RFP 2020-65-Electronic Agenda Management Solution

Response to Request for Proposal

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Date: July 13, 2020
Valid Until: September 13, 2020

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Solution Details and Capabilities

With over a decade of experience in meeting management, spanning hundreds of person years eSCRIBE has become the go-to-choice for public sector boards, committees and councils looking to go digital. A Microsoft partner since day one, eSCRIBE also partners with other best-of-breed technology companies to offer Customers trusted and reliable end-to-end solutions.

Silver Microsoft Partner

Key Differentiators

- **Modular and Scalable:** End-to-end solution that you can add to over time to support the entire meeting lifecycle
- **Efficiency:** Process automation and workflow support before, during and after meetings drives positive ROI
- **Accessibility:** Industry leading AODA and WCAG 2.1 compliance reduces compliance risk and user workload
- **Transparency:** Improved citizen communication and real-time access to meeting information through your organizations existing website with no programming
- **Security:** Built on the Microsoft Azure cloud, offering advanced security access and data protection services and guarantees.
- **Best of Breed Partnerships:** Relationships with complimentary industry leaders extending eSCRIBE functionality before, during and after the meeting.
- **100% Public Meeting Focus:** At eSCRIBE managing public meetings is all we do; That's why100% of our resources and R&D budgets are dedicated to helping our Customers improve the efficiency and transparency of their public meetings

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.

<table>
<tr><th>Data Centre</th><th>Digital Signatures</th><th colspan="2">Accessibility</th></tr>
<tr><td>Microsoft Azure</td><td>notarius</td><td>eSolutionsGroup</td><td>AbleDocs</td></tr>
<tr><th>Change Management</th><th colspan="2">Audio Visual</th><th>Associations</th></tr>
<tr><td>Debi Wilcox Making Meetings Simple</td><td>isilive Be there.</td><td>televic conference</td><td>AMO Association of Municipalities Ontario</td></tr>
<tr><th colspan="4">Documents & Records Management</th></tr>
<tr><td>FileHold Document & Record Lifecycle Software</td><td>Laserfiche</td><td>Office 365</td><td>ThinkDox</td></tr>
</table>

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.

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 please see Appendix C for notes on our Azure Environment.

Solution Summary

More than simply agendas and minutes, eSCRIBE supports each step of the meeting lifecycle with comprehensive tools and workflows for staff, meeting participants, and the public. Keeping pace with evolving accessibility requirements, eSCRIBE improves transparency and citizen engagement, while reducing the time and resources required to support meetings, so staff can focus on higher-value projects that better serve their stakeholders. Additionally, eSCRIBE also seamlessly integrates with Office365 making onboarding a breeze. That's Meetings, Evolved.

eSCRIBE is a robust, user configurable Microsoft Azure cloud-based meeting management platform that has become the go-to choice of public boards, committees and councils looking to digitally transform their meetings improve efficiency, transparency and accessibility, while at the same time, reducing costs and impact on the environment, including:

- Robust end-to-end meeting and legislative management support before, during and after meetings
- Create and manage unlimited meeting templates and users
- One click publishing of accessible meeting information through existing website
- Tracking and reporting of post meeting actions
    - Mobile friendly applications for meeting participants and staff (iPad/Windows 10)
    - Responsive layout for seamless viewing across desktops, tablets and phones

Developed for and by meeting administrators, eSCRIBE divides the meeting process into six stages and supports security trimmed access by user role, including: meeting participants and administrators, staff and citizen stakeholders via responsive web browser or dedicated iPad and Windows 10 apps.

Recommended Solution

Based on our review of the RFP and its requirements, eSCRIBE proposes the following bundle plus optional add-ons, of which a high-level overview is provided below.

Transparency Bundle – with Video Manager & YouTube Streaming

Modules included in the Transparency bundle:

- **Meeting Manager** – Streamlines and automates meeting preparation and post meeting activities, and conducting meetings
- **Participant Access** – Secure access for board and elected officials
- **Internet Publishing Plus** – Easily engage stakeholders through their existing website, without programming and fully supports evolving accessibility requirements.
- **Report Manager** – Revolves around the preparation and approval of reports and items for submission to meetings
- **Video Manager & YouTube Streaming** - allows organizations to leverage YouTube's no-cost video storage and global content distribution with minimal configuration.

Required Add-Ons:

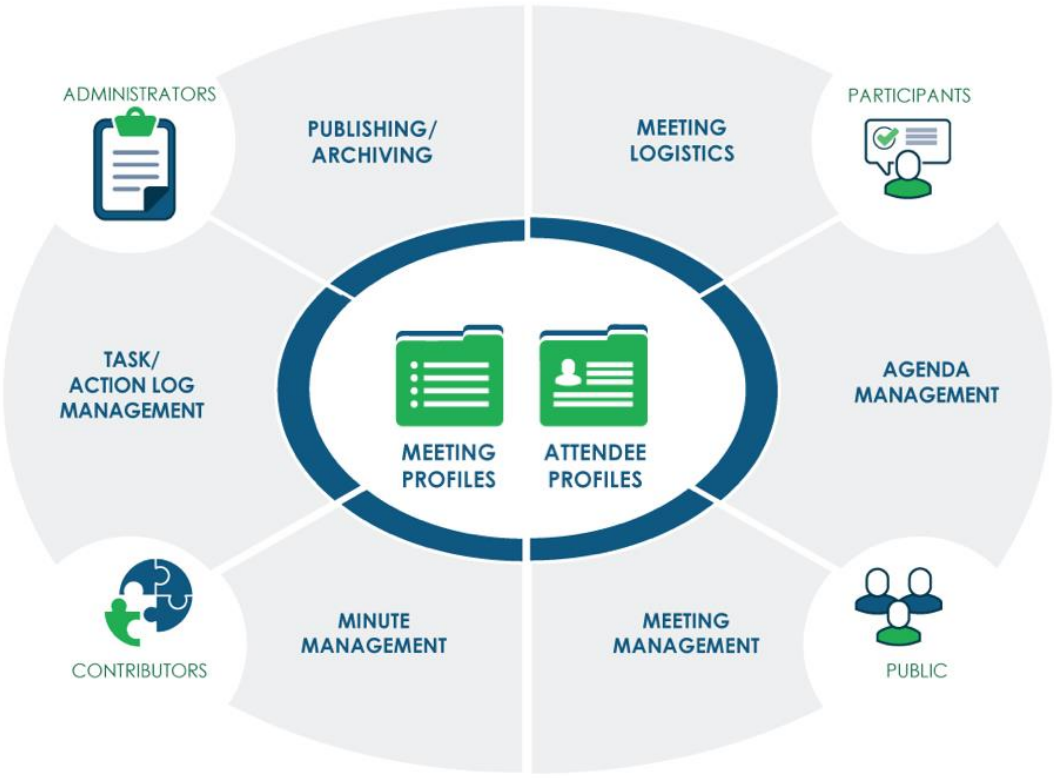
- **ADFS/Azure AD Configuration** – for single sign-on authentication functionality

Optional Add-Ons:

- **Webcasting Plus** – Fully-managed, end-to-end storage and streaming solution and integrated encoder
- **Closed Captioning** – Make your videos even more accessible
- **Vote Manager & Request to Speak Control** – Rules-based electronic voting
- **Board Manager** – Easily manage your boards and member details online
- **Public Comments/Delegation Support** – allows public participation in both meetings and upon agenda items
- **Approval Manager** – Allow Report approvers to work remotely and approve, comment upon and sign reports for agenda inclusion
- **Records Management Connectors** – seamless integration with Laserfiche or FileHold EDRMS systems
- **Notarius ConsignO Connector** – integrate with Notarius digital signatures (requires subscription to Notarius ConsignO service)

Detailed Product Description

Process Support



Meeting Logistics:

- Scheduling including resources (rooms, video)
- Document submission deadlines and warnings
- Population of attendee and staff calendars
- Meeting notifications
- Creation of draft agenda and minutes with standing items and procedural motions
- Creation of collaboration workspaces for report writers, approvers and support staff
- Population of website with meeting logistics information and online public delegation request support

Agenda Management:

