

# MIAMIBEACH

## Request for Proposals (RFP) 2022-056-WG Electronic Agenda Management System

---

### TABLE OF CONTENTS

#### **SOLICITATION SECTIONS:**

- 0100 INSTRUCTIONS TO RESPONDENTS
- 0200 GENERAL CONDITIONS
- 0300 PROPOSAL SUBMITTAL INSTRUCTIONS & FORMAT
- 0400 PROPOSAL EVALUATION

#### **APPENDICES:**

- APPENDIX A BUSINESS REQUIREMENTS DOCUMENT (BRD)
- APPENDIX B TECHNICAL REQUIREMENTS ANALYSIS
- APPENDIX C INSURANCE REQUIREMENTS

## **SECTION 0100**      **INSTRUCTIONS TO PROPOSERS**

**1. GENERAL.** This Request for Proposals (RFP) is issued by the City of Miami Beach, Florida (the “City”), as the means for prospective Proposers to submit their qualifications, proposed scopes of work and cost proposals (the “proposal”) to the City for the City’s consideration as an option in achieving the required scope of services and requirements as noted herein. All documents released in connection with this solicitation, including all appendixes and addenda, whether included herein or released under separate cover, comprise the solicitation, and are complementary to one another and together establish the complete terms, conditions and obligations of the Proposers and, subsequently, the successful Proposer(s) (the “contractor[s]”) if this RFP results in an award.

The City utilizes Periscope S2G (formally known as BidSync) ([www.periscopeholdings.com](http://www.periscopeholdings.com) or [www.bidsync.com](http://www.bidsync.com)) for automatic notification of competitive solicitation opportunities and document fulfillment, including the issuance of any addendum to this RFP. Any prospective Proposer who has received this RFP by any means other than through Periscope S2G must register immediately with Periscope S2G to assure it receives any addendum issued to this RFP. Failure to receive an addendum may result in disqualification of proposal submitted.

### **2. BACKGROUND.**

On March 5, 2014, the Mayor and City Commission adopted Resolution No. 2014-28509, authorizing the Mayor and City Clerk to execute an agreement with Innobar, LLC d/b/a Novusolutions for an electronic agenda system (the “Agreement”) pursuant to RFP 2014-001. The Agreement included the implementation, training, and annual license for the Novus electronic agenda system that would allow the Administration to process agenda items archived past agenda meetings and legal minutes with a video stream. On July 18, 2018, Innobar, having previously acquired Granicus, consolidated operations into Granicus. On September 14, 2018, the City Manager approved the assignment of the Agreement from Innobar to Granicus. The City’s Agreement with Granicus expires in February 2023. In order to consider a replacement agreement, through this Requests for Proposals (RFP), the City seeks to select a firm qualified to provide a web solution to process agenda items and archive past agenda meetings and legal minutes with a video stream.

### **3. PURPOSE.**

The City of Miami Beach is looking for a web solution that automates the compilation and distribution of meeting information, including agenda packets, minutes, and meeting actions. Application modules should facilitate the following at a minimum:

- data migration / migrate the NOVUS Agenda to the new platform
- paperless agenda review and collaboration
- customizable approval workflows
- agenda preparation allows for future redesigns of workflow
- access via web
- configurable agenda templates
- publish agenda to HTML (HTML 5 for mobile viewing recommended) and PDF Rendition
- mobile responsive
- high-quality video streaming for archived videos (this then needs video indexing applied)
- video indexing performed by the proposer
- document tracking/history beginning to end in real-time
- creation of minutes (able to upload meeting minutes in word and/or PDF)
- meeting vote tracking - real time you can capture who made the motion (not a requirement but preferred)
- ability to create a PDF of agenda with backup materials

# MIAMI BEACH

- provide an API to allow CMB to pull data from the agenda based on criteria such as keywords, applicable areas, meeting type, etc.
- advise CMB if out of the box functionality exists to replace API process identified
- unlimited boards - Do not want a limitation on the number of agenda packages. Should be an unlimited subscription
- ability to conduct multiple meetings simultaneously – Handle large load of people hitting the system
- supports storing of multiple file formats: Including Word, PDF, Excel, GIS, AutoCAD et al
- e-mail notifications to staff beginning to end of the process. Including Inter-department approvers, returned for edit/correction, and final approval. Currently there is a limit on the size of the file that you can upload
- secure log-in available allowing login for the department and inter-department access by those given these rights.
- OCR conversion capabilities if possible for the PDF and word documents
- customized reports created by the vendor. The vendor is asked to describe the costs for such reports.
- searchable, secure archives.
- capabilities to handle addendums and supplementals – If a book is printed and needs to be supplemented later and have things added to it, we need the ability to edit the original and add the addendums and supplements
- E-comment feature is preferred (allows the public to comment on agenda items and it comes out in a nice user-friendly format), and
- software support must be available during the City’s “normal” business hours which are Monday - Friday, 8:30 a.m. - 5:00 p.m., Eastern Time Zone with access to support personnel after hours and on weekends.

The proposed system should include an online resident engagement tool with the following features:

- ability to provide comments directly to the City Commission through the online meeting agenda.
- integrate with the new agenda system, allowing residents to review agenda item details, indicate their position on topics (For example Support/Neutral/ Oppose), and leave written feedback from the convenience of their own home, and
- support/neutral/oppose feature that allows residents to express their positions on agenda items, and allow in-depth graphical reports to be viewed by the Mayor, Commissioners, and the Administration prior to a meeting, helping them better understand and consider the view of the residents.

Vendor is asked to describe initial end-user training options that are available and include costs for such. The City requires the vendor to offer at least one initial session of end-user training to be held at cut-over of the application for all users. This session will involve training for at least 40 attendees. Training can be web-based versus on-site.

Ideally, the City would like to consider a proven, established (currently functional) solution that meets the stated needs. The City may consider solutions that require some customization from providers experienced in similar systems.

## **4. SPECIAL CONDITIONS.**

1. **TERM OF CONTRACT.** The original term of the contract shall be five (5) years from the acceptance of the product install.
2. **OPTIONS TO RENEW.** The City Manager may approve additional renewal periods, to be negotiated with the successful proposer.
3. **CHANGE OF PROJECT MANAGER.** A change in the Consultant’s project manager (as well as any replacement) shall be subject to the prior written approval of the City Manager or his designee (who in this case shall be an Assistant City Manager. Replacement (including reassignment) of an approved project manager or public information officer shall not be made without submitting a resume for the replacement staff person and receiving prior written approval of the City Manager or his designee (i.e. the City project manager).

**5. ANTICIPATED RFP TIMETABLE.** The tentative schedule for this solicitation is as follows:

RFP Issued	September 23, 2021
Pre-Proposal Meeting	September 30, 2021 at 10:00 am ET <b>Join on your computer or mobile app</b> <a href="#">Click here to join the meeting</a> <b>Or call in (audio only)</b> +1 786-636-1480 United States, Miami Phone Conference ID: 916 525 649#
Deadline for Receipt of Questions	October 18, 2021 at 5:00 pm ET
Responses Due	October 28, 2021 at 3:00 pm ET <b>Join on your computer or mobile app</b> <a href="#">Click here to join the meeting</a> <b>Or call in (audio only)</b> +1 786-636-1480 United States, Miami Phone Conference ID: 316 934 347#
Evaluation Committee Review	TBD
Tentative Commission Approval	TBD
Contract Negotiations	Following Commission Approval

**6. PROCUREMENT CONTACT.** Any questions or clarifications concerning this solicitation shall be submitted to the Procurement Contact noted below:

Procurement Contact:	Telephone:	Email:
William Garviso, CPP, CPPB	(305) 673-7490	WilliamGarviso@miamibeachfl.gov
Additionally, the City Clerk is to be copied on all communications via e-mail at: <a href="mailto:RafaelGranado@miamibeachfl.gov">RafaelGranado@miamibeachfl.gov</a> or via facsimile: 786-394-4188.		

The Bid title/number shall be referenced on all correspondence. All questions or requests for clarification must be received no later than ten (10) calendar days prior to the date proposals are due as scheduled in Section 0200-3. All responses to questions/clarifications will be sent to all prospective Proposers in the form of an addendum.

**7. PRE-PROPOSAL MEETING OR SITE VISIT(S).** A pre-proposal meeting or site visit(s) may be scheduled. Attendance for the pre-proposal meeting shall be via web conference and recommended as a source of information but is not mandatory. Proposers interested in participating in the Pre-Proposal Meeting must follow these steps:

**Join on your computer or mobile app**  
[Click here to join the meeting](#)  
**Or call in (audio only)**  
 +1 786-636-1480 United States, Miami  
 Phone Conference ID: 916 525 649#

Proposers who are participating should send an e-mail to the contact person listed in this RFP expressing their intent to participate.

**8. PRE-PROPOSAL INTERPRETATIONS.** Oral information or responses to questions received by prospective Proposers are not binding on the City and will be without legal effect, including any information received at pre-submittal meeting or site visit(s). The City by means of Addenda will issue interpretations or written addenda

# MIAMI BEACH

clarifications considered necessary by the City in response to questions. Only questions answered by written addenda will be binding and may supersede terms noted in this solicitation. Addendum will be released through *Periscope S2G*. Any prospective proposer who has received this RFP by any means other than through *Periscope S2G* must register immediately with *Periscope S2G* to assure it receives any addendum issued to this RFP. Failure to receive an addendum may result in disqualification of proposal. Written questions should be received no later than the date outlined in the **Anticipated RFP Timetable** section.

