

Meeting Management Solution

Proposal

Client: Cutler Bay, Florida

By: Blair MacDonald
Date: August 17, 2020
Valid until: August 31, 2020



Project Goals

Based on our discussions to date, it is understood that Cutler Bay would aim to implement a new Meeting Management software solution, in order to achieve the following project goals:

- Increase the level of efficiency in the preparation of agendas and minutes
- Adopt a platform that supports the Town's ADA Compliance Strategy
- Ensure closed captioning on meeting videos is available for live and recorded meetings, without any production delays
- Introduce electronic voting
- Make documents and content more searchable and easier to access
- Establish better tools to support collaboration on content, as well as approvals
- Establish better tools for assigning and tracking assignments and action items

eSCRIBE Implementation Plan – Transparency Bundle

The eSCRIBE implementation plan is formulated with consultation between the Customer Project Team and the eSCRIBE Implementation Consultant upon the finalization of the agreement. Below is a sample implementation schedule and may change depending on the modules selected and Customer's timelines.

Dates	Activity	Description	Team
StartDate (SD)	Contract Signed	<ul style="list-style-type: none"> • Contract awarded to eSCRIBE • Contract signed 	Purchasing (Customer), Sales (eSCRIBE)
SD	Coordinate Hand Off Call	<ul style="list-style-type: none"> • Sales to Coordinate hand off introduction with eSCRIBE Implementation team & customer 	Sales & Project Lead (eSCRIBE) Project Sponsor (Customer)
SD + 2 days	Project Hand Off Mtg (15 min call)	<ul style="list-style-type: none"> • Project Hand Off Meeting • Introductions of project teams (eSCRIBE & Customer) • Draft Project Charter <ul style="list-style-type: none"> ○ Review of modules purchased & Configuration details ○ Confirm Goals & Risks 	Sales & Project Lead (eSCRIBE) Project Team (Customer)

		<ul style="list-style-type: none"> Confirm desired project kick off & completion timeline <p>ACTIONS AFTER CALL:</p> <ul style="list-style-type: none"> eSCRIBE to finalize project charter, draft project plan & build site Customer to gather & send meeting artefacts (Agendas, Minutes & Reports) eSCRIBE review meeting artefacts Customer to complete configuration worksheet for publishing & webcasting 	
SD + 4 days	Project Kick Off Discussion (1 hr call)	<ul style="list-style-type: none"> Review project charter, project plan and adjust with customer feedback Review further detail of implementation & training plan <p>ACTIONS AFTER CALL:</p> <ul style="list-style-type: none"> Customer to provide "Meeting Manager-Configuration Work Package" eSCRIBE to configure environment with users from Configuration Work Package (*If ADFS/Azure AD in use, Customer must have internal ADFS/Azure AD configured & parameters sent to eSCRIBE before any user configuration can begin or migration costs may apply) Introduce Customer to ISI, Customer & ISI to order hardware & plan for installation of video encoder 	Project Team (Customer) Project Lead (eSCRIBE)
SD + 5	AV Review Meeting (30 min call)	<ul style="list-style-type: none"> Review AV configuration details as sent by customer Review configuration of webcasting video encoder 	Customer Technical/AV contact ISI AV setup contact
SD + 6 days	Configure eSCRIBE	<ul style="list-style-type: none"> Create meeting artefacts in environment (agenda & minutes for 2 meetings, 2 attendee groups – with up to 25 users) Test the environment Complete user configurations Build publishing site Customer & ISI to continue working to plan delivery & installation of video encoder 	eSCRIBE Project Team
SD + 11 days	Template Review Mtg (60 min call)	<ul style="list-style-type: none"> Review finalized meeting artefact template configuration Review finalized publishing site Review remaining configuration settings <i>*NOTE Customer must provide all configuration detailed by "Configure eSCRIBE" date in order to meet date at this stage*</i> 	Project Teams (Customer) Project Lead (eSCRIBE)