- Automated support for drafting and approving agenda items prior to the meeting, including submission deadline management, delegate support and support for ad-hoc approvers
- Centralized management of legislative and report templates ensuring consistency and compliance across all departments
- Inline support for eSignatures maximizes content integrity
- Automatic creation of agenda items from approved content, saves time and reduces errors
- Prestaging of draft minutes prior to the meeting
- Support for automated agenda approval, addendums,

	merged and post meeting packages in both HTML and PDF • Electronic publishing and distribution through your existing website
Meeting Management:	• Comprehensive procedural support from start to finish • Dynamic role-call, including check-in/out and member conflict management • Recording of minutes including support for predefined responses • Motion management including amending motions and public display • Integrated Request-to-Speak que management and display • Council/Board directives as Tasks/Action Items • Video tagging tied to agenda progress and with built in encoder control (Webcasting Plus) • Secure support for Closed session management
Minute Management	• Post meeting updating of minutes • Adjustment (if required) of video tags • Support for post meeting review and approval of minutes • Publishing of Minutes, Video and Conflict of Interests to the web
Action Log (Task) Management	• Assignment of tasks to departments or individuals • Task/action item tracking, reporting and business analytics
Publishing/Archiving	• Fully responsive one click publishing through your existing website with no programming required • Integration with a number of industry leading records management solutions, including Laserfiche and FileHold

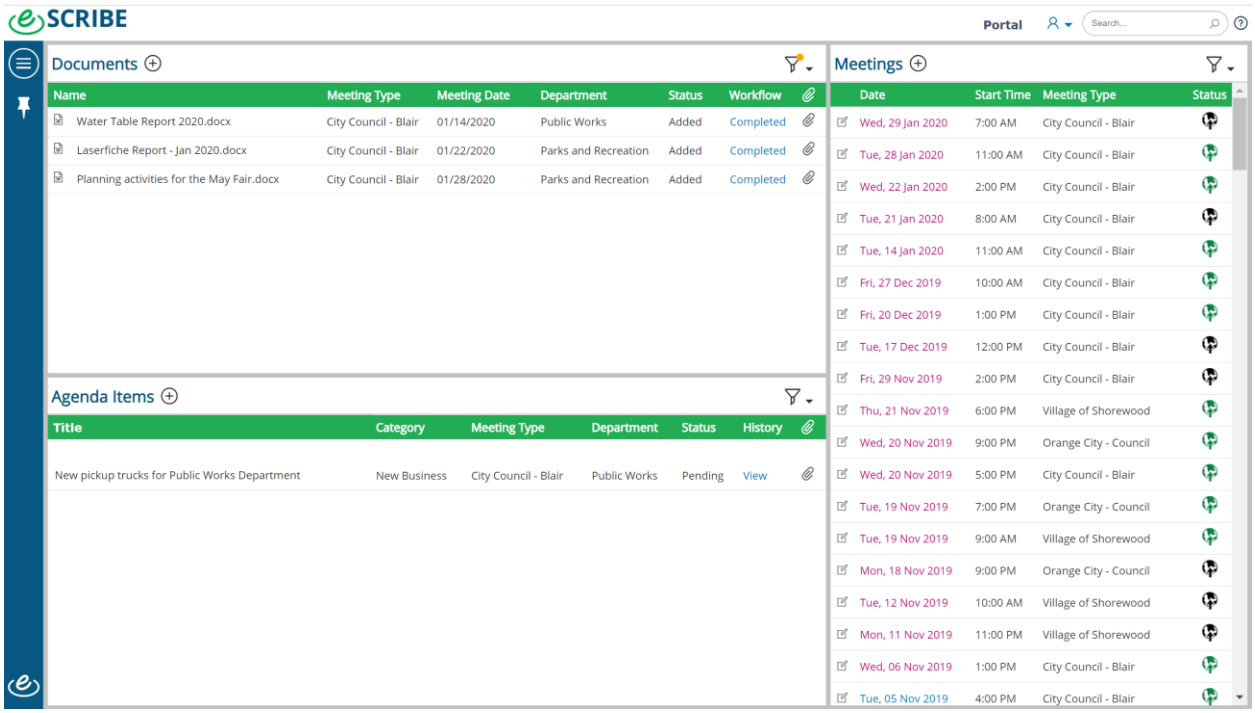
User Roles

Administrators	• Configurable administrative control of the complete meeting process by individual user • Can be assigned with full portal control, site control, meeting control, approval controls
Contributors	• Receivers of tasks • Producers of Staff Reports • Staff Report collaborators • Staff Report approvers or delegates
Meeting Participants	• Meeting attendees • Access meeting materials • Nuanced and controlled collaboration • Voting capabilities • Note taking and annotations on agendas
Public	• Access meeting materials through website (agendas, minutes, video, support documents) • Delegation Requests to present to council/board, including the ability to upload presentations for inclusion in agenda (subject to administrator approval) • Social media sharing

eSCRIBE - Meeting Manager

Module Function

eSCRIBE has been designed to integrate seamlessly with your organization's environment and is built around centralized meeting portals from which administrators can predefine comprehensive meeting templates and attendee groups, schedule, prepare and publish agendas, conduct, and record the results of their custom eSCRIBE meetings. Additionally, its flexible architecture allows for any number of portal sites to be linked together making it easy to route agenda items through any number of staff, any meeting and approval stages, prior to final submission.



eSCRIBE does much more than just assist with the building of meeting agendas. It's a complete governance and legislative management solution aligned with Robert's Rules of Order, providing procedural support during the meeting, including roll call and audited voting on motions and amendments, right through to the automatic generation of detailed minutes and the management of action items and follow up tasks generated during the meeting process.

Meeting Manager is the foundation module for eSCRIBE and facilitates the building of agendas, minutes, action lists, and provides an end-to-end approach for a meeting cycle. Users are able to streamline the creation of all meeting documents with the ability to electronically refer/defer items from meeting to meeting.

Key Features

- Robust end to end meeting and legislative management
- Create and manage unlimited meeting templates and users
- Online, Cloud-Based Delivery, built on Microsoft Azure Technology
- 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 meetings documents
- Tracking and reporting of post meeting actions
- Reporting of statistics and past meeting information

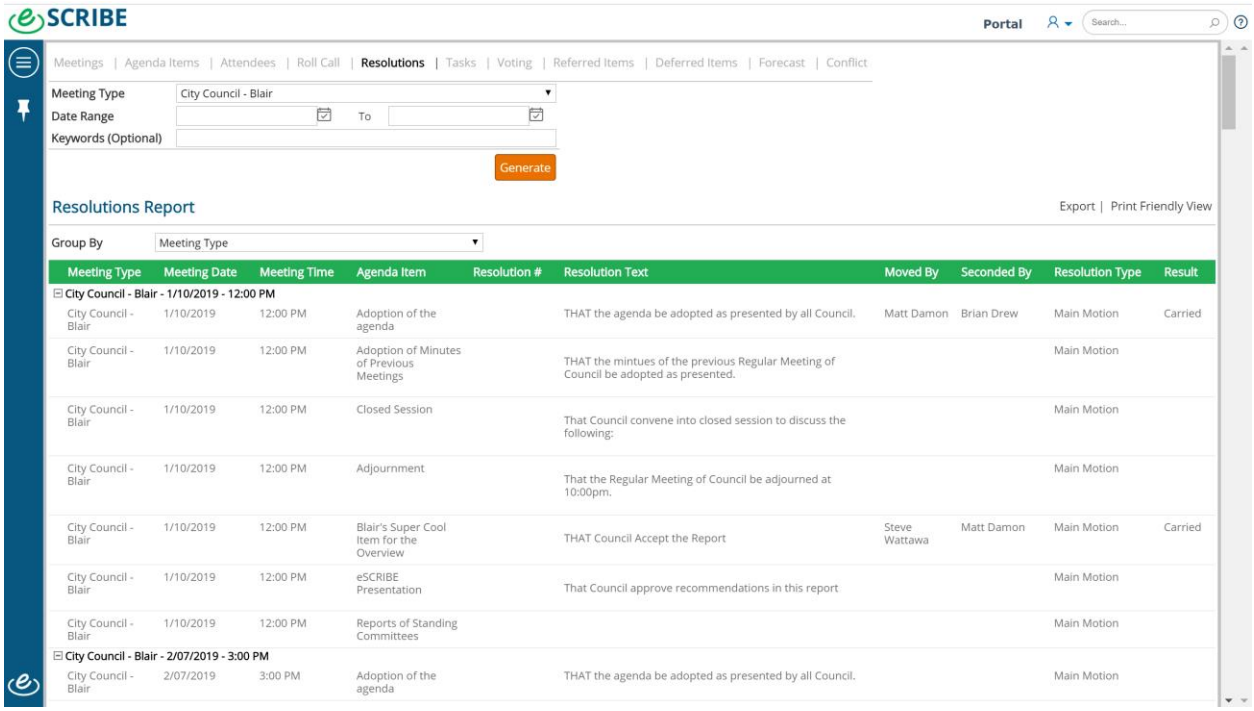
As the core module of eSCRIBE, Meeting Manager is responsible for a number of key tasks within the product suite:

- Authentication and Access Control
    - Single Sign-on (ADFS or Azure-AD)
    - User IDs and permissions
    - eSCRIBE User Roles
    - Departments
- Agenda and Attendee Profile Management
    - Agenda Settings and Templates
    - Minute Settings and Templates
    - Meeting Rules
    - Voting Rules
- Pre-meeting activities
    - Meeting creation
    - Agenda creation
    - Draft minute creation
- Conduct meeting activities
    - Roll-call/Quorum Management
    - Procedural support for meeting process
    - Minutes creation
    - Motion management/Voting
- Post-meeting activities
    - Minutes updates
    - Post-meeting minutes creation and publishing
- Task and Action Management
    - Creation and assignment of tasks
    - Conversion of motions to tasks
    - Task reminders

Report Centre

eSCRIBE Report Centre, while part of Meeting Management, provides detailed business analytics into eSCRIBE Meetings and associated activities.