**9. CONE OF SILENCE.** This RFP is subject to, and all proposers are expected to be or become familiar with, the City's Cone of Silence Requirements, as codified in Section 2-486 of the City Code. Proposers shall be solely responsible for ensuring that all applicable provisions of the City's Cone of Silence are complied with, and shall be subject to any and all sanctions, as prescribed therein, including rendering their response voidable, in the event of such non-compliance. Communications regarding this solicitation are to be submitted in writing to the Procurement Contact named herein with a copy to the City Clerk at [rafaelgranado@miamibeachfl.gov](mailto:rafaelgranado@miamibeachfl.gov)

**10. ADDITIONAL INFORMATION OR CLARIFICATION.** After proposal submittal, the City reserves the right to require additional information from Proposers (or Proposer team members or sub-consultants) to determine: qualifications (including, but not limited to, litigation history, regulatory action, or additional references); and financial capability (including, but not limited to, annual reviewed/audited financial statements with the auditors notes for each of their last two complete fiscal years).

**11. PROPOSER'S RESPONSIBILITY.** Before submitting a response, each Proposer shall be solely responsible for making any and all investigations, evaluations, and examinations, as it deems necessary, to ascertain all conditions and requirements affecting the full performance of the contract. Ignorance of such conditions and requirements, and/or failure to make such evaluations, investigations, and examinations, will not relieve the Proposer from any obligation to comply with every detail and with all provisions and requirements of the contract, and will not be accepted as a basis for any subsequent claim whatsoever for any monetary consideration on the part of the Proposer.

**12. DETERMINATION OF AWARD.** The City Manager may appoint an evaluation committee to assist in the evaluation of proposals received. The evaluation committee is advisory only to the city manager. The city manager may consider the information provided by the evaluation committee process and/or may utilize other information deemed relevant. The City Manager's recommendation need not be consistent with the information provided by the evaluation committee process and takes into consideration Miami Beach City Code Section 2-369, including the following considerations:

- (1) The ability, capacity and skill of the Proposer to perform the contract.
- (2) Whether the Proposer can perform the contract within the time specified, without delay or interference.
- (3) The character, integrity, reputation, judgment, experience and efficiency of the Proposer.
- (4) The quality of performance of previous contracts.
- (5) The previous and existing compliance by the Proposer with laws and ordinances relating to the contract.

The City Manager may recommend to the City Commission the Proposer(s) s/he deems to be in the best interest of the City or may recommend rejection of all proposals. The City Commission shall consider the City Manager's recommendation and may approve such recommendation. The City Commission may also, at its option, reject the City Manager's recommendation and select another Proposal or Proposals which it deems to be in the best interest of the City, or it may also reject all Proposals.

**13. NEGOTIATIONS.** Following selection, the City reserves the right to enter into further negotiations with the selected Proposer. Notwithstanding the preceding, the City is in no way obligated to enter into a contract with the selected Proposer in the event the parties are unable to negotiate a contract. It is also understood and acknowledged by Proposers that no property, contract or legal rights of any kind shall be created at any time until and unless an Agreement has been agreed to; approved by the City; and executed by the parties.

# MIAMI BEACH

**14. E-VERIFY.** As a contractor you are obligated to comply with the provisions of Section 448.095, Fla. Stat., "Employment Eligibility." Therefore, you shall utilize the U.S. Department of Homeland Security's E-Verify system to verify the employment eligibility of all new employees hired by the Contractor during the term of the Contract and shall expressly require any subcontractors performing work or providing services pursuant to the Contract to likewise utilize the U.S. Department of Homeland Security's E-Verify system to verify the employment eligibility of all new employees hired by the subcontractor during the Contract term.

**15. PERISCOPE S2G (FORMALLY BIDSINC).** The Procurement Department utilizes Periscope S2G, Supplier-to-Government electronic bidding (e-Bid) platform. If you would like to be notified of available competitive solicitations released by the City you must register and complete your vendor qualifications through Periscope S2G, Supplier-to-Government [www.bidsync.com/Miami-Beach](http://www.bidsync.com/Miami-Beach). Registration is easy and will only take a few minutes. For detailed instructions on how to register, complete vendor qualifications and submit electronic bids visit <https://www.miamibeachfl.gov/city-hall/procurement/for-approval-how-to-become-a-vendor/>.

Should you have any questions regarding this system or registration, please visit the above link or contact Periscope S2G, Supplier-to-Government at [support@bidsync.com](mailto:support@bidsync.com) or 800.990.9339, option 1, option 1.

**16. HOW TO MANAGE OR CREATE A VENDOR PROFILE ON VENDOR SELF SERVICE (VSS).** In addition to registering with Periscope S2G, the City encourages vendors to register with our online Vendor Self-Service web page, allowing City vendors to easily update contacts, attachments (W-9), and commodity information. The Vendor Self-Service (VSS) webpage (<https://selfservice.miamibeachfl.gov/vss/Vendors/default.aspx>) will also provide you with purchase orders and payment information.

Should you have any questions and/or comments, do not hesitate to submit them to [vendorsupport@miamibeachfl.gov](mailto:vendorsupport@miamibeachfl.gov)

**17. SUPPLIER DIVERSITY.** In an effort to increase the number and diversity of supplier options in the procurement of goods and services, the City has established a registry of LGBT-owned businesses, as certified by the National LGBT Chamber of Commerce (NGLCC) and small and disadvantaged businesses, as certified by Miami-Dade County. See authorizing resolutions [here](#).

If your company is certified as an LGBT-owned business by NGLCC, or as a small or disadvantaged business by Miami-Dade County, click on the link below to be added to the City's supplier registry (Vendor Self-Service) and bid system (Periscope S2G, Supplier-to-Government). These are two different systems and it is important that you register for both.

Click to see acceptable certification and to register: <https://www.miamibeachfl.gov/city-hall/procurement/how-to-become-a-vendor/>.

**Balance of Page Intentionally Left Blank**

## SECTION 0200      GENERAL CONDITIONS

**TERMS & CONDITIONS –SERVICES.** By virtue of submitting a proposal in response to this solicitation, proposer agrees to be bound by and in compliance with the Terms and Conditions for Services (version dated April 13, 2020), incorporated herein, which may be found at the following link:

<https://www.miamibeachfl.gov/city-hall/procurement/standard-terms-and-conditions/>

**Balance of Page Intentionally Left Blank**

# MIAMI BEACH

## SECTION 0300      PROPOSAL SUBMITTAL INSTRUCTIONS AND FORMAT

**1. ELECTRONIC RESPONSES (ONLY).** Proposals must be submitted electronically through Periscope S2G (formerly BidSync) on or before the date and time indicated. Hard copy proposals or proposals received through email or facsimile are not acceptable and will be rejected.

A proposer may submit a modified proposal to replace all or any portion of a previously submitted proposal until the deadline for proposal submittals. The City will only consider the latest version of the bid.

Electronic proposal submissions may require the uploading of attachments. All documents should be attached as separate files in accordance with the instructions included in Section 4, below. Attachments containing embedded documents or proprietary file extensions are prohibited. It is the Bidder's responsibility to assure that its bid, including all attachments, is uploaded successfully.

Only proposal submittals received, and time stamped by Periscope S2G (formerly BidSync) prior to the proposal submittal deadline shall be accepted as timely submitted. Late bids cannot be submitted and will not be accepted. Bidders are cautioned to allow sufficient time for the submittal of bids and uploading of attachments. Any technical issues must be submitted to Periscope S2G (formerly BidSync) by contacting (800) 990-9339 (toll free) or [S2G@periscopeholdings.com](mailto:S2G@periscopeholdings.com). The City cannot assist with technical issues regarding submittals and will in no way be responsible for delays caused by any technical or other issue.

**It is the sole responsibility of each Bidder to ensure its proposal is successfully submitted in BidSync prior to the deadline for proposal submittals.**

**2. NON-RESPONSIVENESS.** Failure to submit the following requirements shall result in a determination of non-responsiveness. Non-responsive proposals will not be considered.

1. Bid Submittal Questionnaire
2. Cost Proposal (Tab 5)

**3. OMITTED OR ADDITIONAL INFORMATION.** Failure to complete and submit the Bid Submittal Questionnaire (submitted electronically) and the Cost Proposal with the bid and by the deadline for submittals shall render a proposal non-responsive. Non-Responsive proposals will not be considered. With the exception of the Bid Submittal Questionnaire (completed and submitted electronically) and the Cost Proposal, the City reserves the right to seek any omitted information/documentation or any additional information from Proposer or other source(s), including but not limited to: any firm or principal information, applicable licensure, resumes of relevant individuals, client information, financial information, or any information the City deems necessary to evaluate the capacity of the Proposer to perform in accordance with contract requirements. Failure to submit any omitted or additional information in accordance with the City's request shall result in proposal being deemed non-responsive.

**4. ELECTRONIC PROPOSAL FORMAT.** In order to maintain comparability, facilitate the review process and assist the Evaluation Committee in review of proposals, it is strongly recommended that proposals be organized and tabbed in accordance with the tabs, and sections as specified below. The electronic submittal should be tabbed as enumerated below and contain a table of contents with page references. The electronic proposal shall be submitted through the "Line Items" attachment tab in Periscope S2G.

<b>TAB 1</b>	<b>Cover Letter and Table of Contents</b>
<b>1.1 Cover Letter and Table of Contents.</b> The cover letter must indicate Proposer and Proposer Primary Contact for the purposes of this solicitation.	

