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Go Green!

With our Paperless Agenda Management System

REQUEST FOR PROPOSAL

Agenda Management Software and Video Services

4/8/2019

Prepared for: City of Hapeville
Crystal Griggs-Epps



Prepared by: PROVOX Systems, Inc.
Markus Vogt, President

A handwritten signature in blue ink, likely of Markus Vogt, is shown above a horizontal line.

Markus Vogt, President



Transmittal Letter



April 8, 2019

City of Hapeville
Crystal Griggs-Epps
3468 N Fulton Avenue
Hapeville, GA 30354

Submitter:
PROVOX Systems, Inc.
Markus Vogt, President
8951 Synergy Drive, Ste. 223
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Dear Crystal,
Dear Evaluation Team,

PROVOX Systems is pleased to provide the enclosed proposal for the installation and implementation of our well-established and fully featured Paperless Agenda and Meeting Management Suite for the City of Hapeville in response to the RFP for **"Agenda Management Software and Video Services"**.

PROVOX has a long history (since 1991) of modern and paperless Agenda and Meeting Management applications and has successfully installed the system in more than 950 locations worldwide.

PROVOX has experience with the replacement and data conversion of existing solutions and can provide the City with a deep knowledge and an experience project team. PROVOX has replaced other applications (e.g. SIRE, Granicus, Novusagenda, etc.) in the past several years in many projects in the USA. PROVOX has also experience in the conversion of existing video in our Audio- and Video-streaming solution.

PROVOX has developed the proposed solution fully in-house and has not outsourced any development or support. PROVOX is the manufacturer and owner of the application for more than 27 years and was the first company in 1991 which has presented a complete and comprehensive Agenda and Meeting Management in the Government Market. The City will get a comprehensive and Out-of-the-Box Agenda and Meeting Management, based on the latest Microsoft.NET Technology (4.X) and not an old Microsoft.NET 2.0 or other application.

PROVOX is offering a fully managed server, which will combine the best advantages from a fully hosted (no extra work for the IT Department) and an On-Site (24/7/365 full access to application, data and documents, even if an Internet connection is not available, best speed, highest security and flexibility) installation.

As a long time Microsoft Gold Certified Partner (since 1995) and member of several different Microsoft Projects (e.g. CSP – Citizen Service Platform and "OurMunicipality") we can show our clients the benefits of our partnership with new innovations and standards in this market. High customer satisfaction and integration in future developments is one of our primary goals.

With Agenda.NET™, the City of Hapeville will be equipped with the most customizable, flexible, and easy-to-use Agenda and Meeting Management Suite worldwide. Based on and certified for Microsoft.NET, Agenda.NET™ is secure, easy to install and maintain, and individually customizable.

The City of Hapeville will not only get an Agenda and Meeting Management, it will also get a fully featured and innovative Agenda and Meeting Management Suite. This will give the City the ability to integrate our Audio- and Video-Streaming, Electronic Voting, Mobile Devices (e.g. Apple iPad, iPhones, Android, Microsoft Surface, Amazon Kindle, etc.), Document Management, and GIS in an Out-of-the-Box solution.

The City can use the proposed solution for the City Council and other committees, commissions, and boards, without an additional license fee.

With the experience gained over numerous similar projects and the knowledge in this market gathered over 27 years, we will manage and finish this great project to the complete satisfaction of the City of Hapeville in a very short timeframe (the estimated project time is about six (6) weeks) This time frame will include installation, configuration, project meetings, trainings, and several practice phases for the end users.

PROVOX will provide the City with on-site trainings and not with only web based trainings as many other vendors. This will guarantee better training results and a faster implementation. Users will be trained by using the environment, data, templates, processes, and workflows from the City of Hapeville.

Based on our understanding of our customers' requirements and desired functionality, and the City Clerk experience we have, we included features and components to satisfy those needs. The features include the ability to completely manage the entire legislative workflow process, manage the customers committees, boards, commissions, people and rooms, prepare and route agenda items in an electronic and flexible workflow, create agendas and minutes via mouse click, manage the approval process electronically, and make legislative and other important information available via the database based Internet Information Portal. In a password protected area, authorized users will get additional information and can communicate with other members and Staff.

PROVOX Systems, Inc. provides services out of its US Headquarter in McKinney, Texas. Markus Vogt will be the Project Manager for this project. If there are any questions concerning this proposal, please feel free to contact me at (972) 547-0504.

PROVOX will help the City of Hapeville to be one of the most innovative Municipalities in the USA and will support them to grow with the application in the future.

Thank you for this opportunity to provide you with this proposal and I look forward to this successful project and a long-time partnership with the City of Hapeville. PROVOX will accept the conditions of the RFP. The proposal remains valid for 120 days. PROVOX's staff is free of any conflict of interest and has never done any work so far for the City of Hapeville.

Best regards,


Markus Vogt
President

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Executive Summary

The City of Hapeville is seeking proposals for an Agenda Management Software and Video Streaming. The solution should be innovative, future save and easy-to-use. It should be an Out-of-the-Box solution that will not require any customer specific development.

PROVOX is offering a comprehensive Agenda and Meeting Management Suite, which is not only managing an unlimited number of meeting bodies and members (incl. their memberships); it will also streamline the current process to create and submit agenda items, agendas, minutes, and provide the City with an innovative and flexible meeting management. This can include Audio- and Video-Streaming, Electronic Voting, Minutes creation, and an Internet Information Portal as well.

The City of Hapeville has found the most flexible, fully featured market leader in Agenda and Meeting Management worldwide. The application is designed for all size of municipalities and will allow the City to manage unlimited meeting bodies, users, meetings, and other content. The City can integrate all internal and external meeting bodies, without any additional license fees. Unlimited users are also included in the proposed Municipal License.

The City of Hapeville will receive an Out-of-the-Box and comprehensive Agenda and Meeting Management Suite, which is designed to meet the City's requirements, current needs and future wishes. The application has been continuously in development since 1991 and has more than 950 customers worldwide. PROVOX is developing the proposed solution from the first day in-house and with its own and fully employed development team. PROVOX has never been sold or restructured. This will guarantee the best customer support and future innovative development for decades to come. The application is the most innovative, flexible, customizable, secure, and easy-to-use application for Legislative Management and Agenda and Meeting Management on the market.

PROVOX has experience with the implementation of Agenda and Meeting Management solutions for similar and much larger municipalities and will guarantee a fast implementation, seamless data and document conversion, and professional on-site trainings for the City's staff.

PROVOX is offering the proposed solution on a fully-managed server, which will combine the best advantages from hosted solutions (e.g. no effort from the IT Department) and on-site installations (e.g. 24/7/365 full access to data and documents (even if a network connections is not available), best speed, individual updates, and more).

Large documents, attachments, and complete agenda packages (some of our customers have packages with over 4,000 pages) can be easily and quickly created and stored, because the City will not have any limitations based on the transfer volume and the Internet speed in an on-site installation. Updates of information will be immediately possible, without any down- and uploads.

Agenda.NET™ is the most innovative and intuitive Agenda and Meeting Management worldwide and part of Microsoft's Citizen Service Platform.

All modules, functions, and features are in one application and not in different independent modules. Information from agenda items and agendas are for instance available in the Agenda.NET™ Minutes Maker without any export and import (like in many other Agenda Management Solutions).

The City will have the ability to use the application for all meeting bodies without any additional license fees. The Departments will have the ability to add their agenda items directly into the application or submit them via the Web Form for Agenda Item Creation, which is included in this proposal.

The City Clerk's or City Manager's Office will have the ability to create a public (without confidential information) and a private agenda package and publish the information with a simple mouse click in the Internet Information Portal.

Citizens and meeting body members will have the ability to download the packages with simple mouse clicks on any mobile device (e.g. Apple iPad, iPhone, Android, Microsoft Surface, Windows 8 Tablet, and Amazon Kindle). They can add notes or other annotations into their personal packages. These packages can be used at any time, even if an Internet or network connection is not available.

The Councilors and other authorized users will have access to the private agenda packages and other confidential information via a username and password protected private work area in the Internet Information Portal. They will also see changes since their last visit in their personal Welcome Page.

Internet users can also create a personal package with only selected items, if they are not interested in all items on the agenda.

Agenda.NET™ will create the agenda packages automatically on the server and in a PDF ISO-19005 format, which is designed for long-term storage and usable for Americans with Disabilities as well.

All documents and data will be stored within the application (in the Microsoft SQL Server database). This will eliminate numerous different versions of agenda items or other relevant information somewhere in the City's network or on local devices.

Authorized users will have the current information available at any time and accessible with simple mouse clicks. They can see the status, workflow process, and all other relevant information at any time.

Agenda.NET™ will help integrate existing templates and processes and streamline the whole process; from agenda item submission to meeting minutes creation and web publishing. It will offer the City of Hapeville's Councilors a powerful and secure workspace and its citizens a transparent and easy-to-use Internet Information Portal.

Agenda.NET™ has a complete integration of the existing Microsoft Office Suite, so users will find a familiar environment and will have the ability to use all Microsoft Word functions and features (e.g. spell checker, track changes, tables, fonts, etc.).

PROVOX will integrate the existing data and documents from the current environment into Agenda.NET™ and guarantees a fast and secure implementation. Existing processes and workflows can be integrated, automated, and streamlined. Agenda.NET™ will not only replace the existing solutions, it will offer the end-user a more user-

friendly, flexible, and intuitive working environment. It will also offer the Councilors, Board and Committee Members, and the public a better and easier information portal.

Agenda.NET™ is an Out-of-the-Box application, which is easy to install, maintain, and is customizable (without any development knowledge needed by the client). This will guarantee a fast Return on Investment and secure the investment of the City of Hapeville for the next decades.

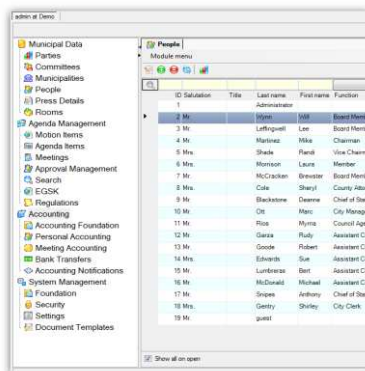
Agenda.NET™ has an open web service for Audio- and Video-Streaming and Document Management Solutions or can be bundled with our own flexible solutions.



The application will send notifications via text messages and e-mail (GroupWise, Outlook, Google Mail, or other SMTP mail solutions).

Agenda.NET™ is developed in Microsoft.NET (C#) and certified by Microsoft and VeriSign as a secure and flexible solution. It is also part of the CSP-Project (Citizen Service Platform) and “Our Municipalities”, both Microsoft projects.

PROVOX supports the Microsoft SQL Server databases (2008, 2008R2, 2008 Express, 2012, 2014, and 2016) and MySQL (free of charge). It is certified for the latest Microsoft Technologies and Operation Systems.



PROVOX can offer a bundle of Microsoft SQL Server and Agenda.NET™ as well.

The flexible structure makes it easy to customize the application to meet every customer's expectations and fulfill their wishes.

PROVOX Systems is the market leader in modern Agenda and Meeting Management applications worldwide and has developed this kind of product for over 27 years very successfully.

Agenda.NET™ contains: Powerful meeting management, a flexible workflow facility for reviewing and approving workflows, a database based Internet and Intranet module, an automated update service for the Internet information, a hands free audio- and video-streaming, automated packet creation, and many more helpful features.