- Pre-formatted reports provide information on
    - Meetings
    - Agenda Items
    - Attendance (Roll Call)
    - Resolutions
    - Tasks
    - Voting
    - Referred and Deferred items
    - Forecast reporting
    - Conflicts of Interest
- Export of information to Excel and printing of reports

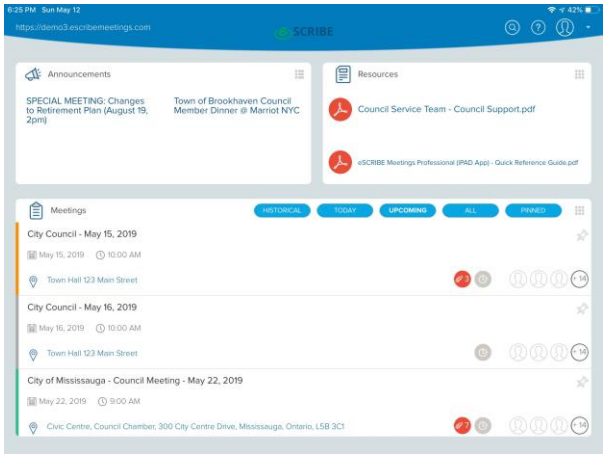


eSCRIBE – Participant Access

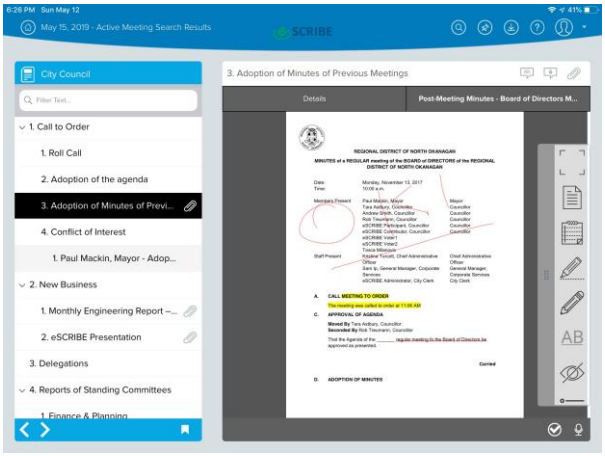
Module Function

eSCRIBE provides secure access for each meeting participant through a personalized online Participant Portal. From this entry point, each meeting participant can browse upcoming meeting agendas, easily access all related reports and supporting information, record personal comments and follow-up notes, as well as search through previous reports and agenda items using eSCRIBE's enhanced search capabilities – all without the need to ever print a piece of paper. The Participant portal is available in three formats, *web portal* which is accessed through any web browser, *eSCRIBE for the iPad* (Standard or Professional) which is a dedicated IOS application available by download through the Apple App Store and the *eSCRIBE Windows 10 App* available through the Microsoft Store.

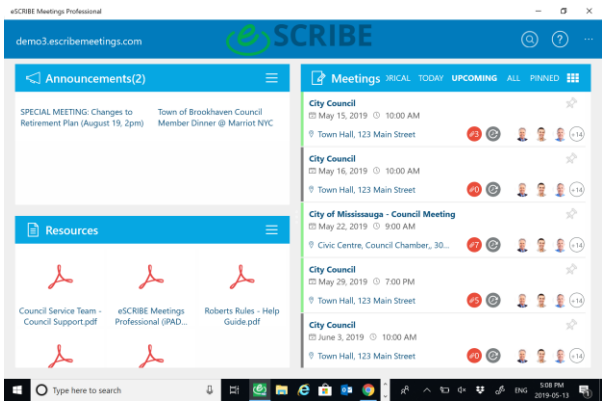
iPad Professional Home Screen



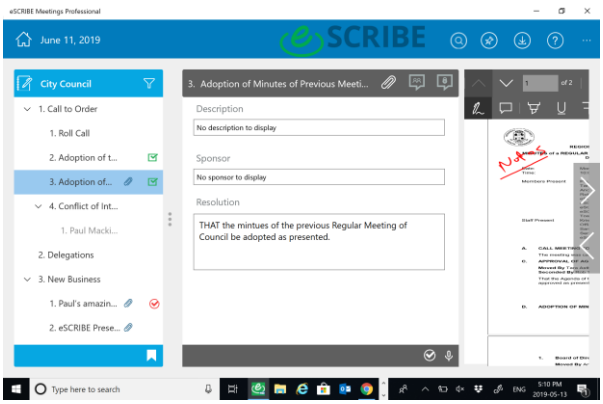
iPad Professional Meeting View



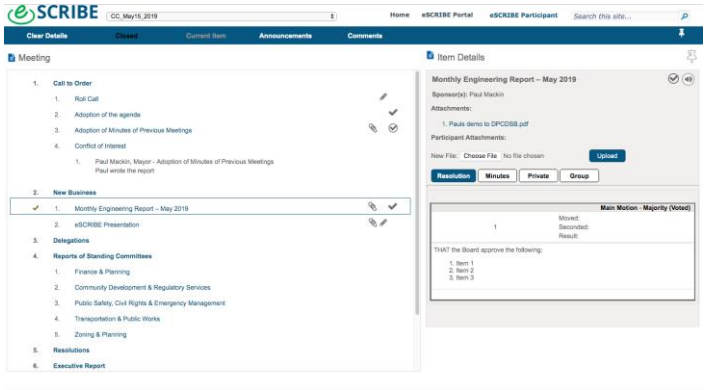
Windows 10 Professional Home Screen



Windows 10 Professional Meeting View



Web Browser Access



Key Features

- Any meeting, from anywhere, with any device
- View upcoming agendas and support materials in advance
- Leave group, private, and Chairperson comments
- Download meeting materials and work offline
- Secure access to confidential meetings
- Search historical meeting agendas/minutes
- Request to speak
- Electronic voting *(with Vote Manager module)*