		ACTIONS AFTER CALL: <ul style="list-style-type: none"> eSCRIBE to adjust templates & send revised copy for sign off Customer to confirm training dates Customer IT to confirm video encoder is setup & ready to go 	
SD + 15 days	Meeting Manager Training	<ul style="list-style-type: none"> Meeting Manager Training with primary user group (4 – 2 .5hr sessions) Mock Meeting Preparation Mock Meeting Delivery ACTIONS AFTER TRAINING: <ul style="list-style-type: none"> Workshop sessions scheduled as needed to discuss specific processes with Trainer Customer Training Attendees to start using eSCRIBE immediately for meetings Customer is responsible for training additional staff and rolling out Meeting Manager to other departments 	eSCRIBE Trainer, Customer Meeting Admin Group
SD + 20 days	Conduct Practice Meeting	<ul style="list-style-type: none"> Customer to prepare meeting and conduct practice meetings in eSCRIBE (build agendas & minutes) Customer to practice using video equipment and eSCRIBE timestamps First meeting support from eSCRIBE Team 	Customer Project Team, eSCRIBE support
SD + 22 days	Post Meeting Review	<ul style="list-style-type: none"> Highlight areas of difficulty or challenges for review from Meeting Manager Practice 	eSCRIBE Project Lead, Customer Project Team
SD + 23 days	Publishing Implementation	<ul style="list-style-type: none"> eSCRIBE Implementation Coordinator to send iFrame details to integrate publishing into current website Customer web developer implement new publishing pages (iFrame into existing site) 	Customer IT (web admin)
SD + 24 days	Report Manager Pre - Configuration Meeting (30 min call)	<ul style="list-style-type: none"> Review the Report Manager configuration documents & information needed from the customer Review meeting artefacts if necessary 	Project Team (Customer) Project Lead (eSCRIBE)
SD + 25 Days	Configure eSCRIBE	<ul style="list-style-type: none"> Create meeting artefacts in environment (1 report, 5 workflows, 2 attendee groups – with up to 25 users) 	eSCRIBE Project Team
SD + 32 days	Contributor Training	<ul style="list-style-type: none"> 2.5hrs for Report Administrators 1 hr for Report Writers (primary user group) ACTIONS AFTER TRAINING: <ul style="list-style-type: none"> Workshop sessions scheduled as needed to discuss specific processes with Trainer Customer Training Attendees to start using eSCRIBE immediately for reports Customer is responsible for training additional staff and rolling out Report Manager to other departments 	eSCRIBE Trainer, Customer Contributor & Admin Group

SD + 38 days	Post Practice Review	<ul style="list-style-type: none"> Highlight areas of difficulty or challenges for review from Report practice 	eSCRIBE Project Lead, Customer Project Team
SD + 42 days	Participant Training	<ul style="list-style-type: none"> Training for staff who will be training meeting participants, web/Mtgs Pro apps access (train the trainer) – via training video. <p>ACTIONS AFTER TRAINING:</p> <ul style="list-style-type: none"> Workshop sessions scheduled as needed to discuss specific processes with Trainer Customer Project Team train meeting participants 	eSCRIBE Trainer, Customer Project Team
SD + 47 days	Go Live (Phase 1 Complete)	<ul style="list-style-type: none"> Once implementation tasks are complete, final review of project charter and sign off <p>ACTIONS AFTER CALL:</p> <ul style="list-style-type: none"> Customer to actively use eSCRIBE for core meetings, rolling out to additional meeting types/users is done at the discretion of the customer Customer will engage eSCRIBE support team as required 	eSCRIBE Project Lead, Customer Project Team
PHASE 2			
TBD	Further System Roll Out	<ul style="list-style-type: none"> Plan for system migrations (data from legacy systems) Plan for system roll out to organization <p>eSCRIBE Project Lead to support Customer Project Team in roll out of software as desired to additional meeting types and report writers</p>	eSCRIBE Project Lead, Customer Project Team

NOTES:

- Day count increment represents working days
- Schedule is subject to change during Project Plan creation
- Assumption is made that Customer will commit resources as outlined in plan
- Assumption that template emphasis will be on electronic/HTML agenda & minutes
- Assumption is made that eSCRIBE will be training primary user group with a "Train the Trainer approach"
- All training, unless otherwise discussed, is conducted via online group webinar sessions
- Implementation timelines might delay should Customer ADFS/Azure AD setup is not complete in time for site build, alternatively a user migration can take place after ADFS/Azure AD integration is complete (additional charges may apply).

Our Recommendation

Cutler Bay's General Objective

Achieve greater levels of efficiency, support document accessibility, better workflows, stronger collaboration, and provide an excellent user experience for accessing meeting content and information

eSCRIBE is a highly modular and scalable solution. You can mix and match features (modules) to build your own custom meeting management solution or save money and reduce onboarding times by taking advantage of one of our pre-configured meeting management bundles, designed to solve common pain points.

Transparency Bundle

To tackle the needs and challenges described in the preceding paragraphs we recommend the eSCRIBE Transparency Bundle.



Modules included in the Transparency bundle:

- **Meeting Manager** – Streamline and automate meeting preparation and post meeting activities, and conduct meetings
- **Participant Access** – Provide secure access for board and elected officials
- **Internet Publishing Plus** – Easily engage stakeholders through their existing website without programming, and fully support evolving accessibility requirements
- **Report Manager** – Empower content contributors with simple, yet powerful tools for the preparation and approval of reports and items for submission to meetings
- **Webcasting Lite** – Livestreaming and recording via static IP camera (provided in the package)
- **Closed Captioning** – Make your videos even more accessible
- **Vote Manager + Request to Speak** – Rules-based electronic voting and speaker queue control

Optional Add-Ons:

- **Board Manager** – Easily manage your boards and member details online
- **ADFS/Azure AD Configuration** – for single sign-on functionality
- **Approval Manager** – remotely approve agenda items from your mobile device
- **Laserfiche Connector** – publish to and extract content from your Laserfiche repository
- **Notarius ConsignO Connector** – integrate with Notarius digital signatures (requires subscription to Notarius ConsignO service)
- **Public Comments** - Allow the public to submit comments on agenda items

For more information on each of the recommended module(s) features and details, please refer to [Appendix A](#).