The PROVOX Agenda and Meeting Management Suite include:

- Municipal Data (City of Hapeville Contact Information, People, Organizations (Council, Boards, Committees, Commissions, and Agencies), Rooms,
- Agenda Items and Agenda Management
- Minutes Maker
- Agenda/Report Creation Web Form
- Electronic Voting

- *Audio- and Video-Streaming*
- *Notes Taker*
- *Database based Internet & Intranet Module*
- *Mobile Computing and Paperless Agenda Management via Apple iPad, iPhone, Android, Microsoft Surface, Amazon Kindle, Windows Mobile, etc.*
- *Flexible and Electronic Workflows for reviewing, signature, approval, follow-up, and action workflows*
- *Localization Tool (easy customization of the Agenda.NET™ Layout)*
- *PV-Migration and Replication (automatic data upload into the Internet Module)*
- *Web services and standard interfaces for Document Management Solutions, Electronic Voting, Audio- and Video-Streaming, Accounting Software, GIS, Microsoft Office, etc.*
- *Accounting Module*
- *Electronic Forum*
- *And more...*

*We license the product as a “Municipality License” **with unlimited users**. The license model enables you to expand our software to other departments and users without additional cost.*

With the development based on the Microsoft.NET Technology, the City of Hapeville has found the most innovative and future-ready product.

It is well established in more than 950 Cities, Counties, Universities, and Organizations, ranging in size from 1 to 1,600 users.

Based on collaborative work with a City Clerk, an application was created that is designed specifically as a modern Agenda and Meeting Management system in a modern and transparent Municipality.

Agenda.NET™ is usually integrated into an existing environment in less than four (4) hours. The City of Hapeville will see the first results within a few hours after installation.

The current Agenda Process can be adapted in Agenda.NET™ in just a few hours. Processes will be controlled and routed via the electronic workflow management and will guarantee a transparent and fast reviewing process.

Agendas, Meetings, Agenda Packages, and Meeting Minutes can be created within a few minutes.

Authorized users can publish selected information with a simple mouse click in the Internet/Intranet module.

The paperless Agenda Management “Agenda.NET™” will save the City of Hapeville time and money.

Agenda.NET™ guarantees an implementation in less than six (6) weeks and a Return on Investment (ROI) in less than 6 months.

PROVOX Highlights

- 1st Agenda and Meeting Management Suite presented in 1991
- 1st Company that has developed Agenda and Meeting Management under Microsoft.NET (2000)
- 1st Internet Information Portal in 1994
- 1st Integration of an Item Tracker
- 1st Microsoft certified .NET application for Agenda and Meeting Management
- Microsoft Gold Certified and Development Partner
- In-house development of Agenda.NET for more than 27 years
- Never been sold or restructured
- Specialist on Agenda and Meeting Management
- 26 full time employees for Agenda and Meeting Management
- US company (founded in the State of Delaware)
- 1st Out-of-the-Box Internet Information Portal
- 1st AODA compliant Internet Information Portal (since 2004)
- First-Level remote and hotline support (the County will reach an application expert and NOT a Call Center with each call)
- 1 or 2 updates per year guaranteed
- Worldwide Market Leader in Agenda and Meeting Management with over 950 installations and the experience from more than 27 years
- Complete Integration of Microsoft Office (2003 – 2019 (32 and 64 Bit)) and certified for Windows XP - 2010

Scope of Services

Functions and Features		Included	Not Included	Response
AGENDA MANAGEMENT SOFTWARE				
1.	Automated workflow system to prepare, track, modify, approve and monitor the progress of agenda items.	X		Agenda.NET™ has integrated an innovative and flexible pre-meeting and post-meeting workflow management. Users can setup an individual workflow process or select a workflow template. Each workflow can have numerous tasks, reviewers/approvers, deadlines, attachments, and personal notes.
2.	Version control for development of agenda items and tracks changes/edit	X		Users will have the ability to create numerous versions of agenda items and supporting materials. Reviewers and approvers can use Microsoft Word Track Changes or the designated fields in the Workflow Management to highlight any changes.
3.	Ability for the item author to insert a formal caption, the presenter name(s), background information including attachments, and a recommendation.	X		This can be entered and managed in the Agenda Item Creation. Users have the ability to add numerous attachments of any format and size to agenda items, agendas, and meetings. Background and recommendations can be created in the integration with Microsoft Word. Users can use all Microsoft Word functions and features (e.g. spell checker, track changes, copy & paste, tables, auto text, etc.). Presenter's name and other information will be managed in the designated fields for each item.
4.	Ability for the agenda item author to retain control over edits of the agenda write-up	X		This can be easily managed with default and individual security settings for each agenda item.
5.	Ability for the agenda item author to retrieve items at any time during the routing process.	X		Users will have the ability to see the status of an item, where it is in the process flow, and all responses and actions from a workflow process at any time.
6.	Capability to add or delete staff from the agenda item workflow/routing review/approval process uniquely for an individual agenda item	X		This can be done with simple mouse clicks. Users will have the ability to create individual or template-based workflows for each item. Each workflow process can have numerous tasks, reviewers/approvers, deadlines, personal notes, and attachments. Reviewers also have the ability to re-route, accept and reject processes.

7.	Ability to delete a staff member universally from the agenda workflow for employee terminations	X		Application administrators will have the ability to create and modify workflow templates <u>within</u> the application and <u>without</u> using external tools (e.g. Visio, SharePoint, etc.) or vendor development. This makes it really easy to create workflow templates on the fly.
8.	Ability to move a staff member from one workflow/approval process to another to facilitate employee transfers between departments or different reporting structures	X		See previous answer. This can be done in a few minutes within the application.
9.	Provides strong word processing and editing capabilities that allows such functionality as: Uploading and/or building tables and graphs with ease, copying and pasting from other documents/software such as word processors and spreadsheets, changing fonts, highlighting text, bold, italic, etc.	X		Agenda.NET™ will integrate the existing Microsoft Office (2007 – 2019 and 365) for text creation and editing. PROVOX will integrate existing document templates as part of the Implementation Phase. All templates are Microsoft Word documents with merge fields and bookmarks and can be created from staff members as well. Users will have all Microsoft Word functions and features available in the documents.
10.	Retains an easy to use search function for items no matter where they exist within the agenda process. This includes using various options including agenda number, keywords, etc.	X		Agenda.NET™ is offering searches in designated search fields and a full text search in all documents created in the application. Users will have the ability to search in different areas and fields at the same time. PROVOX can also integrate existing documents in the full text search archive.
11.	Supports creating, editing and approving agenda items using the web, tablets, smartphones and other electronic devices.	X		Reviewers/Approvers will have the ability to review, edit and approve items from outside the network by using mobile devices. PROVOX is offering a Web Form for Workflow Management as part of the application. Inexperienced users can also submit items and supporting materials by using a standard browser.
12.	Assembles documents into a single cohesive agenda packet and generate reports to help manage agenda creation process. In addition, it must allow the administrator to see status of agenda items moving through their respective approval processes.	X		Authorized users will have the ability to create agendas, minutes, and agenda packets with simple mouse clicks. They can change the order of items via drag & drop, add and remove items. The application will automatically create agenda packets and integrate the agendas, agenda items, attachments, and a Table of Contents with links to each item and attachment. The packets will be created in an ADA compliant PDF format (PDF/A-1) and can be automatically uploaded into the Internet Information Portal.
13.	Facilitates easy electronic posting, emailing and other electronic communication. Must support easily accessing agenda and agenda packet information using tablets, smartphones and other electronic devices	X		Agenda.NET™ has integrated an innovative, secure, and easy-to-use Internet Information Portal. PROVOX will adapt the existing layout from the City's current web pages, so the webmaster only needs to integrate a link. The Internet Information Portal is in a fully responsive design and can be used in any standard browser – on

				any mobile and desktop device. PROVOX can offer an iMeeting App for Councilors and staff members. The app will automatically push meeting information, documents, and agenda packets to tablet devices (Android and iOS). Users can add annotations (notes, drawings, text highlighter, etc.) and use the packets and personal notes in offline and online mode.
14.	Ability for Council members and staff to annotate or make private notes electronically directly into agendas and agenda backup using electronic devices such as tablets or smart phones.	X		See previous answer. This can be done by using a standard PDF Reader or the iMeeting App.
15.	Provides a searchable document archive and capabilities to copy and paste agenda items to create new agenda items and backup.	X		All documents and data will be stored in a Microsoft SQL Server database for unlimited time. Users will have the ability to search in data via designated search fields and in documents by full text. PROVOX is offering the integration (conversion and converting documents in an ADA compliant PDF format) of existing documents as well. The search functions are also available in the Internet Information Portal. Users can create a new agenda item, by using an existing item and create a copy.
16.	Facilitates timely creation of minutes, by pre-populating staff recommendations/recommended motions in advance of the meeting.	X		This can be done in the <u>integrated</u> Minutes Maker of Agenda.NET™.
17.	Seamlessly creates a consolidated agenda package in pdf format that includes the ability to create and use pdf bookmarks to navigate each item and its attachments.	X		Agenda.NET™ will automatically create agenda packets as a single and ADA compliant PDF documents. The packet will include a Table of Contents with links to each item and attachment for easy navigation.
18.	Ability to define both unique agenda templates for each meeting type and/or a standard template that can then be applied to multiple meeting types.	X		PROVOX will integrate existing document templates as part of the Implementation Phase. All templates are Microsoft Word documents with merge fields and bookmarks, so the City can create and integrate its own templates. It will be possible to create numerous templates in each section (e.g. agendas, agenda items, recommendations, backgrounds and minutes).
19.	Allows the agenda administrator to create and enforce deadlines. Once a deadline is passed, users cannot submit additional information, delete late items, or re-order of agenda item at the last minute.	X		Deadlines can be managed as part of the workflow management. Agendas can be only created and edited from authorized users. Authorized user will have the ability to add last minute and late items on an existing agenda (if desired).
20.	Ability to modify automatically generated minutes to reflect actual order items were taken up in meeting which may differ from order on published agenda.	X		This can be easily done from authorized users in the <u>integrated</u> Minutes Maker. Changes in the Minutes Agenda, will not affect the original and already posted agenda. Users can track changes between the two agendas at any time.

21.	Ability to create an unlimited number of tasks for any agenda item before, during or after meetings.	X		Agenda.NET™ has integrated the most innovative and flexible pre-meeting and post-meeting workflow management on the market. Users can create multiple workflows prior and past meetings for each item. Each workflow can have numerous tasks, reviewers, deadlines, notes, and attachments. It will be possible to use workflow templates or create individual workflow processes.
22.	Automatically generates a report indicating post-meeting action items for a particular individual/department and automatically deliver notice to relevant contact(s)	X		This can be done as part of the Workflow Management or by using Minutes Excerpts in the application.
23.	Allows task recipients to access minutes and resolution data from the agenda item to aid in completion of the task.	X		This is depending on the security rights. It will be possible to give users only read rights on meeting information and minutes.
24.	Allows task recipients to access minutes and resolution data from the agenda item to aid in completion of the task.	X		Agenda packets will be automatically created in Agenda.NET™ and will include the agenda, agenda items and attachments for the selected meeting. It will <u>not</u> be required to manually add documents from a network drive into the packets. All agenda items, attachments and other relevant information will be managed in the application to make sure, that the correct documents and information will be integrated and managed within the application. This will also make sure, that the City will not have any longer many different versions of the same document on local devices, emails, and network drives.
25.	Compatible with Microsoft Office products and Google products.	X		Agenda.NET™ can be integrated with existing Microsoft Office installations (2007 – 2019 and 365) and other text editors that can manage .docx formats (e.g. OpenOffice, Libre Office, etc.). Agenda.NET™ can also use different SMTP Server (Outlook/Exchange, Google, Groupwise, etc.) for email integration.
26.	Ability to have separate sections in the agenda item which could include background, discussion, fiscal impact, recommendation, strategic goal alignment, options, etc. The software should have the capability for different sections to be completed by different departments, with edit security for certain sections	X		PROVOX will integrate existing document templates. This will include templates for backgrounds, recommendations, agendas items, etc. The read and edit access to agenda items can be managed on default or individually.