Participant Access Functionality Matrix

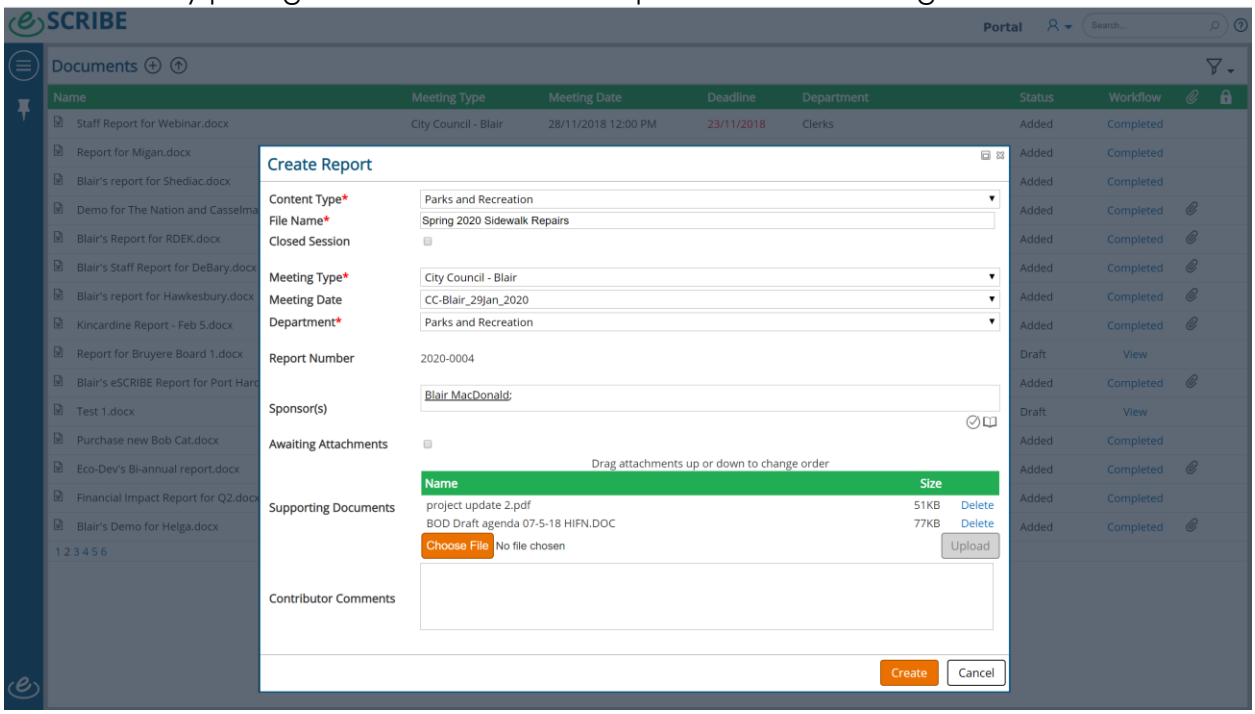
Feature	Web Portal	iPad Standard	iPad Pro / Windows 10
Easy to use touch screen interface		✓	✓
Access to multiple meeting sites by meeting type and date	✓	✓	✓
Real-time access to agenda item details, resolutions and attachments live during the meeting	✓	✓	✓
Agenda "Follow Me" – automatic meeting progress tracking			✓
View agenda packages, addendums, reports and even minute documents as they are published by Administrators	✓	✓	✓
Access to combined packages and individual attachments	✓	✓	✓
Secure communications between designated Chairperson and meeting Administrators for follow-up and instructions	✓	✓	✓
Full Active Directory integration, plus enhanced security options	✓	✓	✓
Email/calendar integration		✓	✓
Meeting announcements	✓	✓	✓

Global announcements	✓	✓	✓
Integrated Collaboration • Group Comments • Group Chat Feature • Private Chairperson Instructions	✓	✓	✓
Private Participant Notes and Comments	✓	✓	✓
Enhanced participant annotation capabilities allow for direct annotating on PDF Reports and Agenda Packages, including: • Bolding, Underlining and Highlighting Text • Imbedded Voice and Video Notes • Freehand Text • Enhanced Search and Bookmark Navigation • "Jump-to" Current Item Feature			✓
Real-time Participant Voting (with eSCRIBE Vote Manager)	✓		✓
Request-to-Speak Management	✓		✓
Online/Offline Meeting Management, with restricted options and remote data wipe • Full featured offline support for primary functions • Data synchronization options	-		✓
Attendee pictures		✓	✓
Access to attendee details, including: • Contact information (Location / Phone / email) • Meeting Attendance Status		✓	✓
Online Meeting Attendee Directories			✓
Group membership details			✓
Online Resource Library for Policy and Procedure Manuals and other Published Documents including enhanced Search function			✓
Conflict of Interest Self-Declaration			✓

eSCRIBE - Report Manager

Module Function

The Report Manager add-on module for eSCRIBE provides robust management of all pre-meeting workflow activities surrounding the preparation and approval of reports and submissions, before the meeting takes place. Using Report Manager also benefits administrators because it integrates seamlessly with the agenda and minutes, automatically pulling information from the report into the meeting documents.



Leveraging the power of Microsoft Word (Office 2010 to O365 are all supported), administrators can create custom eSCRIBE Word report templates that are used by staff to create their meeting reports and harness the powerful version control, change management, electronic approvals, and flow of information into the agendas and minutes.

Key Features

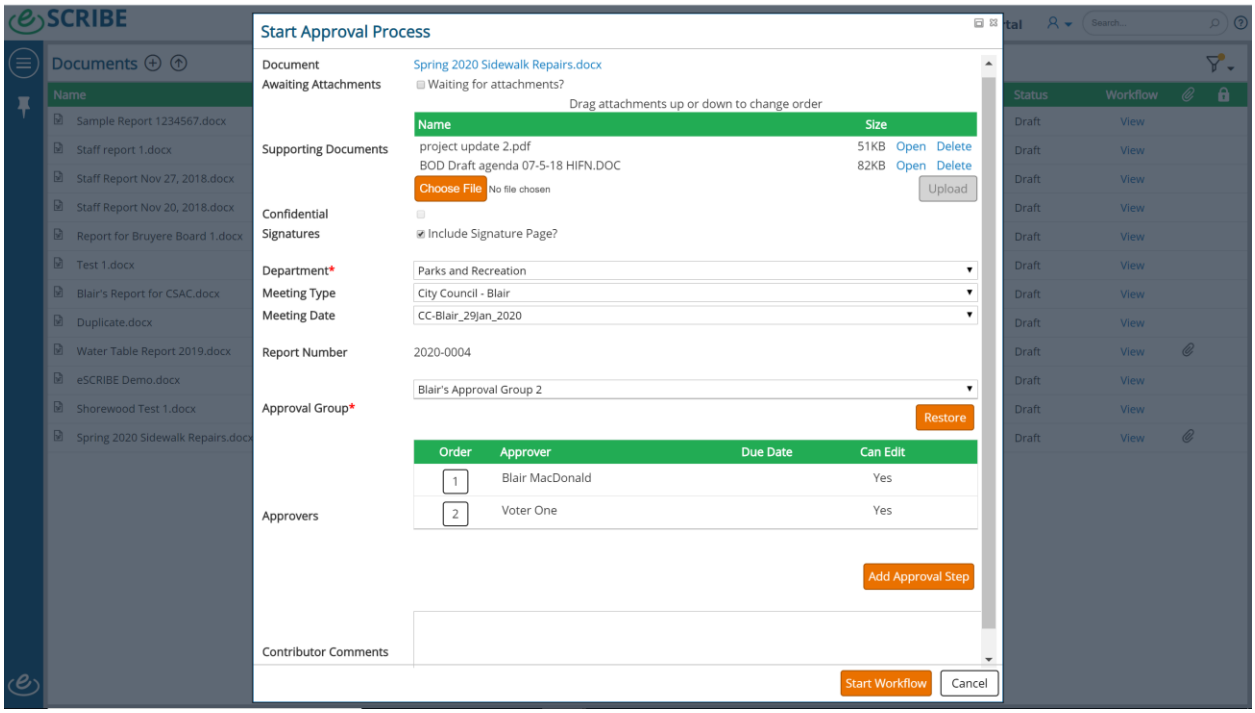
- Unlimited MS Word report templates
- Ability to add supporting documents in multiple formats (Word, Excel, PowerPoint, Graphics, Audio, Video)
- Access to Laserfiche records management for access to documents to be included in new submitted reports
- Built-in document management and version control with MS Word track changes
- "Check In/Check Out" capability to prevent simultaneous edits with document update notifications
- Unlimited approval workflows which can be customized and tuned for department needs, document types and report contents
- Fully managed permissions (public and private/in-camera)
- Supports Administrative Assistant notifications and approver delegates

- Automated population of report information into agenda & minutes documents – meeting types, titles, descriptions, recommendations/resolutions and other details may be automatically extracted
- Full document approval histories
- Electronic signature page report integration

Workflows

eSCRIBE provides a robust Workflow management system which allows for:

- Serial approval steps by individuals and/or meetings
- Using meetings as approval steps for legislative management (readings)
- Configurable permissions including confidential/closed session documents management
- Departmental, global or individual approval workflows
- Ad hoc approvers
- Absent approver delegate assignment
- Approver time limits
- Audit trail on approval steps
- Electronic signatures on approvals (standard feature, with optional digital signature integration through Notarius)



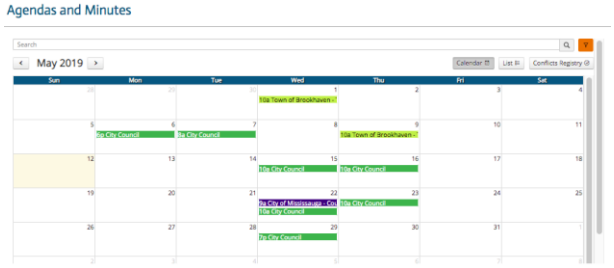
Internet Publishing

Module Function

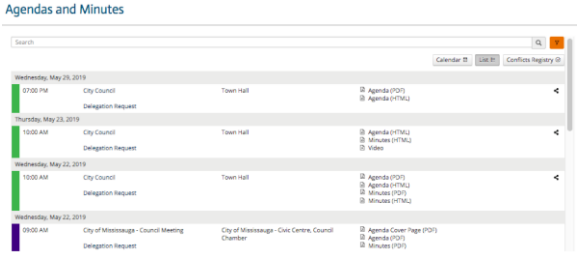
When it comes to engaging with your residents, eSCRIBE Publishing + Citizen Engagement makes it easy. Leverage social media, submit delegations electronically, solicit feedback on key agenda items, allow citizens to register questions in advance, or even sign up to receive automated alerts on topics of interest as they move through the meeting process, all through your website.

eSCRIBE's Internet Publishing+ supports the publication of meeting agenda and minute details to your public website either in PDF, or HTML format with links to individual supporting attachments.

