. 66 s. 10, regardless of confidentiality notices set forth on such writings to the contrary.
I. General Instructions

Please note that this RFI is issued solely for the purpose of obtaining information. Nothing in this RFI shall be interpreted as a commitment on the part of the city to enter a contract with any respondent of to make any procurement.

a) This RFI has been posted on [05/05/2022].

b) Respondent Questions. Potential respondents who have questions regarding this RFI may e-mail them to purchasing@cambridgema.gov by [05/11/2022]. Respondents may only make inquiries and request clarification concerning this RFI by written questions via e-mail.

c) Response Submission. All responses to this RFI are due no later than 11:00 a.m. on [05/19/2022]. Respondents should submit one (1) electronic copy via e-mail to purchasing@cambridgema.gov and may, if they choose, also submit hard copies to the Office of the Purchasing Agent, Room 303, City Hall, 795 Massachusetts Avenue, Cambridge Massachusetts 02139. All responses must include on the first page the official name (if any) of the firm or entity submitting the response. Please consecutively number all pages of the response.

d) Additional Information. The City of Cambridge retains the right to request additional information from respondents. The City may request further explanation or clarification from any and all respondents during the RFI review process.

II. Costs.

By submitting a response, respondents agree that any cost incurred in responding to this RFI, or in support of activities associated with this RFI, shall be the sole responsibility of respondent. The city shall not be held responsible for any costs incurred by respondents in preparing their respective responses to this RFI.

III. Public Record.

All responses to this RFI will be public record under the Commonwealth’s Public Records Law, Mass. Gen. L. Ch. 66 s. 10, regardless of confidentiality notices set forth on such writings to the contrary.

IV. Information Requested

a) Company Name (please list parent company as well)
b) Company Address:
c) Company Website:
d) Contact name and information (e-mail address required)

Provide a description of your company and the basis of your expertise in offering a response to this RFI.
This RFI is issued solely for information and planning purposes — it does not constitute an Invitation to Bid (IFB) or a Request for Proposal (RFP) or a promise to issue either in the future. Responses to this RFI shall serve solely to assist the City of Cambridge (City) in understanding the current options and/or possibilities regarding the solicited information and/or to inform the development of a possible future solicitation. Respondents to this RFI are invited to respond to any or all of the questions in this document. This RFI does not in any way obligate the City to issue or amend a solicitation or to include any of the RFI responses in any solicitation. Responding to this RFI is entirely voluntary and will in no way affect the City’s consideration of any proposal submitted in response to any subsequent solicitation, nor will it serve as an advantage or disadvantage to the respondent in the course of any solicitation that may be subsequently issued or amended. Not responding to this RFI does not preclude participation in any future IFB or RFP, if any is issued. Respondents are responsible for any and all costs incurred to respond. The City shall not be responsible for any costs associated with costs incurred by a respondent as a result of responding to this RFI.

1. Introduction/Overview

The City is seeking information on a cloud hosted agendas management system (the “system”) that supports audio and video streaming, recording, and hosting. The objective of this RFI is to get a broad overview of what is available for agenda and minutes management software. Any technical specifications listed in this document are an expression of intent, not a restrictive list of must-meet requirements.

2. Project Background

The City of Cambridge, Massachusetts has a population of approximately 115,000. The City government includes forty departments that are housed in municipal building throughout the City, employing roughly 1,200 full time staff, excluding the Public Safety departments and the Cambridge Public Schools.

The City hosts a variety of legislative, quasi-judicial and advisory board meetings including televised and livestreamed weekly City Council meetings in addition to regularly scheduled meetings of the Planning Board, Board of Zoning Appeal, License Commission, among others. In addition to the City Council there are approximately fifty City boards and commissions that are subject to the Commonwealth of Massachusetts Open Meeting Law, and therefore meetings must be publicly accessible and there are certain legal requirements concerning posting the agendas and recording minutes of these meetings.

3. Current State

Currently, the City Council and Planning Board utilize Granicus’ Agendas & Minutes (formerly IQM2) to prepare and publish agendas, minutes, stream live meetings, and host video recordings. The remaining boards and commissions post agendas, minutes, transcripts, and/or audio recordings on the City Calendar, posted on www.cambridgema.gov. Additionally, the City Manager’s Office
uses Granicus’s Boards & Commissions (formerly IQM2) platform to advertise vacancies and manage memberships on City’s boards and commissions.

4. Future State

The City seeks to obtain a solution that will automate, streamline, and simplify the agendas and minutes creation process for all public meetings groups within the City; support video streaming, audio livestreaming, and recording of City meetings; manage appointments of open positions for all City Boards and Commissions; and provide a user-friendly portal for staff and the public to access and search for relevant meeting agendas, minutes, and recordings. The City intends to migrate all data, including videos, from the current Agendas & Minutes (IQM2) system to the new system.

5. Vendor Instructions

Please submit the following information in response to this RFI

1. Your company name and website
2. Respond to the questions in Sections 6 and 7 of this RFI
3. A list of at least five cities using the vendor’s software
4. Description of data migration process for current clients, including the name of the previous system

6. Information Requested

a. General System Requirements

i. Is your business a software as a service (SaaS) model?

   YES  NO
   Notes:

ii. Can you provide a secure login through Active Directory Integration (Azure AD or SAML)?

   YES  NO
   Notes:

iii. Can your system provide access to users who are outside of the cambridgema.gov domain (i.e. cambridgeredevelopment.org)?