VIDEO SERVICES				
1.	Ability to index and cross link with the agenda management software.	X		This can be done with simple mouse clicks in Agenda.NET™ for YouTube and Vimeo or by using the web interface for our own audio- and video-streaming solution.
2.	Ability to create points within the video tied to the relevant agenda item	X		See previous answer. Links to agenda items and meetings can be automatically integrated and published into the Internet Information Portal, so users can access the whole video or specific items in a meeting.
3.	Link to agendas and minutes within the same module accessible through the website.	X		See previous answers.
4.	Archival capabilities.	X		PROVOX is providing hosting and streaming services for audio and video files created in our solution. Hosting from YouTube and Vimeo content will be done by the other companies.
5.	Indexed and searchable content based off of meeting agendas.	X		Compliant
6.	24/7 Technical support for issues	X		PROVOX is monitoring and maintaining 24/7 our solution.
7.	Ability to record Council meetings and provide live streaming of meetings. (please provide quote for video equipment in proposal)	X		PROVOX is offering different options for live and OnDemand audio- and video-streaming. The City can use free solutions (YouTube or Vimeo) or our solution. Our solution is automatically coming with an Encoder. Video equipment must be provided from the City or a 3 rd party vendor. Existing equipment can be easily connected with our Encoder.

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PROVOX Systems, Inc. is a privately owned McKinney, Texas based manufacturer and solution provider with over 27 years of experience in Agenda and Meeting Management solutions for municipalities, organizations, education and health.

City Clerks originally designed Agenda.NET™, with input from the public sector staff, to specifically address your needs and requirements. Over the years, the application continued to add new features, evolve, and further improve to always meet the needs of cities and counties and to address the information demands of the public and an ever-changing technological environment.

PROVOX has been a Microsoft Certified Partner since 1995 and Gold Certified Partner since 2004. We have signed a contract with Microsoft, to develop our software under the latest Microsoft Technology (Microsoft.NET). Agenda.NET™ has been certified for Microsoft.NET since 2001.

PROVOX Systems, Inc. is a US based company with Headquarters in McKinney, Texas. PROVOX has 22 employees and the primary business focus is the development, implementation, training and support from the Agenda and Meeting Management Suite Agenda.NET™ and the individual software development based on Microsoft.NET as a Microsoft Gold Certified Partner.

PROVOX has customers in the range from 1 client up to 1,600 users (worldwide largest installation of an Agenda Management application).

As a Microsoft Gold Certified Partner since 2004, PROVOX must prove each year a high customer satisfaction, successful implemented projects and certified application. Agenda.NET™ is certified for Microsoft.NET, Windows 7, Windows 8, Office 2007, Office 2010 (32 Bit), Microsoft SQL Server 2005 and 2008, and Windows Server 2008 as well.

PROVOX Systems, Inc. has implemented Agenda.NET™ in several state and local government projects in the US within a short time frame.

PROVOX is the manufacturer and owner of the source code from Agenda.NET™ and has developed this kind of application for 27 years.

Partnerships and Alliances

PROVOX Systems has formed strategic partnerships with the following companies and organizations. Leveraging our relationships with these leading resources will ensure that the end result of the project is very successful.

- **Microsoft**

As a Microsoft Gold Certified Partner we are contractually committed to our customers using our products in conjunction with existing Microsoft products for optimal support. Furthermore, we are working with them on technical development of various projects (for example the CSP project (Citizen Service Platform) and the European “Unsere Verwaltung” project).

- **DELL Computers**

PROVOX is a certified DELL Partner and has integrated Agenda.NET™ in the ASAP Program. Municipalities in up to 34 States can purchase Agenda.NET™ without a RFP/Bid process.

- **SHI**

SHI is one of the largest Microsoft VAR worldwide and Reseller of Agenda.NET. Municipalities in all States of the USA can purchase the Agenda.NET™ application without a RFP or Bid process, depending on the existing State Contracts.

- **Laserfiche**

Laserfiche is a PROVOX Strategic Partner for the integration of their Document Management System

- **M-Files**

M-Files are one of the market leaders in innovative Document Management System. PROVOX is premium Partner and has implemented the solution in several Municipalities.

- **Docubase Systems Inc.**

Docubase is an international partner for Document Management Solution. The Us Headquarter is in Tampa, Florida.

- **TR Network Consulting**

TR Network is our Florida partner for implementations and maintenance.

- **IBT Corp.**

IBT specializes in support for various Microsoft products and Agenda.NET™ for the US market.

- **IBM, Intel, Infoma, Disserto , PC-Ware, Healy Hudson, ekom21 and Fritz &Macziol**

These great companies are all in the “UnsereVerwaltung” Project in Europe. PROVOX presented this project on the WPC 2008 in Houston (Microsoft World Partner Conference) and it has been recognized as one of the projects in the Best Network Projects for Microsoft Worldwide.

- **Earth Channel, Georgia**

Earth Channel is one of the leading provider of Audio- and Video-Streaming in the USA.

- **Concero Tech, LLC – Dallas, Texas**

Concero Tech is sales and marketing partner for the US.

- **United Solutions, US**

United Solutions is our hosting partner for Software as a Service and Cloud installations.

- **Fleetwood, Inc.**

Fleetwood is one of the newest PROVOX partners. They are one of the market leader in Electronic Voting and will provide this functionality in Agenda.NET.

- **E-Computech, Caribbean**

E-Computech is a successful Microsoft Gold Certified Partner in the Microsoft CSP Project and will sell Agenda.NET™ for Latin America, the Caribbean, and South America.

- **Infoges, Mexico**

Infoges is one of our certified sales and support partner for Mexico and Latin America.

- **LatUSA, Arizona**

LatUSA is our strategic partner for the south part of the USA and Latin America.

Company Information Questions from the RFP

- Provide the legal entity name, Federal Employer Identification Number (EIN), and form of business (i.e. Corporation, LLC, etc.).

*PROVOX Systems, Inc.
Privately owned US Corporation
22-3964006*

- Identify if the vendor is a subsidiary of a larger company. If so, whom?

No. PROVOX also never been sold.

- Provide a primary contact name, address, phone number, and email address.

*Markus Vogt
PROVOX Systems, Inc.
8951 Synergy Drive, Ste. 223
McKinney, Texas 75070
(972) 547-0504
sales@provox-systems.com*

- Identify the location of company headquarters and offices, which will support the implementation.

McKinney, Texas

- Identify the location, hours of operation, and contact information of ongoing maintenance and support staff.

*McKinney, Texas
Office hours: Monday – Friday between 7:00 am and 7:00 pm CST
Additional hours can be added to the First-Level Maintenance Agreement*

- Provide the current number of employees at the company.

26

- Provide the current number of employees dedicated to the solution you are proposing.

26

- Identify all subcontractors and associated scope of work.

None

- Identify any pending litigation against the vendor.

None

- Identify if vendor has filed any bankruptcy or insolvency processing in the last 10 years.

None in over 27 years

- Identify any mergers, acquisitions, or sales of the vendor company within the last five years (if so, an explanation providing relevant details).

None in over 27 years

- A description of the Vendor's background, nature of business and organizational history.

PROVOX is the worldwide market leader in Agenda and Meeting Management with the experience from more than 950 projects and over 28 years in the business of Agenda and Meeting Management. Our main products are our Agenda.NET and an innovative Document Management Solution.

PROVOX is a US company with Headquarters in McKinney, Texas.

- A statement of how long the Vendor has been providing the solution you are proposing, as required by this RFP.

Over 28 years

- Disclose the Vendor's annual company revenues and profit for the last 3 company fiscal years. It is acceptable to include this information as an appendix in the proposal.

See attachment

Company Qualifications

PROVOX Systems understands that the City of Hapeville is seeking an innovative software company to provide a turn-key comprehensive, flexible, and intuitive Agenda and Meeting Management solution As the Prime Contractor; PROVOX has assembled a team for the implementation and technical/application support to meet the high expectations and unique requirements of the City of Hapeville.

The proposed solution will cover all the requirements and provide the City with additional unique features and functions to grow with the application.

The application is a Microsoft certified .NET application, which can be easily installed on an existing server, virtual server, or terminal server or can be used as a hosted solution.

The application is designed for midsize and enterprise customers and is the worldwide leading Agenda and Meeting Management. It is one of the key applications in Microsoft's Citizen Service Platform.

PROVOX is the owner and manufacturer of the proposed solution and has developed the application in-house and with its own and fully employed development team. PROVOX has never been sold or merged with other companies. PROVOX concentrated on the development, implementation, and support of its own Agenda and Meeting Management and is not selling different other software as many other vendors. We are specialist on Agenda Management and will provide the City with the best possible support during and after implementation.

PROVOX has the experience in replacing other Agenda and Meeting Management solutions and the data and document conversion in numerous projects.

The City will get an Agenda Management solution which is based on the latest Microsoft.NET Technology (4.x) and not an application that is based on much older .net versions or other outdated development tools.

This will guarantee an innovative and future save development and use of the application.

PROVOX was the first company which has developed Agenda and Meeting Management in Microsoft.NET and has the experience in this development technology for more than 15 years. The first version of our Agenda and Meeting Management was presented in 1991 and installed in the same year in many large cities.

The proposed solution can be used for unlimited meeting bodies and from unlimited users without additional license fees. The City will have the ability to manage external and internal meeting bodies, create its own workflow templates (without using external tools or vendor development), and provide the citizens and meeting body members with a unique, secure, innovative, and easy-to-use Internet Information Portal.

External users will find an ADA compliant and intuitive Legislative Information Portal, embedded into the City's existing web pages. They can search in all published documents via full text, download complete or individual agenda packets (with only selected items), access live and video-on-demand meeting content, add meeting information into their personal calendars, response to agenda items and meetings via an electronic forum, and much more. They can also subscribe to RSS Feeds and access all the above information and much more on any mobile device. PROVOX is also providing users with an optimized Portal layout for small screens (e.g. Smart Phones, iPad Mini, etc.).

PROVOX is also offering open web service for the integration of any Document Management System and Audio- and Video-Streaming.

PROVOX can also offer its own Audio- and Video-Streaming in the following options:

- Live Streaming
- Audio- and Video on-Demand
- Integration of an existing Audio- and Video-Streaming
- Integration of existing Audio- and Video-Files and time stamping in Agenda.NET
- Integration of external and not meeting related content (e.g. sport events, news, City events, etc.)
- Broadcasting
- Close Captioning
- Mobile Audio- and Video-Streaming

The application also comes with the most innovative, flexible, and easy-to-use pre-meeting (reviewing and approval) and post-meeting electronic workflow management. Existing workflow processes can be easily integrated and streamlined. The City can create its own workflow templates without using external tools (e.g. Visio, SharePoint, Scripts, or Macros) or vendor development. Each workflow process can have numerous tasks, reviewers (users, groups, roles), due dates, and personal notes.

The electronic workflow management will guarantee a transparent and efficient document routing, approving, and signing process.

The application will also use the existing Microsoft Word installations for the text creation (embedded into the application). This will increase the acceptance from end-users and will offer them a familiar environment. They will have the ability to use all Microsoft functions and features (e.g. spell checker, track changes, copy & paste, tables, document templates, auto text, etc.).

Agenda.NET™ will convert documents into an ADA compliant PDF format (ISO-19005) and will automatically upload the documents into the Internet Information Portal, which is ADA compliant as well.

The City will get a turn-key and comprehensive Agenda and Meeting Management Suite, from the most established and experienced company in Agenda and Meeting Management.

PROVOX is offering a trial period, so the City can test the proposed solution in its existing network and not on a pre-prepared server.

Client References

PROVOX is the worldwide market leader in Agenda and Meeting Management with more than 950 customers and the experience from over 27 years. PROVOX was never been sold or has outsourced any development or support.

