

**Request for Proposal**  
**Meeting Management System**

**Lac La Biche County**  
**RFP #LS-12-2017-01**



**Proposal Closing Date and Time:**

Proposals must be received by Friday, December 22, 2017  
16:00 (MST)

# 1. SCOPE

## 1.1. RFP Purpose

Lac La Biche County intends to identify and select the most qualified proponent(s) to provide the services described in this RFP.

## 1.2. Project Background

Lac La Biche County is a municipality in northeastern Alberta, serving about 9,000 residents. Lac La Biche County is governed by a Mayor and eight Councillors, who together form County Council. Council determines the municipality's strategic direction, creates bylaws and policies to govern the County, sets an annual budget for operations and capital projects, and provides other direction to the County's administration on municipal programs and services.

Council meets regularly, with anywhere from 30 to 60 meetings each year. Each meeting requires an agenda and minutes that must be shared with the public. The County also has a variety of subcommittees with similar requirements. Each meeting adds and removes items from a follow-up action list, which compiles all the actions that administration must take to fulfill Council's wishes.

The County's Legislative Services department serves Council by preparing agendas and taking minutes at each meeting, but currently does most of this work manually in Microsoft Word and Excel. Agendas and minutes are built in templates, and require hours of work to edit and format according to Lac La Biche County's requirements. Department managers submit reports for Council's consideration to the Legislative Services department, which can be difficult for Legislative Services staff to track. The follow-up action list also requires time to maintain.

The County is seeking a software solution that will make it easier to compile agendas and minutes in the correct formats, as well as to track and follow up on Council decisions. Department managers should be able to submit Council reports to the software for approval, streamlining the process for staff.

The County is also interested in features that support records management, and live streaming Council meetings. This, however, is optional.

## 1.3. Project Description

This project is to implement meeting management software for the County, incorporating existing information in a user-friendly system, while allowing staff to produce meeting documents in the right format. The priorities for the software are:

1. Ease of use: must be user-friendly and intuitive, with an easy-to-use multiuser management system (accommodating approximately three to five admin users, and 50 regular users);

2. Aesthetically-pleasing: it must look professional and be easy to navigate. Public-facing features like published agendas and minutes should look polished;
3. It must be easy to update, if updates are required. In your proposal, you must outline the process for ongoing maintenance and updating of the software, as well as the costs;
4. Capable of publishing agendas, minutes and other documents automatically online, including agenda content which may be of a large file size (mapping and images);
5. Platform agnostic: it must work on Windows PCs, and optionally be accessible on mobile devices and tablets. Remote access and email notifications advising users of important changes would also be a plus;
6. Security: authorized users should be able to log in with the County's existing AD credentials. The software should also have the ability to hide confidential portions of agendas from public view and unauthorized users;
7. Searchable: users should be able to perform key word searches in documents;
8. Easy migration of existing agendas, minutes, and action items;
9. Remains available during internet outages.

## Results

- A complete project with a “turnkey” philosophy. That is, once the elements and options are chosen, the contractor will deliver to Lac La Biche County a useable, complete meeting management software solution. This includes a distinct look and feel, and all necessary content uploaded and ready to launch to County staff. The software should be secure (requiring a username and password to access), and use the County's existing AD credentials. It should optionally be usable on mobile devices and tablets. Remote access to the software is a must.
- There should be a minimum of a 3-year technical support contract with an hourly rate.
- Training of County staff is necessary. This includes thorough training for three to five admin users, as well as less-involved training for 50+ regular employees.

## 2. PROPOSAL CONTENT AND SUBMISSION

### 2.1 Related Experience

Proponents must be able to demonstrate that they have related experience. Please provide at least three (3) references that would provide confirmation that you have completed similar projects.

Client Name and Contact	Address and Phone Number	Date	Description
1			
2			
3			

## 2.2 Resource Requirements

Lac La Biche County understands that the proponent may consist of more than one company. If this is the case, the proponent must choose one company to be the representative or lead for the proposal. If the proposal is successful, Lac La Biche County will consider the company named the representative as the contractor and any other companies forming the consortium or team as subcontractors.

## 2.3 Response Content

To facilitate evaluation by the evaluation team, and to ensure each proposal receives full consideration, proposals should be structured in the following format. The following information must be provided in each proposal in order for it to be considered. This information will be used in evaluating each proposal.

- Cover Page
  - Company Name
  - RFP Number
- Table of Contents
- Proponent Profile
  - Brief introduction of the proponent and location of office
  - Full legal name of the proponent
  - Proponent contact name for all questions and clarifications
  - Description of how the proponent's qualifications meet the requirements
  - Explanation of how the proponent will actively work with Lac La Biche County Information Technology and Legislative Services staff
- Proposed Approach to the Project
  - Detailed description of the approach and methodology
  - Proponent's understanding of project requirements and deliverables
  - Other information the proponent feels is pertinent
- Pricing
  - Fixed fee for the software and implementation in Canadian dollars
    - Include detailed statement of charges to be incurred (e.g. travel expenses, cost to complete each deliverable, etc.)
  - Fee for training staff (include options for lump sum or hourly rate)
  - Fee for the development of user manual (optional)
- Proponent References
  - Must include three (3) references

### **Note:**

Proponents proposing an alternative to any RFP requirement must clearly state the value of the alternative. The proposed alternative must meet the intent of the requirement. The evaluation team

will decide at its sole discretion if the alternative is acceptable.