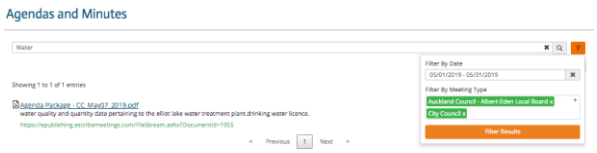
Calendar View



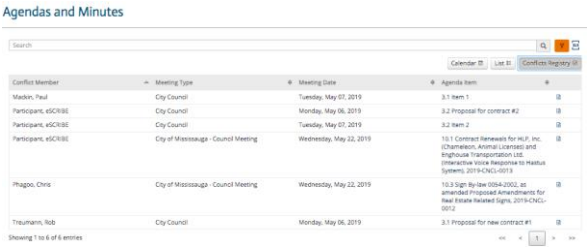
List View



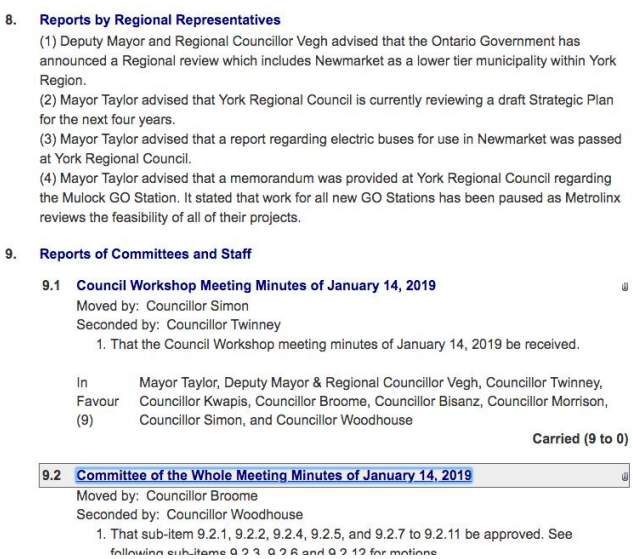
External Search



Conflict of Interest Registry



With the addition of eSCRIBE's Webcasting+ module, meetings will be automatically indexed with the live or archived video broadcast of the meeting, providing increased transparency.



8. **Reports by Regional Representatives**

(1) Deputy Mayor and Regional Councillor Vegh advised that the Ontario Government has announced a Regional review which includes Newmarket as a lower tier municipality within York Region.
(2) Mayor Taylor advised that York Regional Council is currently reviewing a draft Strategic Plan for the next four years.
(3) Mayor Taylor advised that a report regarding electric buses for use in Newmarket was passed at York Regional Council.
(4) Mayor Taylor advised that a memorandum was provided at York Regional Council regarding the Mulock GO Station. It stated that work for all new GO Stations has been paused as Metrolinx reviews the feasibility of all of their projects.

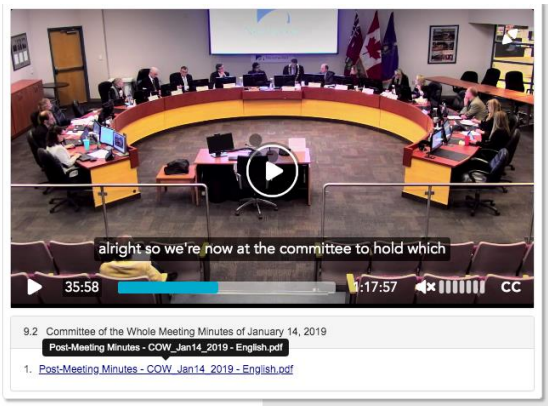
9. **Reports of Committees and Staff**

9.1 **Council Workshop Meeting Minutes of January 14, 2019**
Moved by: Councillor Simon
Seconded by: Councillor Twinney
1. That the Council Workshop meeting minutes of January 14, 2019 be received.

In Favour (9): Mayor Taylor, Deputy Mayor & Regional Councillor Vegh, Councillor Twinney, Councillor Kwapis, Councillor Broome, Councillor Bisanz, Councillor Morrison, Councillor Simon, and Councillor Woodhouse

Carried (9 to 0)

9.2 **Committee of the Whole Meeting Minutes of January 14, 2019**
Moved by: Councillor Broome
Seconded by: Councillor Woodhouse
1. That sub-item 9.2.1, 9.2.2, 9.2.4, 9.2.5, and 9.2.7 to 9.2.11 be approved. See following sub-items 9.2.3, 9.2.6 and 9.2.12 for motions



Key Features

- Supports AODA Compliant HTML and/or PDF publishing
- Seamlessly integrates with existing website
- Publishes directly to Laserfiche with the eSCRIBE Laserfiche connector
- Fully responsive design to accommodate multiple device formats
- Provides for simple publishing and download of large agenda packages
- One click publishing of agendas and minutes
- Social Media Integration
    - Facebook
    - Twitter
    - LinkedIn
    - Calendar
- Optional RSS feeds
- Engage citizens, allowing them to ask questions on agenda items
- Flexible layout options, including list and calendar views
- Support for automated delegation request and approval
- Sign up to receive automated alerts on topics or meetings of interest
- Seamlessly integrates with Webcasting+, for publishing of video/audio linked files
- eSCRIBE also provides optional automatic, live, Closed Captioning which is fully integrated with the video stream.

Video Manager & YouTube Streaming

An entry-level alternative to eSCRIBE's full-featured Webcasting Plus module, the Video Manager & YouTube Streaming module allows organizations to leverage YouTube's no-cost video storage and global content distribution with minimal configuration. Video can be indexed with the meeting's agenda and minutes, allowing viewers to jump to specific sections with a single tap.

Key Features

- Allows for smart (hyper) tags of video to the meeting's agenda items and minutes
- Supports any device; Automatically detects the device being used to view the video stream, and loads a compatible video player
- Supports unlimited viewers for both live stream and archival access
- Allows users to view entire meeting or jump to specific agenda item sections with a single tap
- Access to reporting and metrics of viewership (number of viewers, etc.)
- Video feed can be provided by any video capture source, even from a local cable company

Product Roadmap

eSCRIBE maintains a robust implementation function and is always looking to enhance the capabilities of the product. In the past 18 months eSCRIBE has:

- Introduced the Board Manager Module
- Added a number of enhancements to the Report Manager module
- Released a new, simplified and quicker User Interface
- Developed a new, low cost Webcasting Lite video module for smaller organizations
- Releases a new Legislative Management Reporting system
- Added a Request to Speak Queue Management System to an updated eSCRIBE Vote Manager
- Introduced a new Public Comments/Delegation Management module
- Introduced connectors to Laserfiche, FileHold, Notarius Consign
- Accelerated the implementation of a number of integrations to Web Conferencing Platforms to aid with remote/hybrid meetings in response to the COVID-19 pandemic

12 Month Roadmap

eSCRIBE considers its Roadmap to be proprietary and will only discuss it in detail if short listed or in contact negotiations with the City. That being said, the following enhancements are broadly planned for the next 12 months:

- New Session Manager – greatly simplifying, enhancing and speeding up the Conduct Meeting experience in eSCRIBE
- New Public Display – improving the public display options for in chambers, hybrid/remote meetings
- Enhancements to Public Comments to allow for the inclusion of a "follow along" feature letting the public register for updates on an item or topic
- Legislative Manager – improved management of legislation through the reading process and for public reporting
- Improved Task Management
- Improvements to Report Manager
- Multilingual enhancements to Internet Publishing (currently supports English/French or 2nd language)