Onboarding

While a few vendors have solutions with features to address some of the pain points associated with meetings, features on their own don't necessarily drive benefits. While features are an important consideration at eSCRIBE, we've learned that the ultimate success of a meeting management solution implementation is driven more by end user buy to the improved way of doing things. That why more projects fail from lack of user adoption than virtually any other reason.

While training end users on proper system use is an important component, there are additional critical factors to consider. To ensure a successful implementation we assign a dedicated team and follow a repeatable framework has been developed over hundreds of successful implementations, spanning customers both large and small.

Your eSCRIBE Team

Customer experience is very important to us. We understand it can be daunting to migrate to new software, that's why you will have access to a dedicated team of experienced eSCRIBE professionals supporting you every step of the way, reducing the impact on your internal staff and IT department and ensuring a successful roll-out, including:

- ✓ *Account Management*
- ✓ *Setup & Training*
- ✓ *Go Live Support & Coaching*
- ✓ *Online Resources and User Forums*
- ✓ *Realtime Technical Support*

Account Management

Overseeing your organizations onboarding and long-term satisfaction, the Account Manager acts as your single point of contact and eSCRIBE "**Champion**", well versed in the entire meeting cycle, who can answer questions and provide advice on how you can achieve the greatest benefits from implementation.

The Account Manager works side-by-side with eSCRIBE's implementation and training team from day-one to ensure efficient and successful onboarding and user adoption of the new system.

Scheduled Satisfaction Reviews

The Account Manager will schedule cadence meetings with you to ensure that your experience with eSCRIBE is optimal, asking for feedback and providing any assistance to further improve your experience with the system.

Setup and Training

eSCRIBE is a flexible cloud-based platform that can be personalized with the look and feel of an organization while still aligning with “best-practices” and automated processes to assist users before, during and after meetings.

Setup

Your Configuration Specialist will work with you to communicate with staff and coordinate the gathering of user, meeting and process information and configuring eSCRIBE for first use, including:

- Project Planning and ongoing Coordination
- User and Permissions Configuration
- Meeting Types Configuration
- Agenda & Minute Templates & Workflow Configuration
- Report & Legislative Templates & Workflow Configuration
- Webcasting Configuration
- Internet Publishing CSS Configuration
- Scheduling End User Training
 - Meeting Administrators
 - Site Administrators
 - Staff Contributors
 - Meeting Participants
- Maintaining project documentation and resolving open items

Training

eSCRIBE is built to be user-friendly and with just a few training sessions, users will be quickly on their way to run their first live meeting independently and with confidence.

Available Courses

- BM1 – Board Manager for Administrator
- MM1 – eSCRIBE Portal Activities
- MM2 – Pre-Meeting Activities
- MM3 – Conducting the Meeting
- MM4 – Post Meeting Activities
- RM1 – Report Manager Administrator (included in Accessibility Bundle)
- WCP1 – Webcasting for Site Administrator
- WCP2 – Webcasting for Meeting Administrator

Unlimited Group Format

Leveraging the group training format allows end users to learn the proper use of eSCRIBE in targeted sessions that can be scheduled around existing schedules, with other like-minded users from nearby municipalities, school or public sector boards. We have found this method to be extremely helpful as users can interact throughout the session, sharing

best-practices and lessons learned with each other. Courses are offered multiple times per month and can take as little as a few hours to complete, so users won't fall behind while they are away from the office.

With eSCRIBE's Unlimited Annual Training Subscription, any number of designated users will have the flexibility to register as many times as required to provide ongoing training for new or existing staff as the need arises.

Go Live Support and Coaching

Unlimited Coaching Sessions

In addition to end user training, you will have unlimited access to your dedicated Account Manager for both ad-hoc and scheduled +coaching calls up to 30 minutes in length, who can answer questions and provide targeted training to key staff ensuring your ongoing success.

Dedicated Go Live Support

In order to ensure that your first meeting gets off to a strong start, your eSCRIBE Champion will support you through agenda prep and conducting and recording your first live eSCRIBE meetings to ensure administrative users are comfortable with all aspects of the meeting lifecycle.

Online Resources and User Forums

Monthly How-To Webinars

We also run monthly webinars on topics as requested and voted on by customers offering how-to instructions and time saving tips to help users get the most from eSCRIBE. Sign up for one or as many as you like.

