



**CITY OF HAMILTON**  
**CORPORATE SERVICES DEPARTMENT**  
**OFFICE OF THE CITY CLERK**

<b>TO:</b>	Mayor and Members General Issues Committee
<b>COMMITTEE DATE:</b>	July 10, 2017
<b>SUBJECT/REPORT NO:</b>	Modernizing the City of Hamilton Livestreaming Capabilities and Experience (CM16006(b)) (City Wide) (Outstanding Business List Item)
<b>WARD(S) AFFECTED:</b>	City Wide
<b>PREPARED BY:</b>	Janet Pilon Manager, Legislative Services / Deputy Clerk Office of the City Clerk  (905) 546-2424 Extension 4304
<b>SUBMITTED BY:</b>	Rose Caterini City Clerk Office of the City Clerk
<b>SIGNATURE:</b>	

**RECOMMENDATION**

- (a) That Contract Number: C01-01-17 for the Supply, Delivery and Installation of an Electronic Agenda and Meeting Management Solution, including Live Streaming, be awarded to eSCRIBE Software Ltd., in the amount of \$294,625 + applicable HST, for a five (5) year term, be approved, to be funded as follows:

Year One - \$92,925 + applicable HST (from July 2017 to June 2018) from the 2017 Capital Budget Project ID 3381757507; and

Years Two to Five - \$201,700 + applicable HST (from July 2018 to June 2021) from the Operating Budget;

- (b) That the General Manager of Finance and Corporate Services be authorized to negotiate, enter into and execute any required Contract and any ancillary documents required to give effect thereto with eSCRIBE Software Ltd., in a form satisfactory to the City Solicitor;

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- (c) That iPads and the associated iPad Professional Application be purchased for members of Council who opt for a paperless agenda process with enhanced participant annotation, funded from the funds of 2017 Capital Budget Project ID 3381757507; and
- (d) That the Outstanding Business List item related to Modernizing the City of Hamilton Livestreaming Capabilities and Experience be identified as complete and removed from the Outstanding Business list.

## **EXECUTIVE SUMMARY**

As per Council's direction on April 27, 2016:

- (a) That the matter respecting Modernizing the City of Hamilton's Livestreaming Capabilities and Experience, with the exception of the replacement of the current SIRE livestreaming software with new livestreaming and agenda management software, a large presentation monitor (in place of the current screen) and upgraded, voice activated camera(s), in Council Chambers only, be referred to the 2017 Capital budget process, with the following direction:
- To engage with the public between now and the 2017 Capital budget process with respect to what their expectations may be, as it relates to livestreaming City Committee meetings (through a survey on-line, etc.);
  - What would be the specific duties of the FTE; and, any additional cost that may be required to have that FTE also engaging (tweeting) with the public during meetings; and,
  - Equipment capability to meeting future AODA requirements (closed caption, etc. for those who are visually and hearing impaired); and,
- (b) That staff be directed to report to the General Issues Committee, respecting replacement of the current SIRE livestreaming software with new livestreaming and agenda management software, a large presentation monitor (in place of the current screen) and upgraded, voice activated camera(s), in Council Chambers only, through an open, competitive procurement process, prior to the 2017 Capital budget process.

Council approved a capital budget for the project consisting of \$320,000 (\$200,000 for audio/visual equipment and \$120,000 for agenda management software including live streaming), in January 2017.

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Staff formed a Working Group to prepare a Request for Proposal (RFP) for the replacement of the SIRE agenda management software and livestreaming software, which consisted of staff from Clerk's (Legislative Division and Records Division); Information Technology; Communications and Procurement.

The Working Group worked diligently to complete the RFP document in a timely manner, so that the implementation of the Agenda Management Software could be implemented simultaneously with the installation of the Audio/Video equipment in the Council Chamber.

A Request for Proposal was issued for the Agenda Management Software component of the project, three proposals were received, with eSCRIBE Software Ltd., being recommended as the successful proponent, meeting all of the City's criteria with experience in the industry since 2003.

**FINANCIAL – STAFFING – LEGAL IMPLICATIONS (for recommendation(s) only)**

Financial: The RFP provided for a multi-year arrangement including ongoing support and maintenance. Term One of the contract is for a 5 year period which over the life of the contract will cost \$294,625 + applicable HST:

- Year 1 - \$92,925 + applicable HST, includes one-time costs and the Contract year one annual operating costs, funded from 2017 Capital Budget Project ID 3381757507;
- Years 2-5 – \$201,700 + applicable HST, (from July 2018 to June 2021) from the Operating Budget. This amount will be offset by funds currently part of the Operating Budget and staff will review the operating budget to offset increases to support operating costs associated with the term of the contract.