<b>TAB 2</b>	<b>Experience &amp; Qualifications</b>
--------------	--

# MIAMI BEACH

**2.1 Qualifications of Proposing Firm.** Provide evidence that the proposed solution is an established, proven system that is designed specifically to meet the needs defined herein and has been used successfully by public sector agencies.

For each project that the Proposer submits as evidence of experience for the firm and/or any principal, the following is required: 1) project description, 2 application solution furnished & implemented, 3) agency name, 4) agency contact, 5) contact telephone & email. For each project, identify whether the experience is for the firm or for a principal (include name of principal).

**2.2 Qualifications of Proposer Team.** Provide an organizational chart of all personnel and consultants to be used for this project if awarded, the role that each team member will play in providing the services detailed herein, including but not limited to system development, installation, implementation, and support of the software product and each team members' qualifications. A resume of each individual, including education, experience, and any other pertinent information, shall be included for each team member to be assigned to this contract.

## **TAB 3 System Capabilities, Project Approach, and Technical Requirements Analysis**

**Submit a completed Appendix B, Technical Requirements Analysis.** Responses shall be in sufficient detail and include supporting documentation, as applicable, which will allow the Evaluation Committee to complete a fully review and score the proposed product.

In addition, submit detailed information on the proposed software product (3.1) and technical information (3.2):

### **3.1 Software Application Product**

- 3.1.1 Provide a detailed description of the system being proposed and its functionality.
- 3.1.2 Include information regarding enhancements or additional modules expected to be available within the next year, including a software refresh schedule.
- 3.1.3 What is your level of commitment to continuous system improvements (upgrades), expansion of system capabilities and providing client support?
- 3.1.4 Describe user interface capabilities, including remote and mobile access.

### **3.2 Technical Information of the Software Application**

- 3.2.1 Provide a complete description of any client-side technical specifications and/or hosting requirements for the platform proposed.
  - 3.2.1.1 If a non-hosted solution, provide detailed infrastructure requirements and architectural design.
- 3.2.2 Indicate, in detail, the level of integration of your product with existing systems and applications.
- 3.2.3 Identify any third-party software required to provide the functionality required by the City.
- 3.2.4 Describe user rights and administrative controls.

## **TAB 4 Approach and Methodology**

Submit detailed information addressing how the proposed solution will achieve each portion of the scope of services and technical requirements outlined in Appendix A, Scope of Work and Specifications, including but not limited to project planning and implementation (4.1), training (4.2), and maintenance/support information (4.3):

### **4.1 Project Planning and Implementation Information**

- 4.1.1 Provide a complete sample project plan for this project. Include your firm's approach to project management, implementation, migration, and training issues. Describe the implementation strategy that would be employed to successfully complete the project as well as meet the requirements of the City within the required timeline.

# MIAMI BEACH

4.1.2 Include a sample project schedule based on the above project plan. Indicate the significant “milestones” in a project of this nature and magnitude.

## 4.2 Training Information

4.2.1 Describe the training program approach for the City. Include Administrator, Power User, and Full User roles, including in-house training (“Live”);.

4.2.2 Describe all training manuals and formats available. Describe other methods or training available to City users.

## 4.3 Maintenance/Support/Warranty Information

4.3.1 Describe the levels and types of ongoing system support and maintenance provided by your firm. Specify the current version of your system, next major upgrade, how often the system is upgraded, and how the upgrades are accomplished.

4.3.2 Indicate how support would be provided to our location (hotline telephone support, email, on-site, helpdesk, etc.). Describe the support escalation process should initial methods of support not adequately address the issue(s).

4.3.3 Describe software and services warranty coverage. Provide any available Service Level Agreement(s) (“SLA”) for the City’s consideration.

## TAB 5

### Cost Proposal

Pricing: Provide complete, detailed pricing on all aspects of the project. Prices should be provided on the following, at a minimum:

**5.1 License(s)** – Indicate whether licensing is based on site licenses, concurrent users, or named users or combinations thereof. Provide relevant firm pricing. If applicable, indicate the next level of pricing if the number of users is increased.

**5.2 Support/Maintenance** – Indicate support/maintenance costs for the initial term of the contract and also for the renewal years. Define whether these costs are fixed or based on a percentage of licensing costs. Indicate which services are included and which are optional. Indicate when support/maintenance costs are due in relation to “go-live” and when they become effective.

**5.3 Costs per Project Phases** – Provide a lump sum price for integration, data conversion, and implementation. Provide details of anticipated effort and time required.

**5.3.1 Other Additional/Optional Services Costs**– Provide an hourly/daily rate, as well as an estimate of the amount of time required to provide each of the following services, if applicable:

- Customization of system;
- Additional training sessions, if required;
- Report Customization; and
- Any other potential costs not included in the above.

# MIAMI BEACH

**1. EVALUATION OF PROPOSALS.** All responsive proposals will be evaluated in accordance with this section. If more than one proposal is received, the City Manager may appoint an Evaluation Committee to consider and provide feedback on the qualitative factors of each proposal. In the event that only one responsive proposal is received, the City Manager, after determination that the sole responsive proposal materially meets the requirements of the RFP, may, without an evaluation committee, recommend to the City Commission that the Administration enter into negotiations. In the evaluation of proposals, Proposers may be requested to make additional written submissions of a clarifying nature or oral presentations to the Evaluation Committee. Failure to provide the requested information within the time prescribed may result in the disqualification of proposal.

**2. QUALITATIVE FACTORS.** The Evaluation Committee shall act solely in an advisory capacity to the City Manager. The results of the Evaluation Committee process do not constitute an award recommendation. The City Manager may utilize, but is not bound by, the results of the Evaluation Committee process, as well as consider any feedback or information provided by staff, consultants or any other third-party in developing an award recommendation in accordance with Sub-section 3 below. In its review of proposals received, the Evaluation Committee may review and score all proposals, with or without conducting interview sessions, in accordance with the following criteria:

Qualitative Criteria	Maximum Points
Experience and Qualifications	30
System Capabilities & Requirements Matrix	45
Approach and Methodology	10
Cost	15
<b>TOTAL AVAILABLE POINTS</b>	<b>100</b>

**3. QUANTITATIVE CRITERIA.** To the results of the Evaluation Committee review and scoring of proposals as stipulated above, staff may award an extra five points to the any proposer to which the veteran's preference is applicable. See Section 0200 link.

Quantitative Criteria	Maximum Points
Veterans Preference	5
<b>TOTAL AVAILABLE POINTS</b>	<b>5</b>

**4. COST.** In considering cost, or any other factor, quantitative factors, the City Manager may consider any feedback or information provided by staff, consultants or any other third-party in developing an award recommendation in accordance with Sub-section 5 below.

**5. DETERMINATION OF AWARD.** The City Manager shall consider qualitative and quantitative factors, in accordance with Sub-section 2 and 3 above, to recommend the proposer(s) he deems to be in the best interest of the City, or may recommend rejection of all proposals. The City Manager's recommendation need not be consistent with the scoring results of the Evaluation Committee process, if applicable, and shall take into consideration Miami Beach City Code Section 2-369, including the following considerations:

- (1) The ability, capacity and skill of the Proposer to perform the contract.
- (2) Whether the Proposer can perform the contract within the time specified, without delay or interference.
- (3) The character, integrity, reputation, judgment, experience and efficiency of the Proposer.
- (4) The quality of performance of previous contracts.
- (5) The previous and existing compliance by the Proposer with laws and ordinances relating to the contract.

The City Commission shall consider the City Manager's recommendation and may approve such recommendation. The City Commission may also, at its option, reject the City Manager's recommendation and select another Proposer(s) which it deems to be in the best interest of the City, or it may also reject all Proposals.

## MIAMI BEACH

**6. NEGOTIATIONS.** Following selection, the City reserves the right to enter into further negotiations with the selected Proposer(s). Notwithstanding the preceding, the City is in no way obligated to enter into a contract with the selected Proposer in the event the parties are unable to negotiate a contract. It is also understood and acknowledged by Proposers that no property, contract or legal rights of any kind shall be created at any time until and unless an Agreement has been agreed to; approved by the City; and executed by the parties.

**Balance of Page Intentionally Left Blank**

# APPENDIX A

# MIAMI BEACH

---

## Business Requirements Document (BRD)

---

### RFP 2022-056-WG Electronic Agenda Management System

PROCUREMENT DEPARTMENT  
1755 Meridian Avenue, 3<sup>rd</sup> Floor  
Miami Beach, Florida 33139

---

# MIAMIBEACH

PROJECT MANAGEMENT OFFICE

---

eAgenda Solution  
Business Requirements Document (BRD)  
Rafael Granado

---

February 22, 2022

**DOCUMENT VERSION**

Version	Date	Author	Change Reference
V1.0	02 Feb	Chris DiGilio/Karen Madrid	Update template with initial preliminary information.
V1.0	02 Feb	Andrea Lowry/Chris DiGilio	Prep for first BRD Meeting
V1.0	03 Feb	Rafael Granado/Lilia Cardillo/William Garviso/John Sandbrook/Andrea Lowry/Chris DiGilio/Karen Madrid	First business analysis requirements analysis discussion with the business.
V2.0	03 Feb	Andrea Lowry	Add requirements captured from the first BRD discovery session to BRD, update, and distribute to Rafael Granado for review
V3.0	04 Feb	Rafael Granado/Lilia Cardillo	City Clerk's office to review first draft and provide any updates and/or modifications.
V4.0	04 Feb	Andrea Lowry/Chris Digilio/Seychelles Martinez	Updates to technical integrations section.
V5.0	22 Feb	Andrea Lowry	Additional scope request for resident engagement tool.