Customer Community Portal (CCP)

To further empower our customers, the CCP can be used to submit and track support tickets. There is also a forum within it to communicate and share product ideas directly with the eSCRIBE product management team and collaborating on meeting "best-practices" with other eSCRIBE customers. Some key features of CCP include:

- **Access Knowledge Base** – a library of user reference, manuals and help guides
- **FAQ section** – "How-to" guides and technical trouble shooting assistance
- **Customer forum** – Chat with other eSCRIBE customers and learn from each other
- **Feature requests** – Submit ideas to eSCRIBE and vote/comment on proposed features from other users

- **Latest announcements** – including product release notes, promotions, company updates
- **Videos** – instructional videos for apps and various eSCRIBE features

Realtime Technical Support

We are very proud of our solution, but even prouder of our post sale relationship with our customers.

Our support team is just a few clicks or call away and prides itself on their responsiveness and knowledge of both eSCRIBE and the meeting processes we support.

eSCRIBE customers can access our support in three ways:

- Customer Community Portal
- support@escribemeetings.com
- 1-855-299-0023

Standard support hours are from Monday to Friday, 8am to 8pm local time (Video support 24hrs) excluding statutory holidays. Emergency and extended support are available by request. Key features of Technical Support include:

- Online access to eSCRIBE's trouble ticketing portal to log and update service requests, communicate directly with support personnel and access eSCRIBE's online technical repository
- Live answering and monitoring of customer tickets during regular support hours.
- Unlimited technical assistance by telephone or electronic mail for designated individuals
- Provide any updates to eSCRIBE software and its documentation automatically at no additional charge.

Optional Services

In addition to our core services, clients may require additional services to assist with implementation and user adoption, which are available for additional fee.

Change Management Support

We understand that for many, change can be scary, and there many questions that need to be answered in order to effectively manage changing the way an organization manages its public meetings as we move to digital, including:

"Which functionality is best for us?"

"Will our processes need to change?"

"How will we smoothly transition to the new system?"

The transition away from traditional paper is changing the way we create, consume and share information, requiring us to move away from established processes and adopt a

more integrated workflow, that once in place will benefit internal and external stakeholders alike.

With many years of real-world public sector experience, our third-party change management consultants can help you identify any process, training or skills variances and develop a plan to help your users smoothly transition to eSCRIBE.

One-to-One Training

For larger end user groups or in cases where the customer would like to incorporate customized business process training into the curriculum, we offer 1:1 training sessions with a dedicated trainer. One-to-one training can be delivered remotely, or on site as required.

Train the Trainer

For larger groups, a "Train the Trainer" approach could be more cost-effective, where a small number of customers end users will be trained by eSCRIBE, who then become the power user in the organization to train and answer questions internally.

This method ensures there is always a competent in-house trainer available to help your team out with the new processes until the new skills become a habit. The other benefit to an in-house trainer is that they understand the organizational culture and needs, allowing them to share information and new knowledge in a way that will resonate with their staff.

Legacy Data Migration

In many cases eSCRIBE's robust platform can import legacy meeting information from internal or competitive systems to provide users with a seamless experience. We would be happy to provide a custom statement of work and quotation based on a review of available data and structure.

Document/Records Management Integration













At eSCRIBE we realize that your public meetings are part of an overall content management strategy across your organization (ECM). That's why eSCRIBE provides off the shelf "connectors" to many of the industry's leading ECM systems, including, Laserfiche, FileHold and SharePoint.

Chamber/Meeting Room Integration

Whether it's support for multiple screens or integrating with microphone and physical voting terminals, eSCRIBE provides off the shelf "connectors" to several leading manufacturers, and in many cases can customize a solution to meet individual requirements.

Comprehensive Digital Strategy

eSCRIBE has established strategic partnerships with leading solution providers who share our vision, and complement one another, to deliver additional benefits before, during, and after meetings.

Data Centre	Digital Signatures	Accessibility	
			
Change Management	Audio Visual		Associations
			
Documents & Records Management			
			

The Microsoft Azure Cloud Platform

Microsoft leads the industry in establishing clear security and privacy requirements and then consistently meeting these requirements.



Azure meets a broad set of international and industry-specific compliance standards, such as General Data Protection Regulation (GDPR), ISO 27001, HIPAA, FedRAMP, SOC 1 and SOC 2, as well as country-specific standards, including Australia IRAP, UK G-Cloud, and Singapore MTCS.



Rigorous third-party audits, such as those done by the British Standards Institute, verify Azure's adherence to the strict security controls these standards mandate.

Strengthen Your Security Posture with Azure

Organizations like yours continue to face challenges that increase your risk of significant financial loss, damage to reputation, and stakeholder satisfaction. Azure protects assets while reducing security costs and complexity. Built-in security controls and intelligence help you easily identify and respond to threats and security gaps, allowing your organization to rapidly improve your security posture.

Learn more about Azure security [here](#).