Customer/client name	Davidson County, NC			
Reference name	Debbie Harris			
Title	Clerk to the Board			
Phone number	336-242-2202			
Mailing address	Debbie.Harris@DavidsonCountyNC.gov			
Fax number	336-248-8440			
Customer Organization Size	Implementation Description	Start Date	End Date	
169,000	Full implementation incl. Internet Information Portal, Audio- and Video-Streaming integration (YouTube), Electronic Voting, Minutes Maker	2011	In less than 8 weeks	

Customer/client name	Region of Peel			
Reference name	Kristopher Dubuque			
Title	Legislative Specialist			
Phone number	905-791-7800			
Mailing address	Kristopher.dubuque@peelregion.ca			
Fax number				
Customer Organization Size	Implementation Description	Start Date	End Date	
1,400,000	Full Implementation incl. Workflow Management	2013	In less than 10 weeks	

Customer/client name	City of Thunder Bay			
Reference name	Gordon Stover			
Title	Committee & Meeting Management System Coordinator			
Phone number	807-625-2897			
Mailing address	gstover@thunderbay.ca			
Fax number	807-623-5468			
Customer Organization Size	Implementation Description	Start Date	End Date	
111,000	Complete Integration	2014	In less than 6 weeks	

Customer/client name	Hall County			
Reference name	Lisa Ritchie			
Title	Board of Commissioners Clerk			
Phone number	770-718-5713			
Mailing address	lritchie@hallcounty.org			
Fax number	770-531-3972			
Customer Organization Size	Implementation Description	Start Date	End Date	
200,000	Complete Integration	2017	10 weeks	

Customer/client name	City of Livermore			
Reference name	Neal Snedecor			
Title	IT Director			
Phone number	925-960-4144			
Mailing address	nhsnedecor@cityoflivermore.net			
Customer Organization Size	Implementation Description	Start Date	End Date	
90,000	The City is currently in the Implementation Phase. It is an interesting project, because they have experience with other solutions. It is a replacement of their latest solution	3/2019	9/2019	

Proposed Solution

PROVOX has developing and continuously improving the Agenda and Meeting Management Suite since 1991.

Agenda.NET™ is a fully featured, the most flexible, easy-to-use, secured, and customizable application in the whole market of agenda and meeting management solutions. The customer base from cities with a population from 5,000 to over 1 million shows the flexibility of the application.

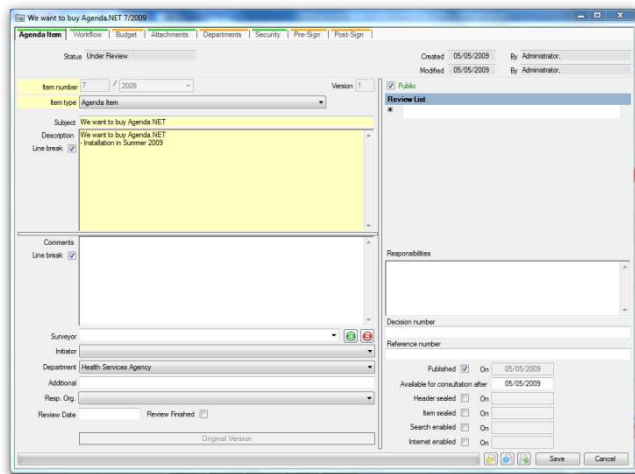
General Description

Agenda.NET™ has Windows conform icons, menus, and structures. It has integrated dynamic menus for each user, depending on the security settings in the background.

Users will be supported with well-arranged forms and customizable fields. Online-Help and numerous tool-tips will help users do their daily work. The estimated training for end-users is between two (2) and four (4) hours.

Agenda Items

Departments and other entities can create, edit, and manage their agenda items in Agenda.NET™ and integrate them into an electronic, template based, and/or individual workflow for the reviewing and approval processes.



Inexperienced users will be supported with an agenda item and meeting management wizard, with colored tabs and required fields. Status information will be provided directly in the main screen or in other important areas of the application.

Workflows (reviewing, approval, and action workflows) can be individually designed by authorized users and be integrated into required processes.

Agenda.NET™ offers the users three kinds of workflows (priority based, sequential and broadcast) and the ability to manage numerous individual workflow templates. Workflows can be equipped with a timeout for single users and/or groups. Users will have the ability to integrate an ad-hoc workflow in an active process if necessary.

Involved users and groups will get a message about pending actions via the internal messaging system

and/or Microsoft Outlook Mail.

Users will have the ability to create a meeting workflow to an agenda item. They can select a specific meeting from the meeting calendar, define a first meeting date (for long range items), and/or use a dynamic sequence

for each committee. Agenda.NET™ will post the agenda items after publishing them automatically on the defined committee meetings.

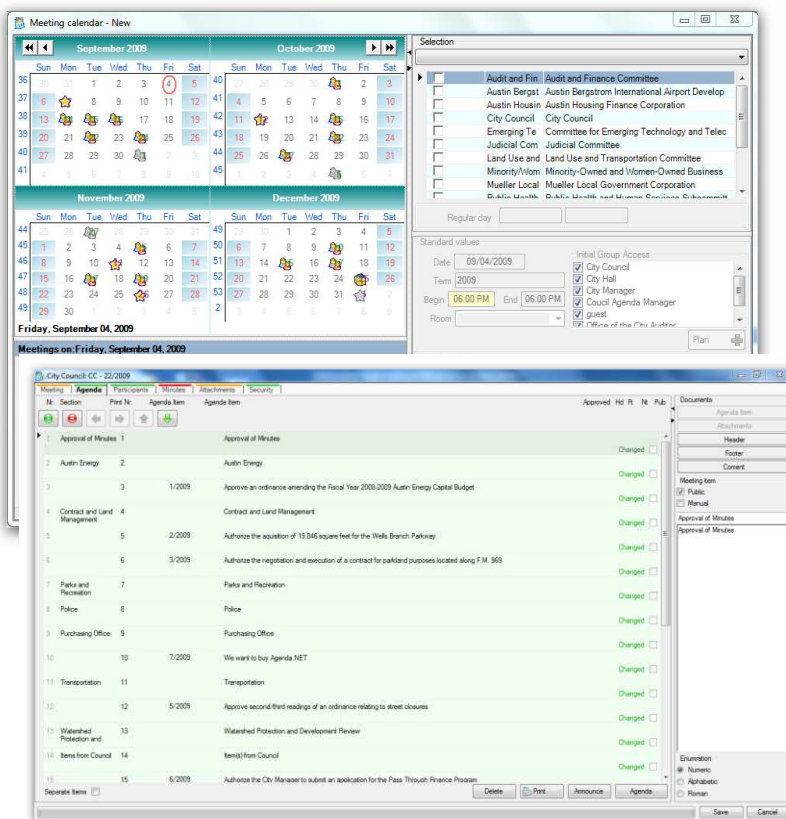
Agenda.NET™ can manage numerous attachments of any format and size to an agenda item and/or a meeting. Users will have the ability to browse for new attachments and integrate them with a simple mouse click.

Agenda.NET™ will have the ability to integrate URL's and live links to GIS applications. With this integration, council members, members and, if desired, the public will have the ability to scroll within and zoom into attachments to an agenda item and/or meeting.

Recommendations and background information will be added, edited and formatted in the existing Microsoft Word application. Users can integrate text, graphics, tables, and format the text.

Agenda.NET™ will merge the complete agenda items depending on the existing word templates.

A complete "Approval Management Console" will help the key persons to track the process in a reviewing and/or an approval/action process. They can for example search for all open activities for a specific meeting, single agenda item and/or selected department.



Agenda Process

The agenda process will be supported perfectly by Agenda.NET.

Authorized users can add and manage meetings in a monthly meeting calendar. They can prepare a complete meeting calendar for the whole year, for a few months and/or add individual meetings.

Agenda.NET™ will also support assembly meetings with two or more committees.

Agenda.NET™ will suggest a meeting room and a meeting start time depending on the default settings for the selected committee.

Users will have the opportunity to change the recommended dates, times, and rooms.

Involved Departments can be reminded of

pending actions with the internal messaging system.

Authorized users can create a draft agenda with a single mouse click. Depending on the default definitions, Agenda.NET™ will integrate committee specific headers and standard topics on the agenda.

Agenda.NET™ will search for all unfinished and published agenda items for the selected committee, depending of the definition in the items workflow. It will post the items based on their settings under the different headers of the agenda.

Users can re-order, add, and remove items on the agenda. They can build numerous sub-items with a simple mouse click as well.

Users will have the ability to open the agenda item document and the attachments directly in the agenda screen.

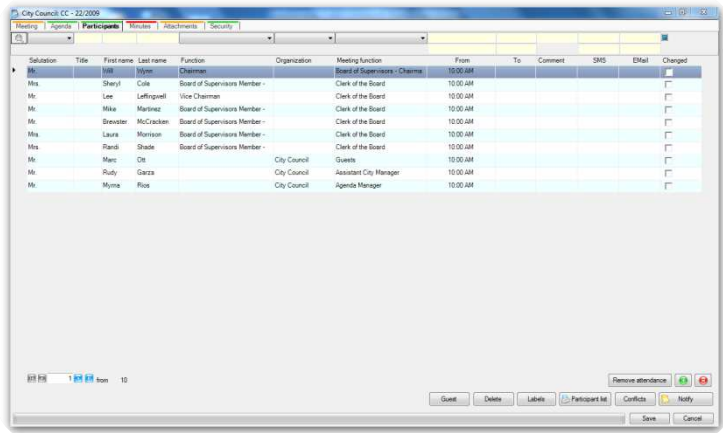
When a user removes an agenda item, Agenda.NET™ will post this item in a dynamic workflow automatically on the following agenda for this committee. Users can add new items on the drafted agenda, without deleting the original agenda.

Ad-Hoc Agenda Items and Placeholders

Users will have the ability to integrate ad-hoc agenda items and/or placeholders on the agenda.

At any time, authorized users can convert a placeholder into an original agenda item with a simple mouse click. Agenda.NET™ will integrate the existing description, the meeting workflow and other important information into the agenda item. Users can add additional information and will be routed automatically back into the agenda after saving.

Last minute or late items can be integrated into an existing agenda at any time. Authorized users can add them on any place of the agenda, without deleting the original agenda. The actual agenda with the new items and supporting materials will be automatically updated in the Internet/Intranet Module. Last minute or late items can be distinguished by a red border in the Internet Module.



Users will have the ability to print an agenda and/or a public notice at any time. These documents will be merged in Microsoft Word depending on the customizable Word templates.

Meetings and Agendas will be uploaded into the Internet and/or intranet module with one mouse click.

Participant Lists and Guests

Users will have the ability to create a participant list depending on the defined members and other attendees for the selected committee. They can add numerous guests to the participant list, print labels, participant lists, and will

see if there are any planning conflicts with other meetings.

They can add and remove attendees and send an electronic invitation and/or agenda packet via E-Mail and/or Text Messages.

Agenda.NET™ will support a mixed environment of paperless (electronic agenda packets) and hardcopies for other receptions.

Members, the public, and other authorized users can add specific or a complete list of all meetings into their personal Outlook calendar. They can create a complete or private agenda packet in the Internet module; depending on their user rights.

Agenda and Meeting Packages on Amazon Kindle devices



Agenda.NET™ will give the City of Hapeville the opportunity to deliver complete Agenda and Meeting Packages on Amazon Kindle devices.

The Council Members don't need to connect to the internet and download any information; Agenda.NET™ can deliver the complete agenda package via GPRS technology.

Council Members will receive their package wherever they are. They can review the information, add annotations and notes, and store their work progress later on their personal computer. The Amazon Kindle device can store up to 10,000 packages and read the document for the user.

Agenda and Meeting Packages on iPad's, Microsoft Surface, Android Devices, Windows Mobile, netbooks, laptops, etc.

Users will have the ability to access legislative information on their iPad's, Microsoft Surface, Android Devices, Windows Mobile, Windows 8, netbooks, laptop, iPhone, and other devices.

This includes the live streaming and the integrated Audio- and Video- in Agenda.NET™.