## Contents

Document Version .....	2
1 Document Overview .....	4
1.1 Purpose .....	4
1.2 Intended Audience .....	4
1.3 Goals and Objectives .....	4
2 Interviewees .....	5
2.1 Business Interviewees .....	5
2.2 Technical Team .....	5
3 Questionnaire .....	6
3.1 Business Overview .....	7
3.2 Business Process .....	10
4 System Requirements .....	16
4.1 Functional Requirements .....	16
4.2 Applications Requirements .....	17
4.3 Network/Infrastructure Requirements .....	19
4.4 Data Requirements .....	19
4.5 User Interface Requirements .....	21
4.6 Security Requirements .....	21
4.7 Non-Functional Requirements .....	22
5 Business Requirements Approvals .....	25

## 1 DOCUMENT OVERVIEW

### 1.1 Purpose

This document is to be used by the Project Management Office (PMO) to assist in the interviewing of business owners and stakeholders for information on their new business initiative request.

### 1.2 Intended Audience

The audience of this document is the Business Owner and/or Stakeholders for the new Business Initiative Request and the Preliminary Technical Discovery. Each interview will occur with a lead interviewer consisting of at least one Business Analyst from the IT project management office and the business owner from the department submitting the new project request.

### 1.3 Goals and Objectives

The City of Miami Beach City Clerk's Office, is looking for a web solution that automates the compilation and distribution of meeting information, including agenda packets, minutes, and meeting actions.

## 2 INTERVIEWEES

### 2.1 Business Interviewees

Business Interviewees			
Name:	Title:	Department/Division:	Email:
Lilia Cardillo	City Clerk – Agenda Coordinator	City Clerk	liliacardillo@miamibeachfl.gov
Rafael Granado	City Clerk	City Clerk	rafaelGranado@miamibeachfl.gov

### 2.2 Technical Team

Name:	Title:
Adriel Zaldua	Manager Technical Operations
John Sandbrook	Chief Information Security Officer
Ozzy Macias	Sr. Manager Enterprise Systems
Seychelles Martinez	Software Development Manager
Tony Montes de Oca	Data Architect

### 3 QUESTIONNAIRE

PMO Team	
<b>Requirements Analysis Date:</b>	02 Feb 2022
<b>Business Analyst:</b>	Chris DiGilio
<b>Project Manager:</b>	Karen Madrid
<b>PMO Division Director:</b>	Andrea Lowry

Executive Sponsor <i>(Who is responsible for providing the funding authority for this new initiative?)</i>			
Name:	Title:	Department/Division:	Email:
Rafael Granado	City Clerk	City Clerk	RafaelGranado@miamibeachfl.gov

Business Owner <i>(Who is responsible to lead and sign-off on this new initiative?)</i>			
Name:	Title:	Department/Division:	Email:
Rafael Granado	City Clerk	City Clerk	rafaelGranado@miamibeachfl.gov

Stakeholders <i>(Persons or Departments impacted by this initiative, positively or negatively?)</i>			
Name:	Title:	Department/Division:	Email:
Rafael Granado	City Clerk	City Clerk	rafaelGranado@miamibeachfl.gov
Lilia Cardillo	City Clerk – Agenda Coordinator	City Clerk	liliacardillo@miamibeachfl.gov
All Departments			

SME's <i>(Subject Matter Expert)</i>			
Name:	Title:	Department/Division:	Email:
Lilia Cardillo	City Clerk – Agenda Coordinator	City Clerk	liliacardillo@miamibeachfl.gov

## 4 BUSINESS REQUIREMENTS

### 4.1 Business Overview

Business Overview	
1. What is the goal/objective of this initiative?	<ul style="list-style-type: none"> <li>The City of Miami Beach City Clerk's Office, is looking for a web solution that automates the compilation and distribution of meeting information, including agenda packets, minutes, and meeting actions.</li> </ul>
2. What is the issue/problem we are trying to solve with this new initiative? List obstacles that are roadblocks to your current process or technology.	<ul style="list-style-type: none"> <li>Replace current NOVUS system and migrate existing data in Novus to new potential solution</li> <li>Biggest current issue is the system cannot handle multiple users hitting it at the same time and as a result crashes, both on the end user side, as well as for those internal creators adding new agenda items at any given time.</li> <li>PDF files take a long time to open via the website</li> <li>System not always accessible via the iframe located on our City of Miami Beach Website</li> <li>Large agendas get posted, citizens have a hard time being able to open and view</li> <li>The current system does not allow you to transfer one agenda item from one board to another. Currently you must re-create the item if it gets transferred to another committee board.</li> </ul>
3. What results would deem this project as successful?	<ul style="list-style-type: none"> <li>Data from the current Novus system must be migrated to the new solution.</li> <li>Multiple users should have the ability to hit the system without it crashing.</li> <li>End users need the ability to create new agenda items as they do today and submit through an approval workflow</li> <li>Security access control, which provides various levels of access from creators, approvers, super users, etc.</li> <li>Novus is currently cloud hosted and new solution should also be cloud hosted</li> <li>Standardize the same look and feel for each agenda.</li> <li>The agenda items should be transferable from one board to another, so that it does not need to be recreated for that committee board (which is a current issue with the existing system).</li> <li>New solution should have the ability for the business to create workflows for approvals as needed (Committee workflow, Commission workflow, Mayor's workflow, City Attorneys workflow, Land Use, etc.).</li> <li>Each board has its own workflow, each department within each board has its own workflow.</li> <li>Current Workflow Overview: <ul style="list-style-type: none"> <li><b>Committees Workflow &amp; Commission Workflow</b> Creator → Approver (Department Director) → Budget (if needs budget approval) → ACM (if an ACM is applicable) → City Manager (goes straight to City Manager if ACM does not apply). This workflow is customizable.</li> <li><b>Mayors Workflow</b> Creator → City Clerk</li> </ul> </li> </ul>

### Attorney Workflow

Creator → Approver (this may or may not be the City Attorney) → City Clerk

- Ability to upload agenda items and/or type the agenda items in the system.
- Ability to upload documents.
- Print to PDF (printed version for proper formatting and viewing)
- Solution should provide an HTML Rendition and a PDF rendition
- Video indexing service with a 24-hour to 48-hour turn-around time – Indexing service that provides end users with links to specific agenda items and start/stop time markers on the video.
- Business requires this service to be provided to the city and not the limitation of staff to perform the indexing themselves. Service should include the vendor performing and hosting the final product of the indexed video.
- Agendas will be made available to the public for citizens to view.
- The Budget department may have the need to include documents that would be identified as internal viewing only (not available to the public).
- Solution should have the ability for high volume capacity and storage of files.
- Stats below represent a snapshot of approximate file size for files currently retained.

Meeting Date	PDF File size	Number of pages
January 13	208,431 KB	1954
February 10	101,778 KB	1252
March 17	353,729 KB	2284
April 21	353,115 KB	2709
May 12	87,993 KB	859
June 23	197,470 KB	1884
July 28	249,834 KB	2012
September 17	189,561 KB	1657
October 13	110,549 KB	1095
December 8	163,725 KB	1357

- Retention is lifetime for Agendas and minutes
- Integrations:
  - Residents Right to Know pulls information daily from Novus on Agendas related to applicable areas (such as City Wide (All), South Beach, Mid Beach, and North Beach). Residents that sign-up, receive electronic notifications based on criteria selected.
  - MB Resident Connect pulls information daily based on keywords (such as bicycle, kayak, etc.). Residents that sign-up, receive electronic notifications based on keyword criteria provided.
  - Potentially the ability to push to Laserfiche for long-term storage archival
- Ability to have an OCR rendition created for documents uploaded (preferred)

#### 4. What is the impact of this initiative?

- a. **What is the impact on your department and your internal users?** Impacts City Clerk Department and is critical to our line of business.
- b. **What is the impact on other departments and their internal users?** Citywide (All departments impacted). All Departments need the ability to create an item, Budget approves (or rejects), and it moves through the workflow.
- c. **What is the impact on Citizens?** Citizens require easy and efficient access to view agendas

5. Where do you stand compared to your governmental counterparts for this initiative? Have you had the opportunity to see how others in your vertical are doing this? <i>(If not, consider as an action item.)</i>
City of Miami – Granicus Miami Lakes - Escribe (Small company from Canada)
6. Have you performed an analysis of your current business process (Yes/No)? Are there potential improvements to your current process that can be made?
N/A
7. Have you done research to determine the estimated costs and budget needs (Yes/No)? If yes, what are the estimated costs?
Yes, we anticipate costs to be greater than what our costs are today.
8. Is there money allocated for this project (Yes/No)?
Currently budgeted with Novus for \$35K+.

#### 4.2 Business Process

**Business Process**

1. What is your **CURRENT** process?

**Citizens View**

- Currently, agenda can be viewed from the City of Miami Beach Website by navigating from the home page to City Clerk → Agendas. A quick link is provided from the CMB Website Home Page.
- Item gets created from the department, move through a workflow, and get approved (as applicable).
- Agendas can be viewed by anyone in the public.

## AGENDAS

HOME > CITY HALL > CITY CLERK > AGENDAS

Click [HERE](#) to view in a new tab or on mobile devices.