Own and Control Your Data

Our time-tested approach to privacy and data protection is grounded in our commitment to organizations' ownership of and control over the collection, use, and distribution of their information. We strive to be transparent in our privacy practices, offer you meaningful privacy choices, and responsibly manage the data we store and process. One measure of our commitment to the privacy of customer data is our adoption of the world's first code of practice for cloud privacy, ISO/IEC 27018.

Learn more about privacy [here](#).

Pricing

eSCRIBE is pleased to offer, the following annual subscription fees and one-time setup fees to meet the requirements as outlined. eSCRIBE leverages a detailed onboarding approach developed over hundreds of successful customer implementations, allowing us to provide a fixed price, including: activation of the solution on the cloud, customer specific configuration of meeting types, content templates, and initial workflow configuration, administrator, contributor, and participant training, in addition to one on one workshop sessions and go live support for key initial meetings.

eSCRIBE Transparency Bundle

eSCRIBE Annual Service and Support Fees			
Module	Fee	Quantity	Total
Transparency Bundle	\$ 19,150	1	\$ 19,150
eSCRIBE Meeting Manager	INCL		
eSCRIBE Participant Access Module	INCL		
eSCRIBE Internet Publishing + Citizen Engagement	INCL		
eSCRIBE Report Manager	INCL		
eSCRIBE Webcasting Lite, with IP camera included	INCL		
eSCRIBE Automated Closed Captioning (live & recorded)	\$ 9,800	1	\$ 9,800
eSCRIBE Vote Manager + Request to Speak Control	INCL	1	
eSCRIBE Participant App (iOS / Windows 10) - Pro Version	\$ 50	8	\$ 400
Year 1 Subscription Fees			\$ 29,350
Professional Services			
	Fee	Quantity	Cost
Setup and Training	\$ 3,500	1	\$ 3,500
2 Meeting Types, 1 Report Template, 5 Workflows	INCL		
Training - Administrator, Contributor & Participant sessions	INCL		
Closed Captioning Setup	\$ 1,500	1	\$ 1,500
Vote Manger Setup	INCL	1	
Granicus Migration (Daily rate x number of days)	\$ 1,250	1	\$ 1,250
ONE-TIME DISCOUNT OFFER* (2-month credit)	\$ (4,892)	1	\$ (4,892)
Implementation Services Fees			\$ 1,358

1. All fees are in US Dollars (exclusive of taxes), based on a six (6) year term. eSCRIBE recognizes that Cutler Bay will be paying fees to both its current vendor as well as eSCRIBE during the implementation and migration process.
2. Pricing and special ONE-TIME DISCOUNT OFFER equivalent to two months operating costs to assist with the cost duplication due to operating both eSCRIBE and Granicus is available as quoted assuming the subscription agreement is executed by August 31, 2020
3. Implementation fees are for remote support. Onsite personnel can be arranged. Additional travel and living expenses would apply in addition to the Implementation Fees.
4. Year 1 Subscription and Implementation Services Fees are invoiced upon commencement of the project.
5. Subsequent year(s) Subscription Fees will be due on the anniversary date.

6. eSCRIBE guarantees no price increases for six (6) years.
7. Payment Terms are Net 30 from date of invoice.
8. Fees do not include the migration of any existing meeting content. Should you wish to migrate legacy data, eSCRIBE would be happy to provide a separate statement of work and costs based on specific requirements.
9. eSCRIBE Participant *Standard* app for iOS is included in the bundle price (unlimited users). A quantity of six (6) eSCRIBE Participant *Professional* (for iPad and Windows 10) licences has been included in your bundle. Additional licenses are available for download at the following annual rates (per user). For a feature comparison of Professional and Standard please see [Appendix C](#) or, visit www.escribemeetings.com/mobile-apps.
 - a. \$75 (1 – 50 users)
 - b. \$50 (51 – 100 users)
 - c. \$35 (100+ users)

10. Optional Modules

Optional Modules	Annual Fee	Setup/Training
eSCRIBE Intergration with ADFS or Azure AD (Single Sign-On)	\$ 2,760	\$ 2,700
eSCRIBE Board Manager	\$ 3,450	\$ 1,350
eSCRIBE Approval Manager	\$ 2,450	\$ 675
eSCRIBE Connector for Notarius Digital Signatures	\$ 2,450	\$ 675
eSCRIBE Public Comments	\$ 2,450	\$ 675

Contact

We look forward to working with you on this project. Should you have any questions about this proposal, please do not hesitate to reach out.

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<https://escribemeetings.com>

Appendix A – Module Details

Module Description



Meeting Manager

Agendas, minutes, and more

Meeting Manager facilitates the building of agendas, minutes, action lists, and provides a platform for adding additional eSCRIBE functionality.

Streamline and automate meeting preparation and post meeting activities. Conduct meetings; take roll call and manage member conflicts, record motions and actions. And with the addition of eSCRIBE Meetings for the iPad or Windows 10, your board can go totally paperless.