Functional and Technical Requirements

Meeting Management Capabilities

1. How does the solution allow a specified user(s) to add, modify and delete a meeting event;	eSCRIBE provides configurable role-based user permissions so as to allow only the appropriate individuals to add/modify/delete a meeting event. Permissions can be set so that only certain individuals can access a specific meeting type, based on their user role.
2. How does the solution allow a specified user(s) to add an unlimited number of meeting events to the system;	eSCRIBE is a "site subscription" which allows you to create an unlimited number of "meeting types", conduct an unlimited number of meetings, and store an unlimited volume of meeting-related content. Meetings can be scheduled as a "recurring meeting" with the same group of participants, so as to eliminate the need to continually schedule "one-off" meetings. This is especially convenient for meetings that are held on a regular basis.
3. How does the solution allow a specified user(s) to add multiple meeting type templates to the system (i.e. Agendas, Minutes, Resolutions for Council, Committee, Subcommittees, etc.);	eSCRIBE allows for the creation of an unlimited number of meeting types, each with their own templates for agendas, minutes, and reports. In addition, each meeting type can be configured for their own procedural rules for quorum management, declarations of conflict, closed session, speaker queue, public comments, voting modalities, etc.
4. How does the solution allow a non-technical specified user(s) to modify any meeting templates;	eSCRIBE is designed to be intuitive and easy to use for all levels of technical ability. Users with the appropriate permissions can easily add or modify meeting type templates. Users may also "clone" an existing meeting type to quickly and easily configure a new meeting type. In addition, templates used in agenda item submission (staff reports, resolutions, memo's, etc.) can also be created as templates using Microsoft Word, which is a program most users are familiar with. Should users require assistance, the eSCRIBE Online Customer Portal provides access to our product knowledge base, which contains well laid-out instructions. eSCRIBE Account Management and Technical Support staff are also available to provide guidance, should you require it.

5. How does the solution allow a specified user(s) to easily add, modify, delete or reorder/sort (manually) agenda and minute items or sections (i.e. drag or drop);	For minutes, eSCRIBE provides specified users with the ability to manually add agenda items directly to the agenda by simply clicking the "Add New Item" button and then completing the necessary fields on an agenda item for adding a title, description, sponsor, department, recommendation/ resolution/ motion, attachments, and follow-up tasks. Another method for adding an agenda item leverages the collaboration features of the eSCRIBE Report Manager module. Agenda item authors can select the template they wish to use, and it will open in MS Word for them to complete. Once the document is ready for approval, it can be submitted through a workflow process. Once approved, the document can be added automatically or manually to the agenda.
6. How does the solution allow a specified user(s) to issue and publish amendments to an agenda or minutes post-publishing	For agendas that have already been published, eSCRIBE provides the ability to publish amendments as a "merged" item to the agenda, denoted by either asterisks or italicized text. Amendments can also be published as separate "addendums". For minutes, your amendments can be published as either a separate addendum or "amended minutes" document.
7. How does the solution allow a user to mark closed session reports and attachments as "Confidential"	For agenda item authors, there is an option to select "closed session/confidential" when drafting their content. Once selected, they will be prompted to select the "permitted reasons" which are configurable by a user with appropriate administrator credentials (usually done during initial implementation). In addition, Meeting Administrators can also manually add items to the closed session agenda, which makes them closed/confidential by default. Closed session content is only viewable by users with the appropriate credentials and cannot be published to your public website.

8. How does the solution allow a user to convert all attachments to a portable document format file (PDF);	Once an agenda is ready to be published, the Meeting Administrator selects the "Prepare" option which will automatically convert the entire agenda package to PDF, including page numbers and bookmarks to supporting documents (supporting documents can be uploaded to the agenda in virtually any format prior to publishing and eSCRIBE will perform the PDF conversion). The package can then be published as a full PDF, as well as an HTML version with links to the supporting documents which have been converted to PDF. eSCRIBE's PDF conversion engine ensures WYSIWYG (what you see is what you get) publishing, where all formatting and features (numbering, bullets, hyperlinks, headings, and other accessibility features) are carried over/maintained in the PDF.
9. How does the solution allow a specified user(s) to move an item from one agenda to another and between meeting types (i.e. a January Committee item to a February Council item)	Items can easily be "referred" to the same meeting type for a meeting at a later date, and/or the item can be referred to a different meeting type. The user with appropriate user permissions, simply clicks on the "Refer Item" button to mark the item for referral (this can be done before, during, or after a meeting has been held). Then the user can select options for meeting types and dates for which that item needs to be referred. Items can also be deferred.
10. How does the solution allow a specified user(s) to publish agendas and minutes to a public facing web portal;	eSCRIBE's Internet Publishing module allows publishing of agendas, minutes, video, addendums, and other artifacts directly from the eSCRIBE interface, directly to your website. We provide publishing iframes (HTML code) that will be embedded into your website, so as to provide users with the familiar look at feel of your website, without taking them to a separate content portal. Website visitors will have the option to view meeting details in "calendar" or "list" format, along with the ability to perform keyword searches and search result filtering. Additionally, eSCRIBE will maintain a conflicts registry and the option for you to publish conflicts of interest to your website along with the other meeting artifacts. The system will not allow closed session content to be published.

11. How does the solution allow a specified user(s) to enter attendance and roll call including late entries and early exits of a meeting event;	eSCRIBE provides built-in quorum management, which is based on quorum rules that you can configure. Attendance can be taken as meeting participants arrive in the room (participants can be configured as "quorum" or "non-quorum"), or they can be marked as "in attendance" all at once with a "select all" button. A roll call widget can be activated, allowing the meeting administrator to mark a participant as absent as they leave the room and mark them as present as they enter the room. These attendance details can be automatically captured and displayed in the minutes, and meeting administrators can run "attendance reports".
12. How does the solution allow a specified user(s) the ability to record motions (including amendments) and enter the mover and seconder and the results of the vote in a resolution;	Motions can be added to the agenda manually, before or during a meeting, and eSCRIBE can also populate a motion, using the text from a "recommendation" in a staff report (or any other properly configured agenda item template). During the meeting, eSCRIBE provides the meeting administrator the ability to record motions, amended motions, and secondary motions. Movers and seconders are selected with drop-down menu's and a variety of vote types can be used to capture the result (simple majority, roll call vote, weighted vote, etc.). All details are automatically captured into the minutes in a format that you have the ability to configure. Roll call votes can be captured manually by the meeting administrator or with the eSCRIBE Vote Manager add-on module, where voting members can submit their vote electronically from a Windows 10 device or iPad, live during the meeting.
13. How does the solution allow a specified user to enter any declarations of pecuniary interests (conflicts of interests) for a meeting event;	Conflicts can be captured in several ways. (1.) The meeting administrator can use a special "conflict item" on the agenda, where all voting members would declare any conflicts at a single point during the meeting. (2.) The meeting administrator can capture declarations of conflict on an individual item as it comes up during the meeting. (3.) Voting members can "self-declare" conflict while viewing their own copy of the agenda through the eSCRIBE

	Participant Pro app (Windows 10 and iPad) or web browser. Self-declarations can be made before and during a meeting, along with the reason for conflict, and the option to upload a document such as a declaration form (some jurisdictions require elected officials to complete/submit a form). Conflicts are stored in your eSCRIBE conflict repository, which you can publish directly to your website.
14. Describe the solution's ability to record or continue recording a meeting offline;	Features for conducting the meeting with eSCRIBE Session Manager are only operable during network connectivity. With eSCRIBE's Webcasting Plus (optional) livestreaming video encoder, the meeting can continue to be recorded in the event of a network outage and will automatically upload the video to your eSCRIBE portal.
15. Describe the solution's ability to publish a video recording that mirrors the published agenda.	eSCRIBE's Webcasting Plus Module provides a fully managed, end-to-end solution for integrating the electronic agenda to your meeting videos. Videos can be live-streamed and archived (unlimited) and published directly to your website. eSCRIBE automates the indexing/timestamping of the live stream for webcasting, and allows for the editing/adjusting of timestamps, post-meeting. Agendas and minutes that are published in HTML format will allow viewers to click on an agenda item and it will bring them to the appropriate reference-point in the video for that item. Automated Closed Captioning is also available as an add-on, which provides closed captioning for both live and recorded videos.
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Workflow Management Capabilities	