**Meeting Search**

Meetings Within: 6 Month Span From: 11/2/2021 To: 5/2/2022

Meeting Type: ▼

Category: ▼

Containing Text:   Search Clear ?

Meetings	Items				
Meeting Date	Meeting Type	Meeting Location	Online Agenda	Download Agenda	Legal Minutes
03/01/22	Design Review Board	Virtual Meeting/ City Commission Chamber...	📄	📄	
02/09/22	Commission Meeting	City Hall, Commission Chambers, 3rd Floo...	📄	📄	
02/08/22	Historic Preservation Board	Virtual Meeting/ City Commission Chamber...	📄	📄	
02/01/22	Design Review Board	Virtual Meeting/ City Commission Chamber...	📄	📄	
01/25/22	Planning Board	Virtual Meeting/ City Commission	📄	📄	

**Create New Agenda Item**

- Departments have specified staff that have access to submit new agenda items (security role based)
- End User Selections Option to Create New Item:
  - Selects Department from Drop Down List
  - Selects Agenda Type from Drop Down List
    - Commission Meeting
    - Board of Adjustment
    - Design Review Board
    - Historic Preservation Board
    - Planning Board
    - Sustainability Resiliency Committee
    - Finance and Economic Resiliency Committee
    - Land Use and Sustainability Committee
    - Neighborhood and Quality of Life Committee
  - Selects Agenda Category

- Presentations and Awards
- Competitive Bid Reports – C2
- Committee Assignments – C4
- Commission Committee Reports – C6
- Resolutions – C7
- Competitive Bid Reports – R2
- Ordinances – R5
- Resolutions – R7
- New Business and Commission Requests – R9
- City Attorney Reports – R10
- Reports and Informational Items
- Initial Items
- Redevelopment Agency – RDA
- Notices
- Agenda Video (Clerk Use Only)
- Consent Agenda
- Regular Agenda
- NBCR

The screenshot shows the 'NovusAGENDA' web application interface. On the left is a navigation menu with options: Home, Items, New Item, Meetings, Minutes, Reports, Change Password, Boards, and Board Members. The main content area is titled 'Create New Item' and contains the following fields:

- Department:** A dropdown menu currently showing 'City Clerk'.
- Agenda Type:** A dropdown menu currently showing 'Commission Meeting'.
- Agenda Category:** A dropdown menu that is open, displaying a scrollable list of categories:
  - Presentations and Awards
  - Competitive Bid Reports - C2
  - Committee Assignments - C4
  - Commission Committee Reports - C6
  - Resolutions - C7
  - Competitive Bid Reports - R2
  - Ordinances - R5
  - Resolutions - R7
  - New Business and Commission Requests - R9
  - City Attorney Reports - R10
  - Reports and Informational Items
  - Initial Items
  - Redevelopment Agency - RDA
  - Notices
  - Agenda Video (Clerk Use Only)
  - Consent Agenda
  - Regular Agenda
  - NBCR

- Creator populates all agenda item information including but not limited to Applicable Area (North Beach, Middle Beach, South Beach, Citywide, Not Applicable), Responsible Department, From, Description, Background/History, Analysis, etc. New solution should have the ability to duplicate this form and the required and optional fields.

The screenshot shows the Novus Agenda web application interface. The main content area displays a form for creating a new item. The form includes the following fields and sections:

- Title:** A text input field containing "202008".
- Agenda Type:** A dropdown menu set to "Commission Meeting".
- Agenda Category:** A dropdown menu set to "Resolutions - C7".
- Agenda Date:** A date field set to "Not Set/Not Ytd".
- Scheduled Meeting:** A date field set to "Not Set/Not Ytd".
- New Details:** A section with a "Full title as it would appear on the agenda" field containing "Nominated for reappointment (At-Large Category) by Commissioners Fernandez, Meiner, Rosen Gonzalez, and Santuelli and Vice-Mayor Richardson Updated application." Below this is a "Responsible Department (REQUIRED)" field.
- Other fields:** "Applicable Area" (dropdown), "Does this item utilize G.O. Bond Funds?" (radio buttons for Yes/No), and a checkbox for "Is this a 'Residents Right to Know' item, pursuant to City Code Section 2.147?".

The form is displayed in a browser window with a sidebar menu on the left containing options like Home, Create New Item, Items, Agenda Type, Agenda Category, Meetings, Minutes, Resolutions, Change Password, Events, and Board Members. The browser address bar shows "https://miami-beach.novusagenda.com/Agenda/Item/FlowItem.aspx".

- Creator Saves upon completion
- Item moves through workflow based on workflow specifications
- Item is either approved or rejected
- Email notification sent for all actions that need to be taken on an item, and the ability for a comment to be added.
- Current process has the capabilities to handle addendums and supplementals – If a book is printed and needs to be supplemented later and have things added to it, we need the ability to edit the original and add the addendums and supplements.

- **Technical Integrations:**

- **MB Residents Connect/Residents Right to Know**

- The City of Miami Beach IT Department has implemented an integration with the current electronic agenda to deliver the following functionality:
  - MB Resident Connect - Electronic notifications to alert users of topics of interest when they sign up when keywords or phrases are published on a public meeting agenda.

MIAMI BEACH HOME FEEDBACK ACC

Create

Keyword/Phrase

Agendas

- Select All
- City Commission Meetings
- Finance & Citywide Projects Committee
- Land Use & Development Committee
- Neighborhood/Community Affairs Committee
- Sustainability & Resiliency Committee
- Planning Board
- Design Review Board
- Historic Preservation Board
- Board of Adjustments

CREATE BACK TO LIST

- Residents Right to Know - Electronic notifications to allow users to receive targeted notices for matters that impact residents' quality of life. This initiative was implemented to support the Residents Right To Know ordinance within MB Residents Connect.

MIAMI BEACH HOME FEEDBACK ACC

Edit

Enroll As  An Individual  A Neighborhood Association

Full Name

Neighborhoods

- Select All
- North Beach
- Middle Beach
- South Beach

SAVE BACK

- Form includes an option to select Yes/No for “Is this a “Residents Right to Know” Item, pursuant to City Code Section 2.14?”
- Link to Residents Right to Know (screenshot also provided below):  
<https://apps.miamibeachfl.gov/residentconnect>
- New solution **must provide an API** to allow CMB to pull data from the Agenda based on criteria such as:
  - Search Agenda By:
    - Keywords
    - Applicable areas
    - Meeting types
  - New solution to advise CMB if out of the box functionality exists to replace API process identified.
    - New solution should also provide the ability to run a report that identifies how many users are signed-up for Residents Right to Know and MB Residents Connect.

The screenshot shows the 'New AGENDA' form in a web browser. The form is titled 'Create New Item' and has a sidebar with navigation options like 'Home', 'New Item', 'Meetings', 'Reports', 'Change Password', 'Settings', and 'Help & Feedback'. The main form area contains the following fields and options:

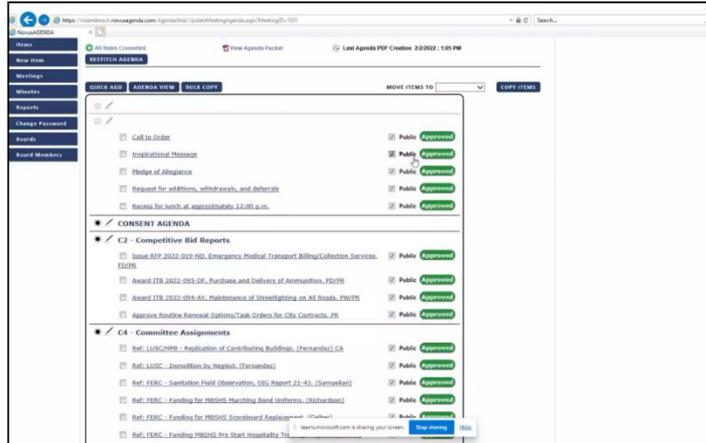
- Title:** A text input field containing '000000'.
- Agenda Type:** A dropdown menu with 'Commission Meeting' selected.
- Agenda Category:** A dropdown menu with 'Resolutions - CF' selected.
- Create Date:** A date input field with 'Not Saved Yet'.
- Schedule Meeting:** A checkbox labeled 'Not Saved Yet'.
- Item has a Consent:** A checked checkbox.
- \*Applicable Area:** A dropdown menu with 'South Beach' selected. Below it, a list of areas is shown: 'South Beach', 'Middle Beach', 'South Beach', 'Citywide', and 'Not Applicable'. A red box highlights a checkbox labeled 'Is this a "Residents Right to Know" Item, pursuant to City Code Section 2.14?' with 'Yes' and 'No' options.
- \*Responsible Department (REQUIRED):** A text input field.

#### Laserfiche

- The ability to archive documents into our CMB Content Management System, Laserfiche for long-term archival.
- The ability to index documents moved into our CMB Content Management System, Laserfiche for search capability.

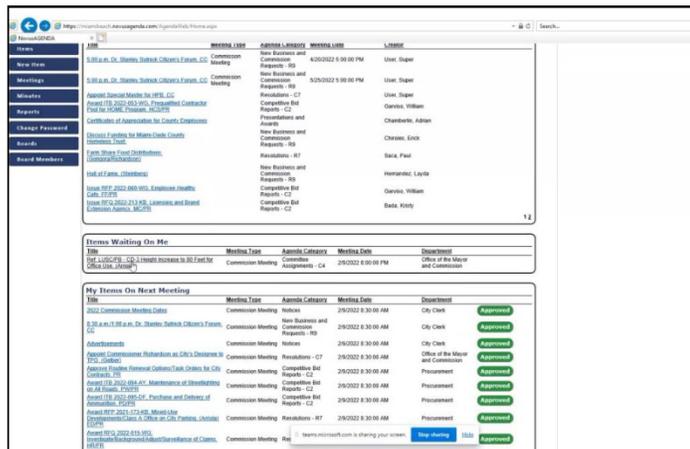
**City Clerk Super User View (access restricted to specific staff)**

- Ability to view all items submitted and where they are in the workflow process.
- Ability to customize workflow process for commission, boards, and committees, etc.