Key Features

- Create & manage unlimited meeting templates and user groups
- Robust end-to-end pre- and post-meeting management, and user-configurable workflow support
- Live meeting support, including roll call, quorum and conflict management, electronic recording of votes and request-to-speak, and minute capture
- Integrated action log for post-meeting follow-up and staff direction
- Comprehensive Report Center for meeting and attendee statistics



Participant Access

Secure access for board and elected officials

Security-trimmed access for meeting participants to browse upcoming meeting agendas, access all related reports and supporting information, record personal comments, follow-up notes and tasks, access online resources, and search previous meetings.

Supports web browsers and eSCRIBE mobile apps for iOS, Windows 10, and Android.

Key Features

- Join any meeting, from anywhere, with any device
- View upcoming agendas and support materials in advance
- Download meeting materials and work offline
- Secure access to confidential meetings



Internet Publishing Plus

Engage with your stakeholders and drive greater transparency

Internet Publishing Plus has a fully responsive WCAG 2.0 design that allows organizations to easily engage stakeholders through their existing website, without programming and fully supports evolving accessibility requirements.

Easily search through historical and upcoming meetings, access agenda details, open and download attachments with a click.

Key Features

- Supports HTML and/or PDF publishing to website with links to individual supporting attachments
- Supports one-click publishing of meeting agendas and minute packages
- Flexible layout options including list
- Supports automated delegation request and approval
- Can be added on top of Webcasting Plus or YouTube Integration module for automatic indexing and publishing of video/audio linked files for increased transparency



Report Manager

Manage templates, automated approvals and submission of reports and items

Providing administrators and staff comprehensive management of all pre-meeting and post-meeting workflow activities, Report Manager revolves around the preparation and approval of reports and items for submission to meetings. Easily manage submission deadlines and notifications to staff, reducing last minute changes to the agenda.

Leveraging the power of Microsoft Word, administrators can easily standardize and maintain unlimited templates for bills, resolutions, and reports, ensuring compliance across the organization.

Key Features

- Collaboration support, including version control, simultaneous multi-user document editing
- Manage permissions for public & private/in-camera items
- Flexible, user-configurable approval workflows, such as late item and exception management, ad-hoc and delegate approvers
- Automatic extraction of content to populate agenda items details, motions, and minutes
- Comprehensive audit reports and workflow approval histories, including electronic signature options



Webcasting Lite

**Unlimited live and
archival web
streaming and
content
distribution, with IP
camera provided**

Webcasting Lite provides a simple and cost-effective web streaming experience to capture real-time and archival video from your council or boardrooms and streaming it live online through your website. Includes preconfigured IP camera to get you up and running quickly.

Key Features:

- Full featured IP camera included (plug & play)
- No on-site encoder hardware required
- Minimal technical footprint
- Affordable turnkey solution for smaller organizations looking to get started or moving up from YouTube to a dedicated webcasting solution
- Fully automated Closed Captioning service available (additional charges apply)



Board Manager

**Easily manage
boards, members
vacancies and
appointments
online**

Available as a stand-alone solution or fully integrated with eSCRIBE's comprehensive meeting management suite, Board Manager lets municipalities, school districts and all public sector entities easily manage and publish their boards' and members' details – in addition to vacancy applications and appointments – through an intuitive, responsive interface.

Key Features

- Easily track, manage and publish board and member data
- Review, search and action submitted applicants for vacancies through a fully responsive interface
- Fully responsive publishing screens integrate seamlessly with your existing website
- Associates boards with eSCRIBE to fully manage meeting agendas, minutes and attendees

Upgrade to Board Manager Plus

While Board Manager can be used on its own, upgrading to Board Manager Plus allows administrators to associate boards with their corresponding meetings and attendees to provide efficient, end-to-end workflow support before, during and after each meeting.



Vote Manager &

Request to Speak (RTS)

**Rules-based
electronic voting**

Vote Manager & Request to Speak allows meeting participants to electronically vote on resolutions in real-time through their Participant Portal, iPad or Windows 10 tablet. Leveraging the enhanced Request to Speak add-on helps manage member debates in real-time during meetings. The module supports a wide range of vote types and is fully integrated with roll call, check-in/out, and pecuniary interest management. Vote results can be graphically displayed in-chamber and, when used with the [Internet Publishing Plus](#) module, published to the web.

Key Features

- Supports multiple vote types: simple majority, weighted, two-thirds (present/members), unanimous, tie breaker, multiple choice, and secret ballot
- Fully-integrated with roll call, check in/out, pecuniary interest, voting areas
- Easily manage member debates with RTS
- Graphical public display screens with configurable voting results details



Public Comments

**Allow the public to
submit comments
on agenda items**

An add-on to the Internet Publishing Plus module, Public Comments allows organizations to receive and publish comments from citizens before, during and/or after meetings. Add another level of engaging your stakeholders.