Apple

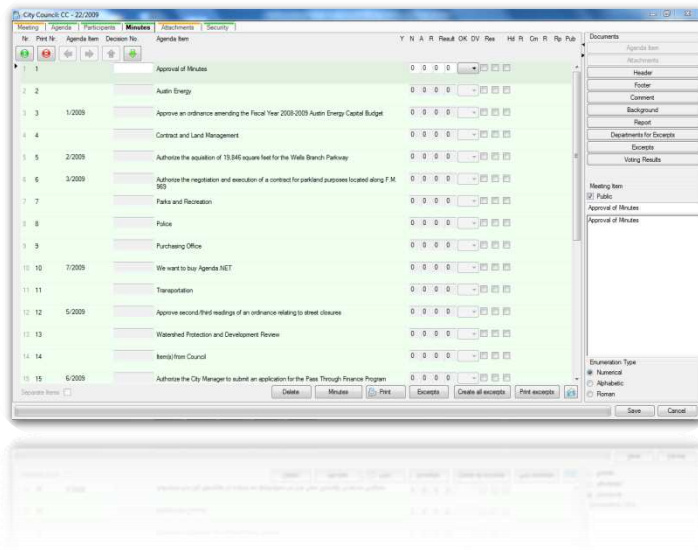
Files

Meetings

Agenda.NET™ has the ability to manage unlimited meetings and their referenced information.

Users will have the ability to use the meeting module before, during, and after a meeting with few restrictions.

Authorized users can seal the agenda after the final signature, and can unseal it when necessary.



After an agenda is sealed, users will have the ability to create a “minutes” agenda with a single mouse click. Agenda.NET™ will duplicate the original agenda and store it in the “minutes” screen. From here, authorized users will have the ability to re-order, add and remove agenda items. They can build sub-items and change the status from “public” to a closed session item.

Users will get detailed information during a live meeting. They will have the opportunity to open the agenda item and/or the attachment, without any changes in the working area. They can add header and footer text to each item.

They can add comments and other important information to each item. Staff, Councilors, and

the attendees can follow up with the agenda live in the meeting.

Agenda.NET™ will support global and member voting.

Users will have the ability to create their “minutes” document and “minutes” excerpts with a single mouse click, depending on the customized Word templates.

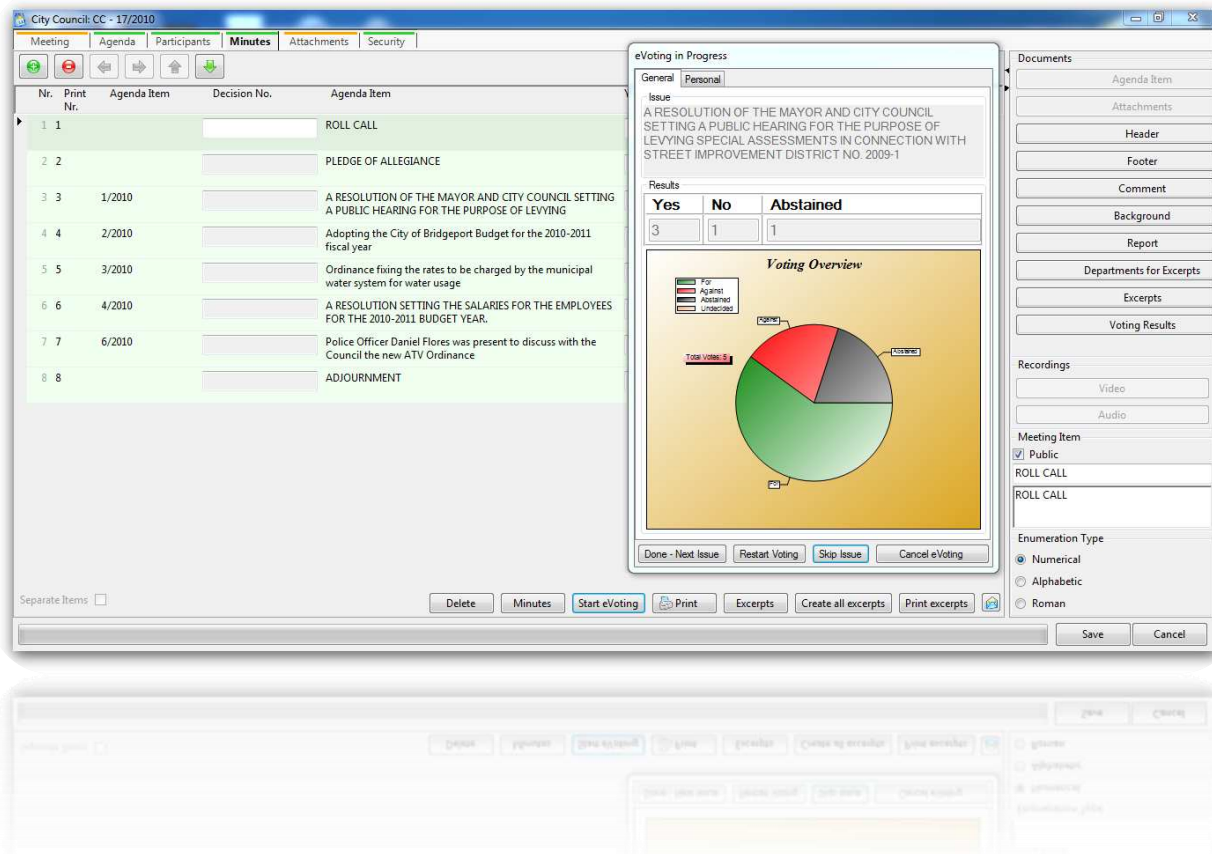
“Minutes” excerpts can be sent via E-Mail to the different departments.

Agenda.NET™ has the ability to manage two minutes documents; one public and one private document. Both documents can be uploaded with different user rights into the Internet module.

Users can create the “minutes” document before the meeting and only add changes during the meeting.

Agenda.NET™ will upload new or modified information after it has been published by an authorized user. Depending on the defined security settings, users will have the access to selected information via web module.

Electronic Voting



The Agenda and Meeting Management Suite has integrations with electronic voting devices. PROVOX has developed an open web service for the integration with different electronic devices. PROVOX offer customizable wireless voting devices (manufactured in the United States of America).

These devices have six (6) customizable buttons. Customers can define these buttons generally or for each meeting different. They can define user functions for each button (e.g. 1 = Yes, 2 = No, 3 = Absent, 4 = Right to speak, 5 = Motion, 6 = Second).

The Meeting Clerk or meeting moderator can start, stop, re-start, skip items, and store the result via the Agenda.NET™ user interface. Agenda.NET™ has integrated a timer and different graphics as well.

Electronic Workflow Management

The City of Hapeville will have the ability to create numerous own pre-meeting (reviewing and approval) and post-meeting (follow-up and action) workflows and workflow templates. These templates can be easily created within the application and without any vendor development or external tools (e.g. Visio, Visual Basic, or other).

Users can select one of the existing templates, and add or remove reviewers or group of reviewers/roles in this workflow. They can also create individual workflows for specific items.

Each workflow can have numerous reviewers or roles. A combination of both kinds of reviewers is possible in one workflow as well.

Each workflow task can have a deadline, personal notes and other important information.

Agenda.NET™ will send notification via e-mail and the internal messaging system during the workflow process. Reviewers will have all important information regarding the workflow process available on a fingertip. They can add their responses in the designated fields and/or use the Microsoft Track Changes function within the documents (based on their security settings). They can also reject, accept, or re-route the workflow process at any time.

All information and responses will be stored with the item in the Agenda.NET™ database and can be reviewed at any time.

Audio-/Video-Streaming Integration



Agenda.NET™ has the ability to integrate different Audio-/Video-Streaming solutions or be bundled with PROVOX’s solution.

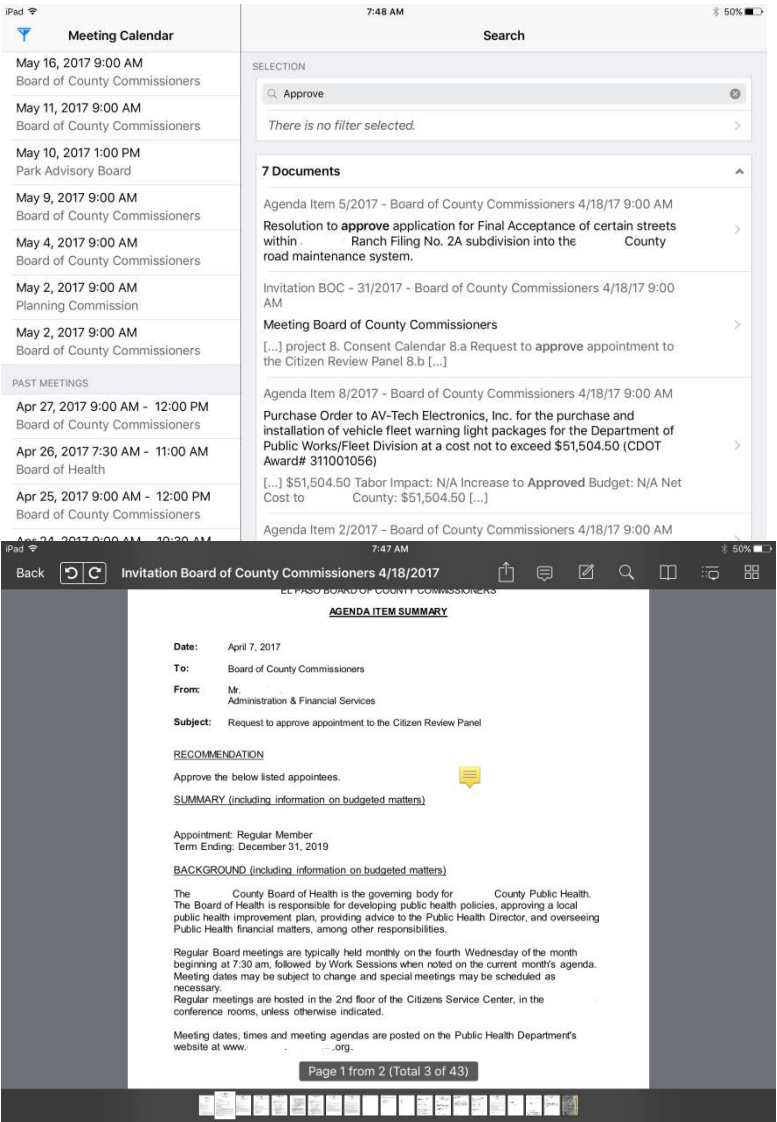
PROVOX has developed open web services for the integration of existing solutions. The web services will export the necessary information and import the links back into the application after the meeting has finished.

The City of Hapeville will also have the ability to upload existing audio and video files and index them during or after the meeting with simple mouse clicks within Agenda.NET™.

Users will have the ability to see selected items and/or the whole meeting in the Internet Information Portal of Agenda.NET™.

The video and audio information will be available in the Agenda.NET™ Meeting Minutes Maker module as well.

iMeeting App – the Legislative Meeting App



iMeeting is the innovative Legislative Meeting App for Councilors, Commissioners, Staff Members and the General Public to go Paperless with Agenda.NET™.

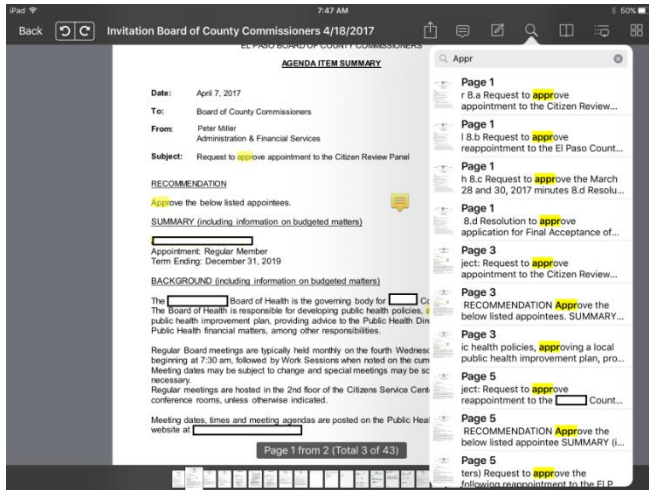
The app can be used on Apple (iOS) and Android devices. Users can get the information fast, easy and paperless.

The app will automatically update all meeting information and download the latest agenda packages and other meeting documents with each login.