**Department Summary View**

- Departments have the ability to view items they have submitted, items waiting on them, etc.
- Departments do not have the right to view items submitted by other people that do not fall under their purview



2. How do you envision the <b>FUTURE</b> process?
<ul style="list-style-type: none"> <li>○ The process should follow a similar flow to our current process today.</li> <li>○ The future process must include the distribution of email notification when they need to perform an action related to an item.</li> <li>○ This should apply for items both approved and rejected. As part of the approval/rejection process, an area exists to add comments if applicable.</li> </ul>

## 5 SYSTEM REQUIREMENTS

### 5.1 Functional Requirements

Functional Requirements	
1. In Scope	
	<ul style="list-style-type: none"> <li>• All current functionality from Novus and integrations</li> <li>• Paperless agenda review and collaboration</li> <li>• Customizable approval workflows</li> <li>• Agenda Preparation allows for future redesigns of workflow</li> <li>• Access via web</li> <li>• Configurable agenda templates</li> <li>• Publish agenda to HTML (HTML 5 for mobile viewing recommended) and PDF Rendition</li> <li>• Mobile responsive</li> <li>• High-quality video streaming for archived videos (this then needs video indexing applied)</li> <li>• Video indexing performed by the proposer</li> <li>• Document tracking/history beginning to end in real-time</li> <li>• Minute's creation - They must be able to upload meeting minutes in word and/or PDF.</li> <li>• Vote Tracking - Real time you can capture who made the motion (not a requirement but preferred).</li> <li>• Ability to create a PDF of the agenda with backup materials</li> <li>• New Solution must provide an API to allow CMB to pull data from the agenda based on criteria such as keywords, applicable areas, meeting type, etc.</li> <li>• New solution to advise CMB if out of the box functionality exists to replace API process identified.</li> <li>• Unlimited Boards - Do not want a limitation on the number of agenda packages. Should be an unlimited subscription.</li> <li>• Ability to conduct multiple meetings simultaneously - Handle large load of people hitting the system</li> <li>• Supports storing of multiple file formats: Including Word, PDF, Excel, GIS, AutoCAD et al</li> <li>• E-mail notifications to staff beginning to end of the process. Including Inter-department approvers, returned for edit/correction, and final approval. Currently there is a limit on the size of the file that you can upload.</li> <li>• Vendor specs will include a request to know the maximum file size for specified software solution</li> <li>• OCR conversion capabilities if possible for the PDF and word documents.</li> <li>• Searchable, secure archives.</li> <li>• Capabilities to handle addendums and supplementals - If a book is printed and needs to be supplemented later and have things added to it, we need the ability to edit the original and add the addendums and supplements.</li> </ul>

2. Out of Scope	<ul style="list-style-type: none"> <li>• E-comment feature is preferred (allows the public to comment on agenda items and it comes out in a nice user-friendly format).</li> <li>• Online Resident Engagement tool             <ul style="list-style-type: none"> <li>○ Allows residents the opportunity to provide comments directly to the City Commission through the online meeting agenda.</li> <li>○ The engagement tool must be integrated with the new agenda system, allowing residents to review agenda item details, indicate their position on topics (For example Support/Neutral/ Oppose), and leave written feedback from the convenience of their own home.</li> <li>○ The Support/Neutral/Oppose buttons should allow residents to succinctly express their positions on agenda items, and allow in-depth graphical reports to be viewed by the Mayor, Commissioners, and the Administration prior to a meeting, helping them better understand and consider the view of the residents.</li> <li>○ Resident engagement is very important to Miami Beach, and the engagement tool will complement the existing MB Residents Connect and the Residents' Right to Know applications, by allowing residents the opportunity to express easily their support/opposition and comment on items on the agenda.</li> </ul> </li> </ul>
	<ul style="list-style-type: none"> <li>• Features not defined in-scope and/or within the specifications of this document, would be considered out of scope.</li> </ul>

**5.2 Applications Requirements**

Applications Requirements	
1. What System Rules should the new software follow?	<ul style="list-style-type: none"> <li>• System should have the option for specified staff to create customized workflows as applicable to commission, boards and committees, departments, etc.</li> <li>• System should have a Resident Engagement Tool as identified within Section 5.1, In-Scope.</li> </ul>
2. What Administrative features/functions need to exist? What user access will be needed?	<ul style="list-style-type: none"> <li>• Administrator and User Roles must be defined and configured</li> <li>• <b>Authentication:</b> <ul style="list-style-type: none"> <li>○ Application must use Active Directory for authentication</li> </ul> </li> <li>• <b>Authorization:</b> <ul style="list-style-type: none"> <li>○ <b>Administrator:</b></li> <li>○ <b>User:</b> Add, Update and Delete functionality</li> <li>○ <b>User:</b> Read Only privileges</li> </ul> </li> <li>• <b>Secure Log-in</b></li> </ul>

- Available allowing login for the department and inter-department access by those given these rights.

3. Should the system be configured with any specific authorization levels?

- Yes, Administrator and User Roles must be defined and configured

4. Do you currently have an authorization flow that you follow?

- Yes, access is controlled for workflow approval processes, super users, creators, approvers, etc.

5. How will this need to be accessible?

- a. Should this be accessible from the outside (Y/N)? Yes, Agendas must be accessible to the public.
- b. Should this be accessible from a mobile device or tablet (Y/N)? Yes, Agendas must be accessible from a mobile device.
- c. Should this be accessible from disconnected or off-line device (Y/N)? No.
- d. Other?

**Reporting Needs**

- Customized reports
  - Vendor to provide an estimate for:
    - Clerk Reports and Department Reports
    - Duplicating current customized reports (shown below).
    - Additional information from the business will need to be provided to the vendor on the data fields used to create the reports.
    - Reports on data generated from the resident engagement tool.
    - The ability for CMB defined staff to create their own customized reports
    - Training on how to create customized reports (if applicable)

The screenshot shows the 'Novus AGENDA' web application interface. On the left is a navigation menu with options: Home, Items, New Item, Meetings, Minutes, Reports, Change Password, Boards, and Board Members. The main content area is titled 'Reports' and lists several report types: Clerk Reports, Agenda Item List, Department Membership, Agenda Items, Item Creation, Item Details, Items by Department, Items Per Meeting, Executive Items, Users Groups, Voting by Item Meeting Date Range, and Voting History. Below this, there is a section for 'Department Reports' which includes: Department Membership, S.C. Board Events, Item Creation, Item Details, Right to Know, and Strategic Connection Report.

- New solution should also provide the ability to run an annual report that identifies how many users are signed-up for Residents Right to Know and MB Residents Connect.

DocuSign Envelope ID: F09848E-E316-4C78-9772-0E4841D1A584

**A. Number of individuals and neighborhood associations registered under the Ordinance**

Number Registered under the Ordinance	# Registered
Individuals	448
Neighborhood Associations	11
<b>Total Registered under the Ordinance</b>	<b>459</b>

**B. Emails sent to / clicked by individuals and neighborhood associations registered under the Ordinance**

Emails Sent / Clicked to Registered under the Ordinance	# Sent	# Clicked
Individuals	16,729	4,186
Neighborhood Associations	571	146
<b>Total Emails Sent / Clicked to Registered under the Ordinance</b>	<b>17,300</b>	<b>4,332</b>

**C. Number of agenda items or land use board applications for which Residents' Right to Know targeted electronic notices were issued**

Residents Right to Know Issued Targeted Notices	# Issued
Commission Meeting	636
Board of Adjustment	23
Design Review Board	132
Historic Preservation Board	101
Planning Board	109
Finance and Economic Resiliency Committee	95
Land Use and Sustainability Committee	110
Neighborhood and Quality of Life Committee	114
<b>Total Residents Right to Know Issued Targeted Notices</b>	<b>1,320</b>

Training Needs	
1. What are your Training needs?	
	<ul style="list-style-type: none"> <li>• Vendor is asked to describe initial end-user training options available and applicable costs.</li> <li>• The City requires the vendor to offer at least one initial session of end-user training to be held at cut-over of the application for all users.</li> <li>• Training for at least 40 attendees.</li> <li>• Training can be web-based (remote) verse on-site</li> </ul>

**5.3 Network/Infrastructure Requirements**

Network/Infrastructure Requirements
<ul style="list-style-type: none"> <li>• COTS or inhouse development must be accessible in both Edge, Chrome, and Safari browsers.</li> <li>• New solution must be accessible via the web</li> <li>• IE – Internet Explorer is no longer supported by the CMB</li> <li>• Application must use Active Directory for authentication</li> </ul>

**5.4 Data Requirements**

Data Requirements
<b>Data Logging &amp; Alerting Requirements</b> <i>(DLP / Audit Logging)</i>
1. Do you require any sort of logging and/or auditing with this new initiative? Yes.