Key Features

- Meeting administrators can track and post citizen comments by agenda item
- Configurable rules by meeting type
- Optional review and approval
- Comments can be retained as part of the public record or alternatively deleted after the meeting
- Fully integrated with the meetings agenda, minutes and video through your existing website

Appendix B – Mobile Applications



Meetings for Tablets

**Secure Access to
Meetings On-the-Go
(for meeting
participants)**

With digital content exploding, tablets and smartphones have evolved the way we live and work. eSCRIBE Meetings is a real-time application for elected officials and meeting participants who actively participate in meetings. Users can securely access and sync with any authorized eSCRIBE meeting portals to:

- Browse upcoming meeting agendas, download content for viewing offline
- Access related reports and supporting information easily
- Annotate comprehensively, with private and group comments support
- Use integrated e-voting and request-to-speak management for members
- Search online resources library for non-meeting specific information; and more
- eSCRIBE Meetings is available globally for Apple iPad's running iOS 9 or higher, through the Apple App Store, as well as for Windows 10 through the Microsoft Store
- Available in standard or pro



eSCRIBE Approval Manager **for Smartphones**

Never miss a deadline again, with Approval Manager for iOS and Android Smartphones. Now managers and report authors can easily access their Report Manager approval requests anywhere, anytime. With a few simple taps, users can review and prioritize awaiting approvals, open reports and supporting documents, and approve or reject with comments.

Available for all iOS and Android mobile devices through the Apple Appstore and Google Play Store.

App Features

- Approval Management — Secure access to your workflow approval tasks from Report Manager
- Secure Access — No separate usernames and passwords are required
- Document Viewer — Built-in online viewer supports all major file formats, including Microsoft Office and PDF

Pricing is for your entire organization, regardless of number of users.

Appendix C - SCRIBE Meetings for Tablets

Secure Access to Meetings On-the-Go (for meeting participants)

Users can securely access and sync with any authorized eSCRIBE meeting portals to:

- Browse upcoming meeting agendas, download content for viewing offline;
- Access all related reports and supporting information easily;
- Annotate comprehensively, with private and group comments support;
- Use integrated e-voting and request-to-speak management for members;
- Search online resources library for non-meeting specific information; and more.

eSCRIBE Meetings is available globally for Apple iPad's running iOS 9 or higher, through the Apple App Store, as well as for Windows 10 through the Microsoft Store.

	Std	Pro
Personalized Touch Add comments and follow up notes during the meeting	Yes	Yes
Real-time Access To agenda packages, resolutions and attachments live during a meeting	Yes	Yes
Navigate Freely Through the portal home page to review, search for, and access the information you are looking for easily	Yes	Yes
Downloadable Documents Download agendas, addendums, reports and minute documents as they are published	Yes	Yes
Secure Communications With bank level security and role-based access to information, all communications and meeting content are protected	Yes	Yes
Search and Chat Search a document. Integrated group chat feature and private chairperson instructions.	Yes	Yes
Single Sign-in Supports single sign on with Active Directory Federated Services (ADFS)	—	Yes
Online Resources Online resource library, group announcements and attendee contact information	—	Yes
Real-time Actions Voting and request to speak management	—	Yes
Online & Offline Meeting Management Full featured offline support for primary functions, including access to agenda packages, resolutions and attachments. Data synchronization options.	—	Yes
Enhance Participant Annotation Capabilities Create enhanced personal annotations, underline, strike-through, highlight. Freehand text and stick notes. Enriched search and bookmark capabilities.	—	Yes

Appendix D - References

Client Name	Missoula, Montana
Contact Name	Marty Rehbein, Legislative Manager/City Clerk
Contact email	mrehbein@ci.missoula.mt.us
Contact Phone Number	(406) 552-6078
Client since	July 2018
Publishing Site	http://mt-missoula3.civicplus.com/1149/AgendasWebcastsMinutes

Project Description:

The City of Missoula (population 80,000), selected eSCRIBE as part of a competitive RFP process to replace the end of life SIRE system they had been using for a number of years. The implementation including SIRE data migration has just been completed. Missoula is leveraging eSCRIBE's Transparency Bundle including Meeting Manager, Report Manager, Webcasting+, and Internet Publishing.

Client Name	Hamilton, Ontario
Contact Name	Lisa Chamberlain, Legislative Coordinator
Contact email	Lisa.Chamberlain@hamilton.ca
Contact Phone Number	(905) 546-2424 ext. 4605
Client since	July 2017
Publishing Site	https://www.hamilton.ca/council-committee/council-committee-meetings/meetings-and-agendas

Project Description:

The City of Hamilton (population 580,000), selected eSCRIBE as part of a competitive RFP process to replace the end of life SIRE system they had been using for a number of years. The implementation including SIRE data migration was completed in six months. Hamilton is leveraging eSCRIBE's Transparency Bundle including Meeting Manager, Report Manager, Webcasting+, and Internet Publishing. Hamilton also leverages eSCRIBE's automatic Closed Captioning and has just started a project with eSCRIBE's Board Manager.