1. How does the solution assign a report to more than one (1) user for creation, editing and approvals;	eSCRIBE Report Manager allows for staff to create MS Word-based documents, collaborate on them with colleagues and run approval workflows which include both individuals, delegates, and meetings as approvers. All participants in the process are notified by email and approvals can be done through they system or on any IOS or Android Smartphone. eSCRIBE provides robust document management tools for staff reports including: • Version control (major and minor versions) with full tracking on change, approval steps and electronic signatures • "Email a hyperlink to the document" to ensure collaboration tools are in use • Parallel editing capability with live notification to all editors • "Alert Me" capabilities such that authors or interested and permissioned parties can be informed of changes to a document.
2. How does the solution notify of users of report stages (review, approval and deadline notification)	Once an approval workflow is launched, the author receives an email notification, and so does the first approver in the workflow. Upon approval by the first approver, subsequent approvers receive email notifications until the report receives its final approval, at which point the originating author receives email notification. Rejection of the report will automatically stop the workflow and send email notification to the originating author.
3. How does the solution generate a preview of a report (design/review/approval); regardless of the reports status stage	The Report Manager module allows users with the appropriate permissions to access the status of a report at any stage. In addition, administrators can access report status at any time by looking at the draft report queue and checking the status of each report, or by running the Forecast Report.
4. How does the solution allow a non-technical specified user(s) to configure workflows (existing and new);	With eSCRIBE's intuitive design, users with appropriate permissions can easily create new and modify existing workflows. Knowledge Base articles can be easily accessed via the eSCRIBE Customer Portal and Account Management and Technical Support staff are available to provide assistance. Workflows can be configured to control who has read/write access,

	assign approval deadlines, and assign delegate approvers and administrative assistant access. Report authors and approvers can also add additional ad-hoc approvers to a workflow prior to launching the workflow and/or while it's in-flight.
5. How does the solution display the workflow status of one (1) or more items in an agenda to all users or a group of users;	The Report Manager module allows users with the appropriate permissions to access the status of a report at any stage. In addition, administrators can access report status at any time by looking at the draft report queue and checking the status of each report, or by running the Forecast Report.
6. How does the solution allow a specified user(s) to enter declarations of pecuniary interest (conflicts of interest) that automatically populate in the meeting event minute template;	Conflict declarations can be configured to automatically populate in the agenda once they have been declared. Conflicts can be captured in several ways. (1.) The meeting administrator can use a special "conflict item" on the agenda, where all voting members would declare any conflicts at a single point during the meeting. (2.) The meeting administrator can capture declarations of conflict on an individual item as it comes up during the meeting. (3.) Voting members can "self-declare" conflict while viewing their own copy of the agenda through the eSCRIBE Participant Pro app (Windows 10 and iPad) or web browser. Self-declarations can be made before and during a meeting, along with the reason for conflict, and the option to upload a document such as a declaration form (some jurisdictions require elected officials to complete/submit a form). Conflicts are stored in your eSCRIBE conflict repository, which you can publish directly to your website.
7. How does the solution generate a report of entered declarations of pecuniary interest (conflicts of interest) and supports the attachment of a document.	eSCRIBE supports the uploading of an attachment associated with the conflict, by either the meeting administrator, or the individual that is declaring the conflict. A report of conflicts can be generated from within the eSCRIBE Report Center module and can be filtered by meeting type, date, and user. eSCRIBE can maintain a conflict repository and publish conflicts to your website (in support of Bill 68 legislative requirements).

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Security and technological capabilities	
1. Describe the solution's ability to define role-based security within the system;	eSCRIBE provides for nuanced access control with Role Based Authentication with standard eSCRIBE "Forms-based" authentication and can also be fully integrated to Active Directory using ADFS or Azure-AD. User Roles and Departmental Permissions manage access to Document Types, Meeting Types, User Roles (Administrator, Support Staff, Elected Officials). eSCRIBE also segments meeting types and reports for those meeting types such that you can have meeting-level control of documents. eSCRIBE allows for role-based authentication on a per-meeting-type basis meaning, that a user's role in one meeting type might be different from their role in another meeting type.
2. Describe the solution's ability for internal users to support and enable security/identity management technologies including but not limited to: Active Directory/LDAPS (Secure LDAP);	See above
3. Describe the solution's ability to enforce industry best practices to ensure strong password enforcement;	eSCRIBE integrates to the City's Active Directory using ADFS (SAML 1.1) or Azure-AD (SAML 2.0) and is able to leverage the password policies as implemented by the City.
4. Describe the solution's ability to assign multiple levels of security (access) to various workflows;	eSCRIBE allows for the creation of an unlimited number of approval workflows. Workflows can be configured to control who has read/write access, assign approval deadlines, and assign delegate approvers and administrative assistant access. Report authors and approvers can also add additional ad-hoc approvers to a workflow prior to launching the workflow and/or while it's in-flight.

5. Describe the solution's ability to search for reports, resolutions, by-laws, etc. by text, title, date, metadata, etc.;	eSCRIBE internal search capabilities can search documents (agendas, minutes, reports, by-laws, etc.) by keywords, exact phrases, and metadata, and filter by date ranges, meeting types, document types, and Boolean values. Website visitors (public search) also provides keyword search on agendas and minutes and filters by date ranges, and meeting types.
6. Describe the solution's ability to link to and view documents stored in a public facing document management application or portal;	eSCRIBE has connectors to a number of ERDMS systems and adds more on a regular basis. Search functionality within the ERDMS system is more of a functionality of that system than of eSCRIBE.
7. Describe the solution's ability for all data generated from a vendor hosted solution to be exported in a common way and in the file's native format;	Documents in native format can be accessed and exported individually. Should the customer require a "batch" export, the customer can submit a request to the eSCRIBE Account Manager who can process the request. The eSCRIBE Subscription Agreement (see Appendix A – uploaded to "Supporting Documents) contains provisions for Customer data, in section 1.f. of the agreement.
8. Describe the solution's ability to add custom branding (logos, etc.) to meeting types and templates (Agendas, Resolutions, Motions, Minutes, Recordings);	Logos can be applied to the eSCRIBE Portal and Participant Apps, as a visible reminder that this is "their" system. Logos can also be applied to agendas, minutes, reports, and all manner of agenda item templates. Splash screens for the streaming/recorded video can also be customized with logos and images (examples: "meeting about to start", "Council in Closed Session", etc.). Pictures of elected officials and staff can also be added to the eSCRIBE Participant App, as well as part of personal bio's in the optional eSCRIBE Board Manager Module. In addition, since eSCRIBE publishes to iframes within your website, your website will retain a uniform look and feel with the rest of your site pages.

9. Describe the solution's ability to ensure all application data transmitted to or from the application be done in a manner that ensures confidentiality and authenticity of the transmission (SSL for web);	• All data in transit is encrypted using TLS. • All eSCRIBE Customer sites are stored on an encrypted drive in Canadian MS Azure cloud environment. • Unless instructed by a recognized court of law, eSCRIBE does not release any Customer specific data to any third parties without written approval. • As a global Microsoft Azure co-sell partner, eSCRIBE leverages Azures industry leading secure environment to safeguard user access and keep data secure. • For more information on security and continuous health monitoring please see Appendix C (uploaded in the "Additional Document" section in the Bids and Tenders response portal)
10. Confirm and explain the solution's high availability, redundant and disaster recovery design;	eSCRIBE offers 99.9% availability through its cloud provider, Microsoft Azure, with multiple sites hosted in Canada, ensuring data redundancy and data sovereignty. Each eSCRIBE Customer has their own unique database, which has access restriction based on their authentication. • In the event that one of the SQL Databases is not accessible for any reason, Customer sites that are connected to the affected server can quickly be migrated to a different server instance. Alternatively, in a worst-case scenario, the Customer's site can easily be restored from back up on any of the other eSCRIBE Databases. • Backup: using MS Azure infrastructure, eSCRIBE WebApp Content and databases are backed up bi-weekly and with a differential backed up daily. Retention period for both the full back up and the differential backup is 14 days. • Restoration drills are performed bi-yearly. In the event that the database servers become inaccessible, a restoration from the back-up will be performed. For additional details, please see the Microsoft Azure summary information in Appendix c (uploaded in the "Additional Document" section in the Bids and Tenders response portal) as well as the eSCRIBE supporting policy document on backup and recovery in Appendix B (also

	uploaded in the Additional Documents Section).
11. Describe the solution's ability to backup and restore data including the frequency of backups and expected downtime until full recovery from backups in the event of data loss	In addition to the measures described above, in the event that a full recovery from backups is required, the recovery time objective (RTO) is within 8 hours. Please see the eSCRIBE supporting policy document on backup and recovery in Appendix B (uploaded in the Additional Documents Section).
12. Confirm when and how the solution requires any plug-ins for browser-based interfaces? (i.e.: Silverlight, Flash, Java etc.).	The eSCRIBE Portal is browser-based and does not require any plug-ins.
13. Confirm when and how the vendor tests and documents major or minor releases and patches prior to releasing to production environments.	Patches released approximately monthly, with bug-fixes, feature improvements and new features. Customers are provided with release notes in advance of each update. Further details on eSCRIBE's Software Release and Update approach is provided in Schedule B of the Subscription Agreement included Appendix A (uploaded to Additional Documents). eSCRIBE internal testing is considered proprietary. We would be willing to summarize it as part of a short list presentation.
14. How you will provide staff with guidance, resources, or help information on the use of a software interface, tool, or provide help about accomplishing a technical process.	eSCRIBE provides various resources to support customers throughout implementation and training, as well as ongoing support through our Account Management and Technical Support Teams and the eSCRIBE Customer Portal, which provides access to our product knowledge base, user forum, and feature request forms. For additional information, please see the documents uploaded for "Response to F.3 Project Implementation and Schedule" and "Response to F.4 Support".
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Capabilities to safeguard	