Agenda Items needs to be logged, indicating who and when an agenda item was created, or when an agenda item has been modified, deleted, edited, changed, or viewed.		
<b>Data Migration</b>		
2. Does this require a data migration from an existing system to a new system?		
Yes, Data Migration / Migrate the NOVUS Agenda to the new platform		
<b>Data Integration</b>		
3. Does this require an integration with an existing system to extract, replicate, copy, migrate or validate data? <b>Highlight all that apply and Explain.</b>		
Munis	Energov	Eden
Laserfiche	City Website	SharePoint
IVR	Kronos	GIS
<b>Residents Right to Know/MB Residents Connect (Details Provided under Current Business Process Section and Reporting).</b>		
<b>Other/Explain:</b>		
<ul style="list-style-type: none"> <li>• The application must connect to the database over TLS 1.2 or higher             <ul style="list-style-type: none"> <li>○ Has this been confirmed with the Data Team is over TLS 1.2 or Higher Y or N:</li> </ul> </li> <li>• The database must use full database encryption to protect data at rest             <ul style="list-style-type: none"> <li>○ The encryption key should be changed every 2 years                 <ul style="list-style-type: none"> <li>▪ This is a Data Team operational process</li> </ul> </li> </ul> </li> <li>• If this application is for internal user use only:             <ul style="list-style-type: none"> <li>○ Application should use Active Directory for authentication</li> <li>○ Application must be accessed by SSO (single sign on)</li> <li>○ Internal AD authentication meets minimum requirement</li> <li>○ Azure AD authentication if available is best</li> </ul> </li> <li>• Do we need to create groups or profiles for authorization control Y or N:             <ul style="list-style-type: none"> <li>○ AD security groups must be mapped to roles within the application.</li> </ul> </li> <li>• If this application will be accessible to external users Y or N:             <ul style="list-style-type: none"> <li>○ If yes:                 <ul style="list-style-type: none"> <li>▪ Create a process for creation and maintenance of user ID's and passwords for authentication</li> <li>▪ We need to limit access to only a single user at a time.</li> </ul> </li> </ul> </li> <li>• All service accounts must be set to non-interactive logins</li> <li>• DBAs only should have non-frontend access to data and needs to be logged when exercise</li> <li>• Elevated users such as Domain Admins should have full access at the OS level but not the database level.</li> </ul>		
<b>System Integrations</b>		

MB Resident Connect, Resident’s Right to Know, Laserfiche  
\*See current business process for additional information.

**5.5 User Interface Requirements**

User Interface Requirements	
System Access and User Interface Requirements	
1. Who in the City needs access to the new system?	<ul style="list-style-type: none"> <li>All departments have identified users that will need access to the system.</li> </ul>
2. How will Users access the new System?	<ul style="list-style-type: none"> <li>City Website Link</li> <li>Desktop Icon</li> <li>Mobile Devices</li> </ul>

**5.6 Security Requirements**

Security Requirements							
Data Classification & PII Requirements							
The following table is used to capture what type of Personally Identifiable Information (PII) and Protected Health Information (PHI), we will be storing, to2 properly secure and classify this information. This will help the IT department determine where we store this information and which applications need it. This will also assist in addressing any control and audit requirements.							
Full Name	Yes / No	Email Address	Yes / No	Citation / Ticket Info / Police Report	Yes / No	Health Records	Yes / No
First Name	Yes / No	Physical Address	Yes / No	User ID	Yes / No	Insurance Record (Subscriber or Policy Number)	Yes / No
Last Name	Yes / No	IBAN or Bank Account Information	Yes / No	User Password	Yes / No		
Date of Birth	Yes / No	Salary Info.	Yes / No	Security Question	Yes / No	Medical History (Physical / Mental / Medication or Medical Diagnosis Records)	Yes / No
Phone No.	Yes / No	Debit Card Info.	Yes / No	User Signatures	Yes / No		
SSN	Yes / No	Credit Card Info.	Yes / No	User Biometric Records	Yes / No		
Government / State Issued ID	Yes / No	Bank Account Info.	Yes / No				

Driver's License	Yes / No	Military Identification No.	Yes / No	Signatures	Yes / No	Court Record	Yes / No
Passport No.	Yes / No	Incident / Forensic Records	Yes / No	Investigation Records	Yes / No	Criminal Record	Yes / No
<b>Any other Sensitive Information</b> <i>(Please Explain)</i>							
<ul style="list-style-type: none"> <li>• CISO confirmed with the business that all information posted to the eAgenda software is allowed to be provided to the public (unless saved as private only, which may apply to some budget documents). No security issues identified here.</li> <li>• Only how to authenticate and if we want to do single sign on.</li> <li>• Security Item Addressed – What happens if we go with a specific vendor and the solution goes down? Does the business have a backup plan? The business identified that they would follow the manual paper process they followed in the past in the event this happened.</li> </ul>							
<b>Data Retention Requirements / Legal Requirements</b> <i>(Please Explain)</i>							
<ol style="list-style-type: none"> <li>1. Do you have a data and records retention policy?                     <ul style="list-style-type: none"> <li>• The Florida Statue requires the agenda items to be kept indefinitely.</li> <li>• City Clerk currently also retains a hard copy of everything.</li> </ul> </li> <li>2. Do you have security requirements, both for the physical installation and from a cyber perspective?                     <ul style="list-style-type: none"> <li>• TBD: needs to be discussed with the vendor and is part of the technical requirements vendor vetting.</li> </ul> </li> </ol>							

**5.7 Non-Functional Requirements**

<b>Non-functional Requirements</b>	
1. Usability – This focuses on the appearance of the USER INTERFACE and how people interact with it. For example:	<ul style="list-style-type: none"> <li>• What color are the screens? City branding should be applied.</li> <li>• Formatting of the Agendas – Agendas should be duplicated to look exactly as they do today, to be seamless for our citizens.                             <ul style="list-style-type: none"> <li>○ PDF View</li> </ul> </li> </ul>

**MIAMI BEACH**

Commission Meeting / Special  
City Hall, Commission Chambers, 3rd Floor, 1700 Convention Center Drive; or <https://miamibeachfl.gov/zoom.us/j/81392857671>; or Dial: 1-301-715-8592 or 888-475-4499 (Toll Free) Webinar ID: 81392857671#  
January 12, 2022 - 4:00 PM

Mayor Dan Gelber  
Commissioner Ricky Arriola  
Commissioner Alex Fernandez  
Commissioner Steven Meiner  
Commissioner David Richardson  
Commissioner Kristen Rosen Gonzalez  
Commissioner Mark Samuelian

City Manager Alina T. Hudak  
City Attorney Rafael A. Paz  
City Clerk Rafael E. Granado

Visit us at [www.miamibeachfl.gov](http://www.miamibeachfl.gov) for agendas and video streaming of City Commission Meetings.

**ATTENTION ALL LOBBYISTS**

Chapter 2, Article VII, Division 3 of the City Code of Miami Beach, entitled "Lobbyists," requires the registration of all lobbyists with the Office of the City Clerk prior to engaging in any lobbying activity with the City Commission, any City Board or Committee, or any personnel as defined in the subject Code sections. Copies of the City Code sections on lobbyists laws are available in the Office of the City Clerk. Questions regarding the provisions of the Ordinance should be directed to the Office of the City Attorney.

To request this material in alternate format, sign language interpreter (five-day notice required), information on access for persons with disabilities, and/or any accommodation to review any document or participate in any City-sponsored proceedings, call 305.604.2469 and select option 6. TTY users may call via 711 (Florida Relay Service).

In order to ensure adequate public consideration, if necessary, the Mayor and City Commission may move any agenda item to an alternate meeting. In addition, the Mayor and City Commission may, at their discretion, adjourn the Commission Meeting without reaching all agenda items.

**AGENDA KEY**

Consent Agenda: C2 - Competitive Bid Reports	Regular Agenda: R2 - Competitive Bid Reports
---	---

Online View

NovusAGENDA - Google Chrome

<https://miamibeach.novusagenda.com/agendapublic/MeetingView.aspx?MeetingID=1023&MinutesMeeting...>

**MIAMI BEACH**

Commission Meeting  
City Hall, Commission Chambers, 3rd Floor, 1700 Convention Center Drive; or  
<https://miamibeachfl-gov.zoom.us/j/81392857671>; or Dial: 1-301-715-8592 or 888-475-4499 (Toll Free) Webinar ID: 81392857671#  
January 20, 2022 - 8:30 AM

Mayor Dan Gelber  
Commissioner Ricky Arriola  
Commissioner Alex Fernandez  
Commissioner Steven Meiner  
Commissioner David Richardson  
Commissioner Kristen Rosen Gonzalez  
Commissioner Mark Samuelian

City Manager Alina T. Hudak  
City Attorney Rafael A. Paz  
City Clerk Rafael E. Granado

Visit us at [www.miamibeachfl.gov](http://www.miamibeachfl.gov) for agendas and video streaming of City Commission Meetings.

**ATTENTION ALL LOBBYISTS**

2. Reliability/Availability - What are the uptime requirements?

- Software support must be available during the City's "normal" business hours which are Monday - Friday, 8:30 a.m. - 5:00 p.m., Eastern Time Zone with access to support personnel after hours and on weekends.

3. Scalability - as needs grow, can the system handle it?

<ul style="list-style-type: none"><li>• Spare Hardware or space to install in the future if applicable</li><li>• System capability for new areas/locations if applicable</li></ul>
4. What software/technology are you using today? Explain.
<ul style="list-style-type: none"><li>• Novus</li></ul>
5. Have you looked at (or purchased) any software/solutions that you are interested in? Explain.
<ul style="list-style-type: none"><li>• No, however, we are familiar with solutions other municipalities are using.</li></ul>

**6 BUSINESS REQUIREMENTS APPROVALS**

Below is where the business owner(s) and the IT PMO will provide their signatures to approve the collection of the business requirements.