Client Name	Livingston County, MI
Contact Name and Title	Diane Gregor, Applications Manager
Contact email	dgregor@livgov.com
Contact Phone Number	(517) 540-8807
Client since	Summer 2017
Publishing Site	https://www.livgov.com/boc/Pages/full-board-agendas-minutes.aspx

Project Description:

Livingston County MI (Population 190,000), selected eSCRIBE when their in-house built meeting and agenda management system reached end of life.

Case Study Provided: [eSCRIBE Boosts Efficiency, Consistency and Compatibility of Agendas, Resolutions and Minutes for Livingston County](#)

Client Name	Fort Saskatchewan, Alberta
Contact Name	Sheryl Exley, Legislative Officer
Contact email	sheryl_exley@fortsask.ca
Contact Phone Number	(780) 992-6154
Client since	August 2017
Publishing Site	https://calendar.fortsask.ca/council
Project Description: The City of Fort Saskatchewan (population 24,149), first adopted electronic meeting management in 2012. The software delivered the efficiencies the City expected over their previous manual, paper-based methods, but limitations of the system became more evident over the years. The City chose the eSCRIBE Transparency Bundle, which includes modules for meeting management, report management, participant portal, internet publishing, and most notably for their goals, the limit-free Webcasting+, fully-managed streaming solution. Implementation started in August 2017, with the first live eSCRIBE-powered meetings taking place in October.	
Case Study Provided: City of Fort Saskatchewan Boosts Transparency with Improved Streaming by Switching to eSCRIBE	

Client Name	Uxbridge, Ontario
Contact Name	Debbie Leroux, Director of Legislative Services/Clerk
Contact email	dleroux@uxbridge.ca
Contact Phone Number	(905) 852-9181 ext. 228
Client since	April 2019
Publishing Site	https://uxbridge.ca/council_meeting_calendar
Project Description: The Town of Uxbridge (population 21,176), adopted eSCRIBE in April 2019 and was live with meeting management functionality in June 2019 (41 days from project kick-off). As a second phase of the project, Uxbridge began livestreaming their meetings in October 2019. Uxbridge is leveraging eSCRIBE's Transparency Bundle including Meeting Manager, Report Manager, Webcasting+, and Internet Publishing.	

Appendix F - eSCRIBE Data Migration - Project Scope

Customer	Town of Cutler Bay
Incumbent System	Granicus
Current URL	https://cutlerbay.legistar.com/Calendar.aspx

In Scope

- eSCRIBE to populate Migration Worksheet, with all available details from Current URL noted above
 - o Customer to verify accuracy of information on Migration Worksheet
 - o Meetings dating back to January, 2013 will be migrated.
 - o Any data missing from migration worksheet (such as location and start time) is to be completed by customer
- eSCRIBE to import of all meeting data referenced in verified Migration Worksheet
- Migrated meeting content, includes:
 - o Agendas (PDF)
 - o Minutes (PDF)
- Validation of 10 migrated meetings (See assumption 3)
- Completion of **one** additional round of additional migration, exclusively to bring over any meetings that may be posted to the incumbent system after the initial migration, but before go-live

Out of Scope

- Any meetings or documents not listed on verified Migration Worksheet
- Migration of any internal data residing in the legacy system, including user profiles or permissions.
- Linked content from within PDF documents
- Validation of migrated content, beyond the 10 randomly selected meetings listed in scope, above
- Modification of content within PDF agendas or minutes
- Uploading/Transcoding of video files
- Audio Files

Assumptions

1. Migrated data is only available for public presentation through eSCRIBE's Internet Publishing module. Data will not appear and is not intended for staff to navigate to these meetings from within the eSCRIBE Portal.
2. The existing web interface will be available throughout the timeline of the migration.
3. Following the migration, eSCRIBE will validate 10 meetings, selected at random, for accuracy. Further validation on migrated content is the responsibility of the customer.

Additional Notes

It is important to note that this migration does not replace the need for customer to obtain a backup of all data upon termination of contract with incumbent vendor. Migrated data is strictly for presentation through eSCRIBE's Internet Publishing module, and should not be used as an archive or backup of incumbent system's data. It is also important to note that once the web interface for the incumbent system has been taken down, the data can no longer be accessed by eSCRIBE for any future migration work. Incumbent system should not be terminated until all migrated data has been *fully* validated and verified complete.

Pricing Notes

At the completion of the migration, a legacy data storage fee will be charged, as per the table below.

GB	Price / GB
0-50	\$ 10.00
51-100	\$ 9.50
101-150	\$ 9.00
151-200	\$ 8.50
201-300	\$ 8.00
301+	\$ 7.50