   YES  NO
   Notes:

iv. Does your system allow for the City to retain ownership of all the data stored in the system?

   YES  NO
   Notes:
v. Is all data (including documents, videos, and attachments) hosted in the cloud, and managed and backup up by you?

YES  NO
Notes:

vi. Can you application be accessed online, without any desktop application required?

YES  NO
Notes:

vii. Do you provide restrictions on the amount of data storage that comes with a subscription?

YES  NO
Notes:

viii. Do you notify clients in advance of system maintenance and scheduled upgrades/ feature releases?

YES  NO
Notes:

ix. Do you provide an API integration that will enable City staff to automate the creation of calendar events through the City’s web content management system?

YES  NO
Notes:

b. Agenda and Minutes

i. Do you provide version control for development of agenda items and tracks changes/edits?

YES  NO
Notes:

ii. Do you allow for the ability to publish agendas, minutes, and public hearing notices on a custom schedule?

YES  NO
Notes:

iii. Can your software enable unique agenda temples for each meeting type and/or standard temples for multiple meeting types?

YES  NO
Notes:
iv. Does your software have an automated workflow system to prepare, track, modify, approve, and monitor the progress of agenda items?

YES  NO
Notes:

v. Can attachments be associated with individual agenda items?

YES  NO
Notes:

vi. Can your system support common file types and notify users when an unsupported file type is attached?

YES  NO
Notes:

vii. Can multiple versions of agendas and minutes documents be created?

YES  NO
Notes:

viii. Can system administrators manage staff permissions?

YES  NO
Notes:

C. Public Meeting Portal

i. Can the public meeting portal be styled to adhere to the City’s style guide with specific colors, fonts, and images?

YES  NO
Notes:

ii. Will published agenda and minutes documents be available in both HTML and PDF formats?

YES  NO
Notes:

iii. Does your software allow for the ability to search within agendas, minutes, and attachments using a search bar?

YES  NO
Notes:

iv. Does your software allow for the ability to perform advanced searches through a combination of a text search and filters, including meeting group, date range, and file type (ex: policy order, resolution)?
v. Does your meeting portal list all past and future meetings along with corresponding agendas, minutes, videos, and related resources?

YES  NO
Notes:

vi. Can this list be filtered by meeting group?

YES  NO
Notes:

vii. Does your software allow for mobile responsive design (phones and tablets)?

YES  NO
Notes:

viii. Is your meeting portal WCAG 2.0 (Web Content Accessibility Guidelines) compliant?

YES  NO
Notes:

ix. Would the public be able to subscribe to notifications for new meetings and well as published agendas and minutes?

YES  NO
Notes:

d. Audio and Streaming

i. Does your system support closed captioning for live streamed and recorded videos?

YES  NO
Notes:

ii. Can multiple meetings be streamed/recorded simultaneously?

YES  NO
Notes:

iii. Does your software allow for the ability to create points within the video tied to the relevant agenda item through timestamping, both during live meetings and after meeting has been completed?

YES  NO
Notes:
iv. Are qualified City staff able to remotely access encoders to troubleshoot issues?

YES  NO
Notes:

v. Is your encoder input one of the following: SDI or HDMI? State the encoder input(s) in the notes section below.

YES  NO
Notes:

vi. Will physical encoders be available for delivery within one month of a kickoff meeting? If you answer no, describe any inventory limitations in the notes section below:

YES  NO
Notes:

vii. Can live meetings be paused? For example, when the City Council goes into Executive Session, recess, etc.

YES  NO
Notes:

viii. Are your videos streamed and recorded at 1080p resolution?

YES  NO
Notes:

ix. Can video quality be adjusted based on connection speed?

YES  NO
Notes:

e. Data Migration

i. Can data migration from the City’s IQM2 system be completed within three months?

YES  NO
Notes:

ii. Can you migrate all video, text, attachments, and PDF files?

YES  NO
Notes:

iii. Can your system allow for migrated data to be included in the Public Meeting Portal’s basic and advanced search tool?
iv. Can the data migrated from the City’s system be associated with the corresponding file type?

YES  NO
Notes:

v. Based on your experiences, are there any hurdles that you would face migrating data from IQM2?

YES  NO
Notes:

vi. Would you be able to migrate agendas, minutes, text, and videos from other legacy systems, with the data maintained on a on-premises Microsoft SQL server?

YES  NO
Notes:

vii. Does your system allow users to manually import historical agendas and minutes documents?

YES  NO
Notes:

f. Board and Commission Appointments

i. Can your system notify key personnel of expiring Board member terms?

YES  NO
Notes:

ii. Can City staff advertise vacancies on your system’s Public Meeting Portal?

YES  NO
Notes:

iii. Can your system’s Public Meeting portal accept applications for Board and Commission vacancies?

YES  NO
Notes:
7. **Additional Questions:**

   a. What does the base model of your software include (no add-on's)? Note: please do not include any costs in your response.

   b. How do you approach implementation in a way that ensures the new system will meet all the needs of the City? Please also provide a sample implementation timeline.

   c. Describe your approach to project management. This response should include the following responsibilities: management of project decisions; scope, risk and issue management; regular status meetings; submission of routine project status reports; and workplan development and management in conjunction with City personnel.

   d. How do you go about training City staff on the software? Please include your training approach, content development, and delivery.

* Please attach additional specifications or software information as necessary.