DocuSigned by:  
Rafael E. Granado 2/22/2022 | 4:59 EST  
FAB88A08F85E1CF...  
Business Owner – Rafael Granado Date  
City Clerk

DocuSigned by:  
Lilia Cardillo 2/22/2022 | 5:00 EST  
DA5634E06956472...  
Stakeholder - Lilia Cardillo Date  
City Clerk Agenda Coordinator

DocuSigned by:  
Chris Digilio 2/23/2022 | 7:18 EST  
28CB2607F6994E4...  
IT PMO – Chris Digillio Date  
Business Analyst

DocuSigned by:  
Andrea Lowry 2/23/2022 | 9:11 EST  
5BAA7D11E0B496...  
IT PMO - Andrea Lowry Date  
Division Director IT PMO

**Balance of Page Intentionally Left Blank**

## APPENDIX B

# MIAMI BEACH

---

## Technical Requirements Analysis

THIS FORM IS TO BE SUBMITTED AS PART OF TAB 3, SECTION 0300

---

### RFP 2022-056-WG Electronic Agenda Management System

PROCUREMENT DEPARTMENT  
1755 Meridian Avenue, 3<sup>rd</sup> Floor  
Miami Beach, Florida 33139

THIS FORM IS TO BE SUBMITTED AS PART OF TAB 3, SECTION 0300

---

# MIAMIBEACH

## PROJECT MANAGEMENT OFFICE

---

City Clerk – eAgenda Solution  
Technical Requirements Analysis  
<Vendor Name>

---

Version X.0

<Date>

## **DOCUMENT OVERVIEW**

### **Purpose**

This document is to be completed by the vendor to assist the City of Miami Beach Information Technology Department and the Business in the interviewing and analysis for potential new initiatives.

### **Intended Audience**

The audience of this document is the Vendor for the new Business Initiative Request and the Preliminary Technical Discovery. Upon completion, this document must be submitted back to the Information Technology Project Management Office.

### **Structure**

This document is comprised of the following:

- Vendor Details
- Technical Discovery
- Reference Documents

## QUESTIONNAIRE

Vendor Details			
Vendor Name:			
Vendor Completion Date:			
Vendor Contact Information			
Name:	Title:	Phone:	Email:
Vendor Website			

Technical Discovery
1. What's the Disaster Recovery/Business Continuity Plan? Provide documentation
2. What compliance standards does your solution comply with? (PCI, HIPAA, FIPA, etc.) Provide attestation or other documentation
3. Do you offer a data sharing agreement? Provide documentation
4. Do you offer an API? Provide documentation
5. Is this a multi-tenant solution? If so, what hosting service is used and what region does it belong to?

<p>6. What is your data security policy? Is data encrypted at rest? Is data encrypted in transit? Do you store passwords in plain text? Provide supporting documentation for above</p>
<p>7. Does your application support Active Directory integration? If so, which technology (SAML, Azure AD, Open ID Connect, OAuth or LDAP)?</p>
<p>8. Does your application support single sign-on?</p>
<p>9. Does your application require special components to work with standard browsers, such as Chrome, Microsoft Edge, and Safari? a. Active X Control b. Java Applets c. Adobe Flash d. Other</p>
<p>10. Is the application compatible with the latest version of standard web browsers, such as Chrome, Safari, Internet Explorer, Microsoft Edge, and Firefox?</p>
<p>11. Is your application supported in a virtualized environment using VMware ESXi?</p>
<p>12. Is your client application supported in a VMware Horizon View (pooled) virtualized desktop environment?</p>
<p>13. What ports are required for communication? Server to Client? Client to Server? Server to Internet? Client to Internet?</p>

14. Please provide an architectural diagram specifying server and core infrastructure requirement.

15. Does your application run on Microsoft SQL Server? (Operations)  
If so, which version?  
Do you need any special settings/flags?  
Do you support high availability (HA/Always on configuration)?

16. What is the maximum file size your software solution allows?

#### Technical Support Post Implementation

1. Is support 24/7?

2. What is your SLA during regular business hours and after hours?

3. How do you communicate outages and system upgrades? What is the window of notice provided?

#### Training

1. Do you offer training?

2. What form(s) of training are offered (in person/live online/webinar/etc.)? Provide training packages (if applicable).

Electronic Payment (if applicable)
1. Who provides your credit card reader (if applicable)?
2. Who provides your credit card Tokenization (if applicable)?
3. For Payment Gateway, what gateway(s) are supported (if applicable)? <i>City of Miami Beach preferred payment gateway: Authorize.net</i>
4. What merchant(s) are supported for Credit Card Authorization (if applicable)? <i>City of Miami Beach preferred merchant: First Data</i>

Reference Documents			
<i>(Please provide the following reference documents as applicable and update the table accordingly.)</i>			
Document	Provided (Y/N/NA)	Reference Document	Comments
Access Rights Matrices (SOD)			
Architectural Documents			
Architecture - Data Flow Diagram			
Business Requirements Document			
Project Plan Example or Template			
Reference Documents / Memo's / Orders			
Relevant Business Processes			
Report Templates defined as a key deliverable			
Service / Product (Certification or Attestation Document)			
Service Level Agreement			
Statement of Work Example or Template			
System Requirements and Specifications			
System Design document			

System Model / Demo			
<i>(Other)</i>			

**Note:** Please provide reference documents available from the list (as applicable). If there are others which would add value, please share them and add document title to (Other).

**Balance of Page Intentionally Left Blank**

# APPENDIX C

# MIAMIBEACH

---

## Insurance Requirements

---

RFP 2022-056-WG  
Electronic Agenda Management  
System

PROCUREMENT DEPARTMENT  
1755 Meridian Avenue, 3<sup>rd</sup> Floor  
Miami Beach, Florida 33139

# MIAMI BEACH

## INSURANCE REQUIREMENTS

This document sets forth the minimum levels of insurance that the contractor is required to maintain throughout the term of the contract and any renewal periods.

The vendor shall maintain the below required insurance in effect prior to awarding the contract and for the duration of the contract. The maintenance of proper insurance coverage is a material element of the contract and failure to maintain or renew coverage may be treated as a material breach of the contract, which could result in withholding of payments or termination of the contract.

- A. Worker's Compensation Insurance for all employees of the vendor as required by Florida Statute 440, and Employer Liability Insurance for bodily injury or disease. Should the Vendor be exempt from this Statute, the Vendor and each employee shall hold the City harmless from any injury incurred during performance of the Contract. The exempt Vendor shall also submit (i) a written statement detailing the number of employees and that they are not required to carry Workers' Compensation insurance and do not anticipate hiring any additional employees during the term of this contract or (ii) a copy of a Certificate of Exemption.
- B. Professional Liability (Errors & Omissions) Insurance appropriate to the Consultant's profession, with limit no less than \$2,000,000.
- C. Cyber Liability in an amount sufficient to cover the full replacement value of damage to, alteration of, loss of, or destruction of electronic data and/or information "property" of the City of Miami Beach that will be in the care, custody, or control of the vendor.

**Additional Insured** - City of Miami Beach must be included by endorsement as an additional insured with respect to all liability policies (except Professional Liability and Workers' Compensation) arising out of work or operations performed on behalf of the contractor including materials, parts, or equipment furnished in connection with such work or operations and automobiles owned, leased, hired or borrowed in the form of an endorsement to the contractor's insurance.

**Notice of Cancellation** - Each insurance policy required above shall provide that coverage shall not be cancelled, except with notice to the City of Miami Beach c/o EXIGIS Insurance Compliance Services.

**Waiver of Subrogation** – Vendor agrees to obtain any endorsement that may be necessary to affect the waiver of subrogation on the coverages required. However, this provision applies regardless of whether the City has received a waiver of subrogation endorsement from the insurer.

**Acceptability of Insurers** – Insurance must be placed with insurers with a current A.M. Best rating of A:VII or higher. If not rated, exceptions may be made for members of the Florida Insurance Funds (i.e. FWCIGA, FAJUA). Carriers may also be considered if they are licensed and authorized to do insurance business in the State of Florida.

**Verification of Coverage** – Contractor shall furnish the City with original certificates and amendatory endorsements, or copies of the applicable insurance language, effecting coverage required by this contract. All certificates and endorsements are to be received and approved by the City before work commences. However, failure to obtain the required documents prior to the work beginning shall not waive the Contractor's obligation to provide them. The City

reserves the right to require complete, certified copies of all required insurance policies, including endorsements, required by these specifications, at any time.

**CERTIFICATE HOLDER MUST READ:**

CITY OF MIAMI BEACH  
c/o EXIGIS Insurance Compliance Services  
P.O. Box 4668 – ECM #35050  
New York, NY 10163-4668

Kindly submit all certificates of insurance, endorsements, exemption letters to our servicing agent, EXIGIS, at:

[Certificates-miamibeach@riskworks.com](mailto:Certificates-miamibeach@riskworks.com)

**Special Risks or Circumstances** - The City of Miami Beach reserves the right to modify these requirements, including limits, based on the nature of the risk, prior experience, insurer, coverage, or other special circumstances.

Compliance with the foregoing requirements shall not relieve the vendor of his liability and obligation under this section or under any other section of this Agreement.