Access and Privacy and ensure Record preservation/destruction	
1. Describe how the hosted solution is compliant with the privacy requirements under the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) and the Personal Health Information Protection Act (PHIPA);	eSCRIBE maintains policies and procedures to govern how eSCRIBE controls access to and maintains security of Customer sites and data. Security is of the utmost concern to eSCRIBE, and as such all staff have been briefed and signed-off on these policies and procedures which are reviewed yearly and apply to all eSCRIBE employees. • Access to Customer sites is not permitted by eSCRIBE staff, outside the purposes of site setup or providing support to a Customer. • Access to Customer sites is restricted to Operations and Development staff, all of whom have successfully completed police background checks. • Staff will not download any data or documents from the Customer site, without expressed consent for the purposes of conducting troubleshooting and/or quality assurance tests. Any and all materials downloaded from the customer site will be destroyed immediately upon completion of expressed use. Please see the eSCRIBE policy document on client data access • Support staff are not permitted to change data on customer sites using eSCRIBE support accounts, except with written approval from an authorized user of the organization. Support will only be provided by helping the customer navigate the pages to which they already have access.
Continued from above:	• eSCRIBE does not store Customer personal data, aside from user migrations being executed during the configuration of the eSCRIBE site. During such user migration event, the relevant username, first name, last name, and email address information is shared with eSCRIBE Technical staff. Upon completion of the site configuration and user migration, all personal data mentioned above is deleted from eSCRIBE's encrypted onsite file server.

Continued from above:	As per section 8.f of the eSCRIBE Subscription Agreement: eSCRIBE agrees and acknowledges that the Customer may be subject to Provincial or Federal privacy legislation that may be in effect during the Term of this Agreement. The provisions of this section 8(f) supplement the terms of section 8 as it pertains to Confidential Information that is "Personal Information". eSCRIBE acknowledges that in the course of its provision of the Software Services, it will be provided with and have access to Customer Data which includes "Personal Information", and that such information is confidential. eSCRIBE agrees that such Personal Information will be used solely for the purposes of performing the Software Services and that it will safeguard such Personal Information by appropriate physical and technological means, including those specified in section 13. eSCRIBE will not, other than as required to provide the Software Services, disclose, transfer, sell, assign, publish or otherwise make available the Personal Information for its own use or the use of any other person or entity, except (and provided the Customer is promptly notified so as to permit it an opportunity to object to disclosure before it takes place, if feasible) where disclosure: (i) may be required to comply with a subpoena, warrant, or court order; (ii) is requested by a government institution that has the lawful authority to obtain the Personal Information; or (iii) is otherwise required by law. In addition, the Customer will be solely responsible for responding to any request by any Customer employee or other individual for access to, or correction of, any Personal Information. eSCRIBE will notify the Customer immediately of any breach of this section 8(f).
2. Describe how the vendor has the ability to ensure that all data that is classified as being confidential, sensitive, or personal will be protected from unauthorized use and disclosure.	See above response.

3. Describe how the vendor allows all data generated from a vendor hosted system to be the property of the City.	As per section 1.f. of the eSCRIBE Subscription Agreement: Customer Data, which shall be hosted in Canada along with all copies and backups, together with all intellectual property rights therein, will belong to the Customer and the Customer remains the sole and exclusive owner of the Customer Data. During the Term of this Agreement, the Customer may retrieve such data from the Services at any time and, within ten (10) days of the Customer's request, eSCRIBE will make available any Customer Data that is stored in native file format (Word, Excel, PowerPoint, PDF, MP4). eSCRIBE shall not access, use, disclose, sell, rent, transfer or copy the Customer Data for any purpose (or authorize or permit a third party to perform such acts) other than as required to perform eSCRIBE's obligations pursuant to this Agreement. Please also see the eSCRIBE Policy document on client data access (included in Appendix B - uploaded to Additional Documents).
4. Describe how the vendor informs the City of any privacy breaches and cooperate with any investigations and the timeframe in which the City is notified when the solution is vendor hosted.	This is covered in section 8.f of the eSCRIBE Subscription Agreement. Details are provided in the response to requirement #1. in this section. Please see the eSCRIBE Policy Document on Incident responses (included in Appendix B - uploaded to Additional Documents).
5. Describe how the vendor pays the cost of notification of privacy breaches while data is in their care and custody being in the hosted solution.	eSCRIBE will pay for costs associated with customer notifications.
6. Describe how the hosted solution vendor returns all data and provides a certificate of destruction upon termination of the service contract with the City.	As per section 5.e. of the eSCRIBE Subscription Agreement: Within thirty (30) days after the termination or expiration of this Agreement, eSCRIBE will make available any Customer Data that is stored in native file format (Word, Excel, PowerPoint, PDF, MP4). After the thirty (30) day period, eSCRIBE will delete or destroy all copies of Customer Data in its possession or control, unless legally prohibited and upon request, provide the Customer with a certificate of destruction.
7. Describe how the hosted solution vendor can abide by the City's records retention policy/schedule and provide a	eSCRIBE can expunge data as directed by the customer and provide certificate of destruction upon request.

certificate of destruction for electronic records.	
8. Describe how the hosted solution vendor obtains the City's authorization before altering or destroying data.	See response to requirement #1. in this section.
9. Describe how the hosted solution vendor returns data, at the vendor's cost, in the event that the City is uncomfortable with a change of ownership control.	The customer may request the return/destruction of customer data (at eSCRIBE's expense), in accordance with the provisions of the eSCRIBE Subscription Agreement (see above responses).
10. Describe how the hosted solution vendor informs the City of any change of location of the data and return the data if the City does not agree with the new location.	See above response.
Describe if the solution has the following additional capabilities	
1. Is a spelling and grammar tool throughout the application;	Spelling and grammar tools are native functionality in MS Word, which is used as part of the eSCRIBE Report Manager module for producing staff reports and agenda item submissions. Spelling tools are embedded in the rest of the system (browser-based) and leverage a Canadian Dictionary for Canadian Clients.
2. Can the public query voting results by topic, voter, meeting type, event, etc.;	Keyword searches with results filtering should satisfy most inquiries by the public through your website. However, should a member of the public require more detailed data concerning vote results, such a request can be easily fulfilled by an eSCRIBE user with appropriate administrator permissions, who can perform these searched quickly and easily through the eSCRIBE Report Center.
3. Does the solution have the ability for users to see a calendar or report view of all upcoming scheduled reports and who is responsible for delivering them;	eSCRIBE can provide a "Forecast" report in a list format, that displays scheduled reports and associated filename, item title, item sponsor(s), content author, and originating department, which can be filtered by meeting type and date range.
4. Does the solution have the ability for the public to access online services 24/7 that provide historical and upcoming agendas, minutes and meeting audio and video;	eSCRIBE provides 24/7 access to your meeting-related content via your website. This includes meeting schedules, agendas, minutes, video, and any other supporting documents.

5. Is there a seamless integration with the public web portal into the City's existing and future website (similar look and feel);	eSCRIBE publishes your meeting content via iframes which are embedded into your website, which in turn provides a seamless and uniform look-and-feel for your website visitors.
6. Does the solution have the ability for public facing web portals to be mobile friendly and support iOS and Android technology.	eSCRIBE's publishing engine ensures that your content will appear on any device in a responsive and user-friendly format that looks good and is easy to navigate and consume.