Users will have all future and past meeting available in the app.

They can easily add annotations (e.g. ink annotations, notes, drawings, etc.) and search in all documents via full text. Hits will be automatically displayed and highlighted on the screen.

The users can easily navigate by using the Table of Contents (with links to each item and attachment) for each meeting.



Annotations that were made on an agenda item in one meeting will be carried forward to other meetings, if the item will be posted again on a later meeting.

Documents can be easily printed, emailed and stored in other cloud or local location if desired. They can also be saved in other formats.

Integration to DMS

Agenda.NET™ has the ability to integrate different Document Management applications. A Document Management System is not required for the use of the complete Agenda and Meeting Management Suite.

Users can export items with a simple mouse click. Agenda.NET™ will store the items with the necessary metadata via web service in a folder structure. The DMS application will control this folder and import the documents in their own database.

Users will have the ability to search in both applications.

Internet Information Portal

Agenda.NET™ integrated a unique, fully featured, secure, and “database” based Internet Information Portal.

The existing layout of the City’s webpage can be adapted in a few hours. With a simple link on the current web pages, users will be routed in the Agenda.NET™ Internet Information Portal.

Users will enter a dynamic menu, depending on their security settings in Agenda.NET.

After it is published, new and changed data will be uploaded into the internet module. Agenda.NET™ will automatically convert Word documents into a PDF ISO-19005 (PDF/A) format, which is designed for long term storage and usable for users with disabilities.

Councilors and other members will have a private and password protected workspace. They need to log in with their own user name and password to get private (closed session items) and public information. They will see their last meetings, upcoming meetings, and the changes since their last visit in a personal welcome page.

The public and other users will get information about the councilors and committee members, committee details, a dynamic meeting calendar, meeting and agenda item search, Ordinances and Resolution, and municipal data.

They can also subscribe to RSS Feeds, so they will get a notification every time when information has been changed or new information were posted.

They can also download complete agenda packages, create individual packages with selected items, open the audio- and video-files to each agenda item, get a complete Legislative History to each item, search in documents via full text, and much more.

Agenda.NET™ will not only post agendas and meeting information on a web page, it will create a unique and user friendly Information Portal for the County's meeting body members and the general public.

Davidson County, North Carolina
Lexington | Thomasville | Denton | Wallburg | Midway

Zoom: [Icons] High Contrast

User: [Input]
Password: [Input]
Log in

Select Language [Dropdown]

Navigation Menu:
Welcome
Municipality
Committees
Councillors
Meeting Calendar
Meeting Search
Document Search
Agenda Items
Ordinances

WELCOME

Welcome to the Paperless Agenda Management from Davidson County

Last 3 meetings

7/29/16	Meeting BOC - 46/2016 takes place at 10:30 AM in 1 for: Board of Commissioners	[Icons]
7/20/16	Meeting BOC - 45/2016 takes place at 10:00 AM in 1 for: Board of Commissioners	[Icons]
7/7/16	Meeting BOC - 25/2016 takes place at 8:00 AM in 1 for: Board of Commissioners	[Icons]

Next meetings

8/4/16	Meeting BOC - 27/2016 takes place at 8:00 AM in 1 for: Board of Commissioners	[Icons]
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Municipality
Municipal information and contact details.

Committees
Committee details, including current membership.

Councillors
A searchable list of all committee and party members.

Meeting Calendar
The current agenda of meetings, participants and resolutions in calendar format.

Meeting Search
Find meetings using a detailed search pattern.

Document Search
Find documents and attachments for all published items and meetings.

Agenda Items
A searchable list of current and past agenda items.

Ordinances
A searchable list of current ordinances.

Go Back

Last Database Update: Jul 27, 2016 1:00 PM
PV-Internet@PROVOX-Systems Inc.

CONTACT US
Davidson County Government
913 Greensboro Street, Suite 401
PO Box 1067
Lexington, NC 27292
Ph. (336) 242-2200
Fax (336) 248-8440

NOTE

Other Application Features

Agenda.NET™ has many more features and functionalities integrated. The City of Hapeville can start small and add more and more features over time.

Some of the other features are:

- Motion Items
- Electronic Forum
- Regulations and Ordinances
- E-Government Starter Kit
- Web Form for the Agenda Item Creation
- Legislative Agenda Item History
- Item Tracker
- Accounting Module
- And much more

Audio- and Video-Streaming (Optional)

PROVOX provides the City of Hapeville with different options for Audio- and Video-Streaming. The City can select one of the following options, but will have the ability to switch to another option at any time:

- **Live Streaming only**
- **Self-indexing in Agenda.NET with Live Streaming**
- **Integration of own audio- and video-recording and self-indexing in Agenda.NET**
- **Broadcasting**
- **Close Captioning**
- **Audio only**
- **Integration of external and not meeting related content**

Some of these options can also combine with each other.

Archiving

Client audio/video can be stored securely on the PROVOX Content Network indefinitely. Fault tolerance and high availability is assured through replication of audio/video content to multiple, geographically redundant, Storage Area Networks (SAN). Our standard packages includes unlimited audio- and video-streaming and on-Demand for 5 years.

As clients approach prearranged storage allowances, they may choose to extend those allowances or begin removing old audio/video content in accordance with a storage horizon plan. Alternatively, PROVOX can assist clients in adding supplemental storage to their PROVOX Encoder, directly or externally, to facilitate more cost effective long-term archiving of content while still maintaining online availability.

Presentation

Once integrated into the linking structure of the existing website, the customized video library becomes the portal through which users access your audio/video content. As new content is added, it automatically becomes available in the City's library without any work by the webmaster.

By navigating through the video library, users can view a list of meetings chronologically or unleash the power of the jump-to markers to search for specific points within individual audio/video clips. When it comes time to view these clips they are presented in a similarly customized player, presenting a consistent look to all aspects of the City of Hapeville website.

Video Podcasting, as offered by PROVOX, is a great way to extend accessibility and adoption of your audio/video content. Building on the popularity of Apple's iPod video player, Podcasting technology allows users to subscribe to automatically published content feeds. New content becomes immediately available in their audio/video library and is subsequently synched to their portable devices the next time they are connected.

Delivery

In order to deliver on-demand content to end users in a format that is native to their computer's operating system, PROVOX can deliver content in all major streaming video formats

Our local points of presence ensure your audio/video content is delivered to your citizens and staff in the most efficient manner, minimizing buffering time and providing optimal viewing quality.

Monitoring and Statistics

PROVOX is constantly monitoring all aspects of the PROVOX Content Network to ensure its health and availability. This monitoring extends to cover remote PROVOX Encoders deployed on client premises. In the rare event of trouble our engineers are promptly notified so that they may dispatch a swift response in accordance with our support procedures.

PROVOX collates log files from our streaming servers monthly and processes them with the industry recognized Google Analytics. Google Analytics generates reports ranging from high-level, executive overviews to in depth quality of service statistics. These reports help to highlight growth trends and identify popular content.

Support

Beyond our proactive monitoring and response, PROVOX offers ongoing, 24/7 technical support for any issues our clients may encounter.

While our choice of quality hardware vendors and a thorough pre-installation testing phase go a long way toward ensuring trouble free operation of our EASE Encoders, we do recognize that occasionally unforeseen issues arise. In the event that our engineers detect a fault, they will work to diagnose the issue. If necessary, next business day replacement of parts will be completed.

PROVOX offers continual software updates and feature enhancements to our services and products for the life of your managed services contract.

PRIMARY FEATURES / MODULES LIST

Foundation Data

- Accounts
- Address Types
- Agenda Item Types
- Ballot Codes
- Banks
- Boroughs/Districts
- Cost Center
- Cost Objects
- Counties
- Departments
- Gifts
- Impersonal Accounts
- Initiators
- Inventory
- Marital Status
- Meeting Free Periods
- Meeting Term/Numeration
- Nationality
- Organizational Function
 - Committees
 - Commissions
 - Boards
 - Participant List
 - Other
 - And more...
- Organizations
 - Committees
 - Commissions
 - Boards
 - Participant List
 - Other
 - Free customizable other
- Product Numbers
- Reviewers
- Salutation
- Telecommunications
- Transport
- Workflow Abbreviation

Municipal Data

Political Parties

- Name, Address, Chairperson
- Logo/Picture and Comment
- Additional Comments

- Status
- Members
- Personal Substitutes
- Substitutes

City of Hapeville Data

- Name
- Address
- State
- Population
- Telecommunication Data (unlimited)

Committees/Boards/Commissions

- Name, Description, Address
- Contact information
- Chairperson
- Regular Meeting Date and Time
- Regular Meeting Room
- Account for Compensation
- Internet enable check box
- Activation/Inactivation
- Number of members and additional members
- Logo/Picture
- Comment
- Remarks
- Standard Document Templates
- Default Headers
- Standard Topics
- Status
- Members
- Substitutes
- Personal Substitutes
- Civil Servants
- Type of Committee
- Address Labels
- Reports

People

- Check box active/inactive
- Check box Elected
- Check box System user
- Function
- Salutation, First Name, Last Name, Title
- Nationality
- Primary Address
- Username, Password

People (cont.)

- Check boxes for Agenda.NET™ enabled, Internet publishing and Internet enable
- Picture
- Digital Signature
- Numerous Telecommunication Data with Internet publishing check box
- Messaging Information
- Send Function for Text and/or E-Mail Messages
- Personal Data
 - Date of Birth
 - Wedding Date
 - Partner Details
 - Comment
 - Deceased with date
- Post Addresses (unlimited)
- Bank (for Accounting Module)
- Employment Information
- Awards and Honors
- Additional Declarations
- Complete Membership History (incl. actual and past member ships, election terms, function, etc.)
- Address lists
- Birthday Lists
- Labels
- Personal Datasheet
- And much more

Press Details

- Name, Address, Contacts, Telecommunication Data

Rooms

- Room Number, Description, Address
- Number of Seats for Audience and Committee
- Telecommunication Data
- Inventory

Agenda Management

- Agenda Items
- Numerous Versions of an Agenda Item
- Search functionality
- Colored Agenda Item Assistant
- Required Fields
- Item Status (e.g. In Preparation, Under Review, etc.)
- Creation and Modification Date

- Name of Creator and Modifier
- Item Number
- Item Type
- Subject
- Description
- Surveyor
- Initiator
- Department
- Additional Persons/Departments
- Public/Private Check Box
- Reviewer List
- Responsibilities
- Decision and Reference Number
- Check Boxes (with extra security) for:
 - Publishing
 - Header sealed
 - Item sealed
 - Search enable
 - Internet enable
- Committee Workflows
- Budget information
- Attachments
- Involved Departments
- Security
- Reviewing Workflows
- Approval Workflows
- Recommendation Document
- Background Document
- Agenda Item Document
- Reviewing History
- Clone Function
- Reports

Motion Items

- Same Functionality as Agenda Items
- Converting Function for the conversation to an Agenda Item

Meetings

- Clearly arranged Meeting Calendar with symbols for each meeting
- Holidays and meeting free periods
- Meeting definition via mouse click
- Single Meetings
- Assembly Meetings
- Meeting Room and Time
- Initial user rights

Meetings (cont.)

- Background check for blocked meeting rooms in Agenda.NET

Agenda

- Agenda creation with one mouse click
- Automated integration of committee specific standard topics
- Committee specific Headers and Titles
- Different colors for public and closed sessions
- Reordering and creating of numerous Sub-Items via icon
- Automated numbering after each process
- Subject and description of each Item
- Add and remove from items via mouse click
- Item document can be directly opened in the window
- Attachments can be directly opened
- Header and Footer text to each item
- Comments on each Item
- Items can be marked as public or private
- Agenda Document creation with a single mouse click
- Public Notice creation with a single mouse click
- And more...

