



CITY OF PROVIDENCE, RHODE ISLAND

Department: Information Technology

RFP Title: Open Meetings Software Five year contract plus option for five one-year extensions

Opening Date: 12/04/2023

Addendum #: 1

Issue Date: 11/14/2023

The purpose of this addendum is:

Upload Bidders Conference of 11/14/23 Questions/Answers

Open Meetings Software
Five year contract plus option for five one-year extensions
Procurement/MinuteTraq # 43198

Bidder's Conference – 11/14/2023

Questions/Answers

Recording Link: [Pre-Bid Conference - Open Meeting Management SW](#)

Q: Migrating data from IQM2. When considering the potential migration of IQM2 data, we are interested in understanding how many hours of meetings you would like to migrate.

A: We would like all data from the current product to be migrated. Granius will provide us with the specific volume number.

Q: One question concerning webcasting and live streaming. What are the locations to which your live-streamed webcasts of council meetings are pushed? Television, social media, or any other desired streaming locations?

A: Our meetings are conducted in person, and we also live stream on YouTube. We do not televise on TV at all.

Q: Is there no desire, just to confirm, to push to TTV or anything like that?

A: Not at this time.

Q: Another question relates to the mention of integrations, desired integrations, and an API requirement. Are there preferred systems to be integrated with? There's mention of CRM, finance systems. Are there specific systems you wish to integrate into?

A: Details on preferred integrations can be provided later. Currently, we do not have any integrations on our current platform. We manage certain processes through meetings that lead to purchasing contracts. For instance, we have a Board of Contract and Supply. We would like to pull relevant financial information and contract data into our Purchasing Portal, which currently uses Lawson S2.

Q: Are these integrations firm requirements or just desired at this point?

A: They are desired at this point.

Q: There's a mention of hybrid support. How do hybrid meetings take place, if at all, today?

A: We have a meeting room with cameras, speakers, and microphones. The level of hybrid meetings has reduced since the COVID period. We have retained the capability to Zoom our meetings to YouTube for public access. With changes in state law requiring board members' physical presence, we now conduct

both in-person and virtual meetings.

Q: I heard that you're using Zoom to facilitate the hybrid meetings. Is the intent to retain those Zoom licenses for that scenario, or are you looking for something built-in?

A: We are currently looking to retain Zoom. We have standardized on it, and transitioning to a new management system might be a significant upheaval for our staff, who are accustomed to Zoom.

Q: Where are the locations that the webcast is recorded from? Is it just a single council chamber, or are there multiple locations where meetings might be live-streamed from?

A: We use three locations: our council chambers and two conference rooms. The council chambers are more advanced in terms of AV setup, including cameras.

Q: Do the two conference rooms have video, and what is the AV setup for them?

A: We use the OWL meeting system in both conference rooms. The council chambers have a more advanced setup with additional cameras.

Q: Are there instances where you need to stream multiple meetings simultaneously?

A: Unfortunately, yes, mainly for YouTube. However, due to technical complexities, we currently stream only one meeting at a time, typically the one of greater public interest.

Q: In a perfect world, would you prefer a fully managed service for streaming meetings, where the provider handles all aspects, including recording, transcribing minutes, and providing them, or would you want to have a hand in that process?

A: We go back and forth on that. We are particular about our minutes and having control. Also, there are instances where we need to share screens, such as during PowerPoint presentations, and we want that capability available to the public.

Q: Okay, so we could potentially provide you with multiple options, offering a hybrid where you can have some involvement or a fully managed service. Which option would you prefer?

A: Yes, that sounds good.

If you have any further questions or need additional clarification, email bhowland@providenceri.gov prior to November 27, 2023.

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