The contract may be extended for a maximum of one additional 5 year term (Term Two) as an option for Council to consider at the appropriate time.

Staffing: Support will be required from Information Technology; Communications; Facilities and Clerks.

Legal: None.

**HISTORICAL BACKGROUND (Chronology of events)**

The current version of the software used to manage Committee Agenda's and livestream meetings currently does not meet our business requirements and service standards.

Staff have updated Council on two occasions (October 12, 2016 and February 15, 2017) on both the replacement of the Audio/Visual Equipment and the replacement of the existing agenda management and livestreaming software.

## **POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS**

The RFP was issued in accordance with By-law 17-064, the Procurement Policy.

## **RELEVANT CONSULTATION**

The project is a joint venture between the City Clerk's Office, Information Technology and Communications.

Staff have consulted with Legal Services, and Legal Services will work with eSCRIBE Software Ltd., to finalize the terms and conditions of the contract in a form satisfactory to the City Solicitor.

As staff from the Clerk's Office (Legislative Division and Records Division) were involved in the evaluation of the Audio/Visual Equipment RFP submissions, staff feel confident that Maclean Media Systems, who is the successful proponent of the Audio/Visual Equipment RFP and eSCRIBE Software Ltd., will work together to ensure that the entire meeting management system works seamlessly.

## **ANALYSIS AND RATIONALE FOR RECOMMENDATION (Include Performance Measurement/Benchmarking Data if applicable)**

In accordance with the RFP, staff is recommending eSCRIBE Software Ltd., for the supply of the City's Agenda Management Software as they are the proponent who achieved the lowest cost per point. eSCRIBE Software Ltd. is located in Markham, Ontario; their software is Microsoft based and they currently have 36 clients in the Ontario Municipal sector, including the City of Burlington, Regional Municipality of Niagara and City of Thorold.

### ***eSCRIBE Product Highlights***

- Robust end to end meeting and legislative management;
- Create and manage unlimited meeting templates and users;
- Manage end to end legislative process on items (approval stages, readings, etc.);
- Full legislative meeting support (Roll call, voting, quorum management, resolutions, pecuniary interest, additions/deletions, etc.);
- Flexible video streaming and archival options;
- Seamless and accessible publishing of meeting documents;
- Tracking and reporting of post meeting actions;
- Reporting of statistics & past meeting information

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- Ability to view on mobile devices

As per Council's direction and foresight in moving to a paperless agenda process, staff are recommending that members of Council also be provided with an iPad and the iPad Professional Application which would provide the user with enhanced participant annotation on PDF reports and agenda packages, including: bolding, underlining and highlighting text; imbedded voice and video notes, as well as freehand text, enhanced search and bookmark navigation and jump to feature.

### ***Implementation Schedule***

There is a 15 week standard implementation timeline recommended to allow for sufficient training. This would bring the GO live date to the end of October 2017.

## **ALTERNATIVES FOR CONSIDERATION**

**(Include Financial, Staffing, Legal and Policy Implications and Pros and Cons for each alternative)**

Hyland Software the firm who purchased SIRE Technologies will be discontinuing its support for the SIRE software on December 31, 2017, therefore, we have no other alternatives other than to replace the existing SIRE agenda management software program with a new agenda management software program.

### ***Purchase of iPads and the iPad Professional Application***

In order for members of Council to fully utilize the eSCRIBE Agenda Management Software, staff are recommending the purchase of iPads with the iPad Professional Application, however, if Council were to decide to not move forward with a paperless agenda process there would be a cost saving for the iPads and a minor annual cost saving for the iPad Professional Application.

## **ALIGNMENT TO THE 2016 – 2025 STRATEGIC PLAN**

### **Community Engagement & Participation**

*Hamilton has an open, transparent and accessible approach to City government that engages with and empowers all citizens to be involved in their community.*

### **Built Environment and Infrastructure**

*Hamilton is supported by state of the art infrastructure, transportation options, buildings and public spaces that create a dynamic City.*

### **Our People and Performance**

*Hamiltonians have a high level of trust and confidence in their City government.*

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