Participant List

- Creation of a standard Participant List via mouse click
- Guest and other persons can be individually integrated
- Staff and other persons can be individually integrated
- Address Labels and Participant List generation
- Planning Conflicts
- Electronically invitation via E-Mail and/or Text messages
- Private and Public Agenda Packets creation via mouse click
- Comments, Time and other information pro Attendee

Minutes

- Minutes module can be used directly in the meeting

- Separate Agenda (the initial Agenda will be automated copied from the Agenda area)
- Global and private voting
- Additional voting information
- The Item and Attachments can be directly opened in the form, without closing the module
- Header- and Footer-Text to each item
- Comment Field (Word Text)
- Directly access to the recommendation and background information from the Agenda Item
- Minutes excerpts will be generated automatically
- Electronic delivery from Minutes Excerpts
- One or optional two Minutes Documents
- Approval processes
- And much more

Resolution Management

- Management Console for the control of reviewing and approval processes
- Search by Department, Committee, Meeting, Person and Action
- Printable reports

Search

- Full-text retrieval in:
 - Agenda items
 - Agendas
 - Invitations
 - Attachments
 - Minutes
 - Resolutions and Ordinances
 - Archive (Legacy Data)
- Combination of:
 - And/or
 - Time Frame
 - Committee/Organization
 - Different Search Areas

Regulations

- Integration of Ordinances, Resolutions and Regulations with search functionality and internet publishing

EGSK (E-Government Starter Kit)

- Motion Items via Internet

Accounting Module

- Management of monthly and/or meeting based compensations

Security

- Customizable Security Definition

Settings

- Customizable Settings

Document Templates**Internet Module**

- Database based internet/intranet module
- Easy adaptation of the existing web pages
- Automatic migration and replication of new and modified data
- Conversion from Microsoft SQL to MySQL
- Login and password secured area for councilors and other members
- Personal welcome page with next meetings, last meetings and changes since the last login
- Municipal Data
- Committees with detail information
- Councilors and other members with customizable data
- Meeting calendar with a monthly and a yearly view
- Single meeting view
- Direct access to the agenda items, attachments, reviewing history and a summary
- Direct access to all documents in an original or PDF-Format
- Meeting and Agenda Item search
- Full-text retrieval in agenda items, agendas, invitations, public notices, minutes and attachments
- Publishing and full-text retrieval in Ordinances and Regulations
- Electronic Forum
- Scalable Text
- High or low contrast
- And much more

General

- Search capabilities in nearly each form
- Online-Help
- Automated backup from records
- Records can be opened with an simple double click
- Open records will be displayed with a red background for other users
- Users will have the ability to work in different areas at the same time

- Versioning by Agenda Items
- Mixed Environment of different Office versions
- Dynamic menus depending on the security settings
- Internal messaging system for individual messages
- Integration of E-Mail and Text Message functionalities
- Standard formatting from text based on the document templates
- Nearly all features can be used in the integrated Microsoft Word Documents
- Automated database backups
- Automated PDF conversion on the server
- Integration of the Active Directory
- Single Sign-On
- Security settings will be automated uploaded into the internet module

Localization Tool

- System Administrator can customize Text, Labels, Buttons, and Messages with the Localization Tool
- Changes will be converted in new Updates
- Individual customization

Support

- Unlimited Hotline E-Mail and Phone support
- Unlimited Remote Support
- Unlimited Updates
- Access to User Conferences

And much more...

This list makes no claim of totality; it is only a small portion of the many features in our application and the services for you.

Other Features

With Agenda.NET™ the City of Hapeville has found the most flexible and innovative product in the market of Agenda and Meeting Management solutions worldwide.

Agenda.NET™ has integrations with several 3rd party applications and offers open interfaces to these applications.

Here are some unique features in Agenda.NET™:



Integration with Amazon Kindle devices, Apple iPad's, Microsoft Surface, Android Devices, Windows Mobile, Windows 8, Smart Phones, and others

Complete agenda packages and supporting materials can be directly delivered on the Amazon Kindle devices of council members and other users. They do not need to connect to the internet and download manually the packages; Agenda.NET™ will deliver the information via Wi-Fi or 3G/4G.

Users can add annotations, highlight and redact text. They can store their work process on the private laptop or desktop.

Apple iPads, Microsoft Surface, Android, Windows Mobile, Windows 8, Laptops, Netbooks, Smartphones users, etc. will have the same functionality. Users can download the application via an app with a simple mouse click and add notes, highlight text, share information with other members, print, and email information with simple fingertips.

Integration of electronic Voting devices

Agenda.NET™ has integrations of electronic (wired or wireless) voting devices. The Clerk can control these devices via Agenda.NET™. He/she can start and stop the voting, record motion and secondary, and the right to speak. A timer and different graphs are available in the application.

Integration with Audio- and Video-Streaming

Agenda.NET™ has standard integrations with different Audio- and Video-Streaming applications. The application can export the agenda and agenda items and import the link to the different audio- and video-files.

Users will have the ability to open these files in the Internet/Intranet Module and the Agenda.NET™ application as well.

Ad-Hoc Items

Users can create placeholders on an agenda. They can click on these placeholders and create an agenda item directly in the agenda form.

Electronic Minutes Excerpts / Final or Draft Council Orders

Users will have the ability to create electronic minutes excerpts/final or draft council orders with a simple mouse click. They can send them automatically via e-mail to the different departments and users.

Accounting Module

Agenda.NET™ has integrated an Accounting Module. Agenda.NET™ can calculate monthly or meeting based salaries.

Approval Management Console

The Clerk and other key users will have the ability to search and review past, running, overdue, and pending approval and reviewing workflow processes. They can additionally search for specific departments, groups, and users.

Electronic Forum

An electronic Forum is an option available in the Internet module.

Personal Welcome Page

Authorized users will be routed into their personal welcome page with their username and password. They will see past and future meetings and changes since their last visit in the Internet Module. They can directly open the agendas, agenda items, minutes, and other supporting materials from their welcome page.

Database based and dynamic Internet/Intranet Module

Agenda.NET™ has a unique, flexible, and easy-to-use Internet/Intranet Module. PROVOK can adapt the existing web layouts from the City of Hapeville. Agenda.NET™ will automatically upload new and modified data into this Internet Module.

Localization Tool

The City of Hapeville has the ability to customize the Agenda.NET™ application with the PROVOK Localization Tool. System Administrators can change nearly each title, label, description, and message in Agenda.NET™ and build the necessary resource files with a simple mouse click. They can restore their customizations in a few seconds after an update. Changes can be made on the run.

Agenda and Meeting Managed Service

PROVOX has designed a hands free and no staff involved “Agenda and Meeting Managed Service”. With this service, PROVOX will do the customers work. We will create the agenda items, agendas, agenda packages, draft minutes and upload everything into the customers Internet Information Portal.

The customers only need to send the documents via e-mail or drop box.

Customers can purchase this service in packages of 25, 50 or 100 meetings. A software installation, training or long-term contracts are not required.

Innovative Concepts

The City of Hapeville has not only found the market leader in Agenda and Meeting Management; it has also found the most innovative and comprehensive solution in the market.

PROVOX has continuously developed the proposed solution with its own and fully employed development team for the past 27 years and will guarantee one (1) or two (2) updates per year.

PROVOX has redeveloped the application in the past few years from Microsoft.NET 2.0 to 4.X, to make sure that our customers will have the ability to use the application on any new Windows Server, SQL Server, and with the latest versions of Microsoft Office. This will also make sure that new features and enhancements in Microsoft.NET 4.X will find their way into the application. (Other solutions are still based on Microsoft.NET 2.0 or other outdated development tools).

PROVOX has also collected the feedback from its over 950 customers in the past years to update the application with new features and other enhancements.

PROVOX is running regular international and national user conferences to discuss new ideas and features with its customers. It will also give the customers the ability to be part of any future development.

The Internet Information Portal is the most innovative, flexible, secure, and easy-to-use Legislative Information Portal in the market. PROVOX will adapt the existing layout from the City's webpages, so the webmaster only need to integrate a link. All published information and data will be automatically converted and uploaded into the Internet Information Portal, based on a predefined schedule. Live Streaming will be combined with the meeting information, so users can see the live stream and will have the agenda and item information available at any time.

Even if users are only a few minutes too late for the live stream, they will have the ability to already access the video on-demand files, even if the meeting is still running. They don't need to wait hours or days for this information like in other solutions.

The Internet Information Portal also has a password protected area for Councilors, other committee members, staff, and other authorized users (Attorneys, etc.). Each user will have its own user name and password for the portal. The City will have the ability to share draft and confidential information with these users in this unique personal working space.

The application is also offering an electronic forum for citizen feedback and participation.

Users can use the Internet Information Portal and its information on any local and mobile device. Agenda.NET™ comes with an optimized portal for small screen devices (e.g. Smart Phones).

The audio- and video-files, additional video content and live streaming can be used on any mobile device as well. PROVOX is offering a better quality and larger screen as other vendors in this area.

PROVOX also have a Video Production Team, which can create professional and individual video content.

Another huge innovation and unique feature is the Electronic Workflow Management, which can be used for pre- and post-meeting workflows, as a ToDo list, and for any other events.

Users will have the ability to review and finish processes by using the application or an innovative web page.

PROVOX is also offering wireless voting devices (instead of expensive touch screens or tables), which can be used in any meeting room with or without Internet or network connection.

The application can manage up to 1,500 devices for one receiver. The voting solution can also be used without the minutes maker.

PROVOX is also offering a Web Form for Agenda Item Submission and an Offline Module. The Offline Module can be used for meetings outside of the City's network or in case that a network connection is temporary not available.

Agenda.NET™ is one of the key applications in Microsoft's Citizen Service Platform, the European Project "Our Municipality" and different global Government Projects all over the world.

Implementation Approach

PROVOX Systems has been the manufacturer of the Agenda and Meeting Management Suite for more than 27 years and has project experiences from more than 950 projects worldwide. The City of Hapeville will get all services and support from the PROVOX US Headquarters in McKinney, Texas.

The services break down into the following project phases:

- *Planning Phase*
 - Product Presentation (Live presentation of Agenda.NET™ with data and document templates from the City of Hapeville)
 - Final Proposal Acceptance
 - Project Plan Creation
 - Assign Project Team
 - Agenda.NET™ presentation for stakeholders, Councilors, and Project Team
 - Q & A Session
 - Final Project Plan acceptance
- *Implementation Phase*
 - Installation of Agenda.NET™ on an existing or new server (0.5 days)
 - Configuration and definition on initial security settings (2 hours)
 - Integration of existing Word Document Templates
 - Conversion and implementation of existing documents and legacy data (agenda items, agendas, and meeting minutes from the past years)
 - Video-Encoder installation and configuration
 - Player Layout adaption
- *Training Phase*
 - 1st PowerUser Training (PowerUser are the user, which are managing the basic information (e.g. People, Organizations (Council, Boards, Committees, Commissions, and Agencies) and the whole legislative process) (1 Day)
 - Data integration phase
 - Test Phase
 - PowerUser Workshop
 - 2nd PowerUser Training (2 Days)
 - Definition of the training content for the end user
 - 3rd Test Phase
 - End user training – Agenda Creators/Report Reviewers (0.5 days for each group)
 - 4th Test Phase
 - Workshop and Q&A session
 - Database cleaning after test phase
- *Layout Phase*

- Internet Layout adaption (PROVOX will adapt the existing layout from the City of Hapeville into the Agenda.NET™ Internet Module)
- Internet Module installation (2 hours)
- Final layout for the Word Templates (for agenda items, agendas, meeting minutes, Final Council Orders, Backgrounds, Recommendations, Labels, Participant Lists, etc.)
- GO Live!
 - Final Project Presentation from the Project Team and PROVOX
 - Final Project Meeting
 - Presentation for Council and other Organizations
 - GO Live!
 - Follow up project meeting (3 or 4 weeks after GO Live!)
- Optional Services
 - Integration of existing data (PROVOX will integrate the existing Organizations (Council, boards, committees, commissions, and agencies), People, Foundation Data, and other base data) – Effort two (2) days
 - Installation and configuration of a hands free Audio- and Video-Streaming
 - Interface configuration
 - Web based follow up trainings (Train on the job, update trainings, etc.)
 - Customizations

All project phases have integrated different on-site project meetings.