## 2.4 Submission

Interested proponents will provide one (1) electronic version via email. Request for Proposal responses will be marked with the RFP number and addressed to:

Melanie McConnell  
Assistant Chief Administrative Officer  
[LS2017-01@laclabichedcounty.com](mailto:LS2017-01@laclabichedcounty.com)

Proposals must be received by Friday, December 22, 2017 at 16:00 (MST), and will not be accepted if received after the submission deadline.

The County reserves the right to amend or revise the proposal documents by addenda up to three (3) business days prior to the proposal closing time.

No proposal shall be altered or amended after the closing deadline without the agreement of Lac La Biche County.

## 2.5 Additional Submission Considerations

- Proposals must be written in English.
- Proposals should use a minimum of 11 point font, in a letter size document with 1 inch margins. All pages of the proposal and appendices should be consecutively numbered.
- When or if referring back to the RFP in your proposal, simply reference the page and section rather than restating the RFP.

# 3. PROPOSAL EVALUATION AND SELECTION

## 3.1 Evaluation Process

Proposals will be evaluated by a Lac La Biche County evaluation team.

The evaluation team will examine all proposals to ensure they are complete and have met all requirements as set out in this document. Any proposal that is significantly incomplete or missing important information, determined at the evaluation team's discretion, will be disqualified.

## 3.2 Evaluation Criteria

After initial screening, the remaining Proposals will be evaluated using the following evaluation table:

Criteria	Weight
Agency background and profile (including experience and accreditations, corporate profile, software development expertise, track record in providing software or web services to municipal governments, and samples of work)	25%

Project details (ability to meet requirements outlined in sections 1.2 and 1.3 of this RFP, proposed treatment of County Council documents and information in software, aesthetics, proposed management system, proposed timeline, and clear outline of contractor and County responsibilities)	30%
Technical support (a clear training program on updating and using the software, and a plan for delivering tech support after the project is completed)	20%
Agency remuneration (outline of fees, expenses, and hourly rates)	25%
Total	100%

The evaluation team will assign scores at its discretion. If only one non-disqualified proposal remains at this point of the process, the evaluation team will still complete the full proposal evaluation.

### **3.3 Shortlisted Proponents**

A short list of up to three of the highest evaluated proponents will be selected. The evaluation team may schedule proponent interviews or presentations in order to seek clarification and to provide a further opportunity to assess the short-listed proponents’ understanding of the project requirements.

### **3.4 Award**

The evaluation team will award the contract to the proposal with the highest total score and if within the budgeted amount.

## **4. COMPETITION CONDITIONS**

**The following terms will apply to this RFP and to any subsequent contract(s). Submission of the proposal in response to this RFP indicate acceptance of the following terms.**

### **General Terms and Conditions**

#### **4.1 Acceptance of Proposals**

This RFP should not be considered as an agreement to purchase goods or services. Lac La Biche County is not bound to accept the lowest priced or any proposal of those submitted. Proposals will be assessed in light of the evaluation criteria. The County will be under no obligation to receive further information, whether written or oral, from any proponent.

Neither acceptance of a proposal nor execution of a contract will constitute approval of any activity or development contemplated in any proposal that requires any approval, permit or license pursuant to any federal, provincial, regional district or municipal statute, regulation or bylaw.

## **4.2 Definition of Contract**

Only the full execution of a written contract will constitute a contract for the services, and no proponent will acquire any legal or equitable rights or privileges relative to the services until this occurs.

## **4.3 Right to Accept to Reject Proposals**

Lac La Biche County reserves the right to accept or reject any or all proposals in whole or in part.

## **4.4 Use of a Request for Proposal**

This document, or any portion thereof, may not be used for any purpose other than the submission of proposals.

## **4.5 Modification of Terms**

Lac La Biche County reserves the right to modify the terms of the solicitation at any time at its sole discretion prior to and including the closing date of the competition.

## **4.6 Inquiries**

Any inquiries regarding this RFP can be directed to Melanie McConnell, Assistant Chief Administrative Officer, by email at [LS2017-01@laclassicounty.com](mailto:LS2017-01@laclassicounty.com).

## **4.7 Submission of Proposals**

By submission of a clear and detailed written notice, the proponent may amend or withdraw their proposal **prior to the closing date and time**. Upon closing time, all proposals become irrevocable. By submission of a proposal, the proponent agrees that, should its proposal be successful, the proponent will enter into a contract with Lac La Biche County.

Proposals will not be returned. Submitted proposals become the property of Lac La Biche County.

## **4.8 Delay in Negotiating a Contract**

If a written contract cannot be negotiated within a reasonable period of time with the successful proponent, Lac La Biche County may, at its sole discretion at any time thereafter, terminate negotiations with the proponent and either negotiate a contract with the next qualified proponent or choose to terminate the solicitation process and not enter into a contact with any of the proponents.

## **4.9 Successful Proposal**

By submission of a proposal, the proponent agrees that should its proposal be deemed successful, the proponent would enter into a contract with Lac La Biche County.

## **4.10 Freedom of Information and Protection of Privacy**

All documents submitted to the County are subject to the protection and disclosure provisions of the *Freedom of Information and Protection of Privacy Act (FOIP)*. While this *Act* allows persons a right to access records in the County's custody or control, it prohibits the County from disclosing your personal or business information where disclosure would be harmful to your business interests or would be an unreasonable invasion of your personal privacy as defined in Sections 16 and 17 of the *Act*. Proponents should be aware that all records collected, created, maintained or

prepared in the performances of services under an agreement or contract arising from this RFP will be subject to the access and privacy provisions of the FOIP Act.