All trainings will be held as on-site trainings in the offices of the City of Hapeville. The training content will be defined with the Project Team and will include the data, document templates, workflows, and structures from the City of Hapeville.

The City of Hapeville will have one point of contact during the entire project and after the project for ongoing support, update and upgrade services. The City of Hapeville will have direct access to all application and technical services and will get first-level support.

PROVOX will build a long-term partnership with the City of Hapeville and will support them on the way to going paperless and become one of the most innovative entities in the USA.

Most of PROVOX's customers have been in a successful partnership with the company for decades.

The Agenda and Meeting Management Suite "Agenda.NET" will automate the current City of Hapeville Council agenda preparation process and can be adapted to other legislative bodies as well.

Timeline and Implementation Services

In most projects, PROVOX Systems uses the “Event Chain Method” or the “Critical Chain Method”.

PROVOX will create a complete Project Plan with weekly Action Item lists with the City of Hapeville Project Team.

In this Project Plan (based on Microsoft Project 2007) we will integrate milestones and regular Project Team meetings.

With the knowledge from the RFP we will recommend an “Event Chain Method”, where both partners will prepare the different milestones and the final GO Live date.

Based on the GO Live or Project Starting Date, we will develop a complete Project Plan with the installation, training and test phase and the final sign-off.

We will also integrate the involved persons and project teams.

In similar projects we have broken down a project in the following steps:

- Project plan definition
- Project plan acceptance and Kick-Off Meeting
- Installation
- PowerUser Training
- Test Phase
- Customization
- Creation of a training guide
- Test of the training guide
- Customization
- User trainings
- Test phase
- Workshop
- Final customizing
- GO Live

The different project stages and the success of each step will be evaluated in meetings every one to two weeks. We estimate to require four meetings for this project.

The City of Hapeville will need to assign a Project Manager to be the coordinator and primary liaison for the whole project. This person should have authority to provide approval of project scheduling, customization/modification request, and tasks delivered, and perform all the City of Hapeville side project organization tasks. The project management responsibilities include:

- Analysis scheduling with staff
- Document and worksheet completion and reply
- Phase approval
- Coordinate training room and staff training schedule with PROVOX project management
- Oversee and approve testing and rollout
- Coordinate all other communications, scheduling, and approval events.

PROVOX's Testing Methodology (Testing Plan)

The agenda and meeting management methods for municipalities are often similar, but no two are ever identical. This uniqueness is one of the reasons the selection and implementation process for an agenda management system is different.

Regarding the requirements and our experience with the current agenda management application, we will develop a testing methodology and guide with the City of Hapeville.

PROVOX will use the TMap (Test Management Approach) Methodology for this project.

This methodology will have five distinguishable phases that each test has to go through:

- Plan
- Preparation
- Specification
- Execution
- Evaluation

And the two additional phases:

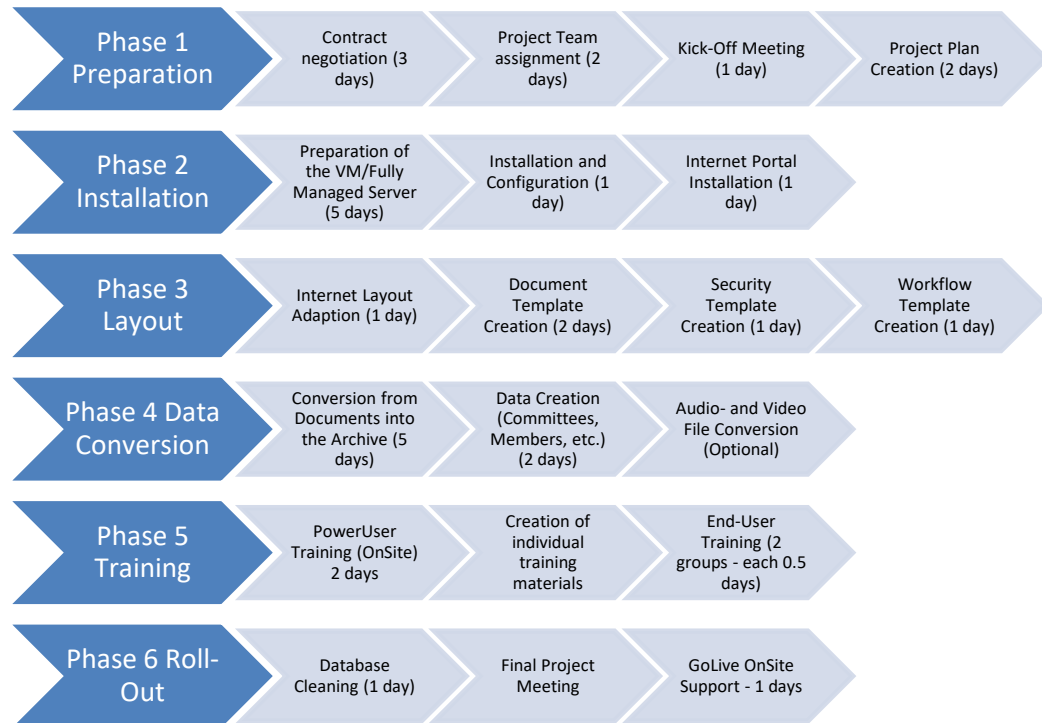
- Infrastructure
- Management

PROVOX will integrate different testing phases in the project plan. Here are our recommended phases:

- General application operability in the environment of the City of Hapeville (after installation)
- Application functionality (after the training and test phase with the PowerUsers)
- Completeness of the application
- Interfaces (after implementation of the interfaces)
- Internet module (functionality and completeness)
- Whole Process (before the Go LIVE date with data and users from the City of Hapeville)

Project Plan

PROVOX will create a customized project plan for this project. Below is an example project plan:



Training Plan

PROVOX will create a customized training plan for the City of Hapeville's needs and requirements.

Usually, all trainings will be held as **On-Site trainings** in the training facilities of the City of Hapeville. The City of Hapeville will provide one desktop/laptop for each training member. Online-Trainings are available as well.

A technical training will be delivered in free-form assistance during the installation and implementation phases.

PROVOX will work with the City of Hapeville's test database. This database will have the same data, document templates and basic information as the production system. Users will see the end result directly in the training and can see how the application will work in the final environment.

PROVOX user trainings will be typically broken in the following classes:

Name	Participants	Course Description	Length
Administration	Agenda.NET™ System-Administrator	The users will learn how to install the Agenda Server and to update the configure files. They will learn how to add new users/groups in the system and to define the security settings. They learn how to add document templates to the application.	4 hours during the installation
Power-User 1	Agenda.NET™ Administrator (Project Team)	Users will learn how to manage the complete Agenda.NET™ application. They will learn how to add, edit and remove people/members, committees, rooms, and the foundation data. They will learn how to define and modify new and existing data and how they can change security settings.	4 hours

Power-User 2	Agenda.NET™ Administrator (PowerUser)	This course is designed for Power-Users, Project Team Members and Trainer in a Train-the-Trainer concept. Users will learn how to create and edit an agenda item. They will learn how to integrate them into a reviewing workflow process and how to create individual workflows. They will learn how to create meetings, build agendas and generate the final minutes. They will learn how to publish information in the internet module and other important background information.	4 hours
Agenda Items creation	Users from different Departments, who create their own agenda items	Users will learn, using real examples, how they can create agenda items in Agenda.NET. They will learn how they can search and edit their own items, and how they can integrate them in a reviewing and/or approval process. They will get this overview after the final publishing.	2 hours
Meeting Management	Users from different Departments, who create their own meetings, agendas and minutes	Users will learn how they can create a meeting or use an existing meeting for their agenda creation. They will learn how they can create an agenda and the different ways to reorder, add and remove agenda items. They will create their own agenda and minutes documents	2 hours
Workshop	All users	PROVOX Team Q&A.	2 – 4 hours

Training sessions will be coordinated and scheduled by the City of Hapeville. It is assumed that the participants in this training have a working familiarity with the standard Microsoft Windows conventions and terminology.

Train-the-Trainer

All trainings can be held by PROVOX as a “Train-the-Trainer” concept. In this concept, we will double the time for the Power-User training; to make sure that the Trainer will have the complete knowledge of the application.

PROVOX will support the Trainer in the first two trainings, to make sure that the Trainer can answer all upcoming questions. It is important that the Trainer learns the quality and flexibility of the Agenda.NET™ application completely, and that both partners are comfortable before the Trainer takes more responsibility.

Web-based trainings and webinars

PROVOX will offer additional web-based trainings and webinars to discuss different topics. We will offer update trainings and workshops as well.

Video Taping and Document Reproduction

PROVOX always authorizes its clients to be able to videotape sessions and reproduce at their own discretion for internal use. In addition, the City of Hapeville has permission to reproduce any of the training documentation, customized training guides, screenshots, in-part or whole for its own purposes.

Test- and Training-Database

The City of Hapeville will receive a Municipal license for unlimited users. The City of Hapeville can create and run numerous instances of the Agenda.NET™ application and databases. The production database can be replicated with the Migration & Replication Tool and/or with a database backup.

There is no time limit for the test and training databases.

Project Schedule

PROVOX will create an individual Project Plan for this project. The estimated time frame (from contract signing until Go Live) is between four (4) and six (6) weeks.

The proposed solution is not requiring any customer specific development. The City will receive an Out-of-the-Box solution, which can be installed and configured in one (1) day.

PROVOX is offering on-site trainings and implementation services or web based trainings as other vendors.

Project Meetings

PROVOX will integrate regular project meetings in the project plan as part of the implementation.

PROVOX will also create an Action Item list and will update this with the City's Project Team on a weekly basis. Additional project meetings after the implementation phase can be integrated into the contract and project plan as well.

The City will have a designated Project Manager and Project Team, which will be responsible for the whole project.

Environment Overview

PROVOX will implement the proposed solution in the existing environment of the City of Hapeville. Existing structures and processes can be easily integrated. The application can be used for unlimited departments, users, workflows, meeting bodies, and data. The City can also start with some key committees (e.g. City Council, Planning Committee, etc.) and add more meeting bodies over the time and without any additional license fees.

Selection Limitations

PROVOX will agree to the City's terms & conditions regarding the access to the City's network, software, hardware, and data.

Services

PROVOX will provide the City of Hapeville with all necessary and optional services for the successful implementation of Agenda.NET™.

The City of Hapeville will get a First-Class and First-Level Support during and after the process. PROVOX will create a specific project and implementation plan with the Project Team of the City of Hapeville.

We will integrate different Project Meetings and Milestones into the Project Plan. We will control and report on the success and the work process on a weekly basis with reports, Action Item Lists, and personal meetings.

PROVOX will install and configure the application with the City of Hapeville IT Department and Project Team. After that we will train the PowerUsers (Users which will manage the application in the future; add and manage Municipal Data, and define Word Templates and Security Settings).

The dedicated PROVOX Project Manager will manage the whole project and is the one point of contact for the City of Hapeville.

Recommended Services:

- Definition of the Project Plan
- Q&A Session before the Kick-Off
- Kick-Off Meeting
- Installation and Configuration
- PowerUser Training (2 Days)
- End-User Training
- Project Meetings
- Word Template Creation
- Internet Layout Adaption
- Database Cleaning after the Test Phase
- Workshop

Optional Services:

- Train-the-Trainer Session
- Data integration
- Existing Documents and Legacy Data conversation and integration
- Workflow creation

Ongoing Support and Hosting Services

PROVOX will provide the City with a First-Level Maintenance Agreement that will include hotline and remote support, free updates and access to PROVOX's Online Help and Support System.

The City can submit issues via phone, e-mail and the Online Help and Support System. Each request will get a ticket number and can be tracked within the online system.

PROVOX is the manufacturer for the proposed solution and will provide all technical and application support with its own and fully employed team. It will not use any global Call Center as many other vendors. The City will reach an application expert with each call and e-mail.

PROVOX will manage the First-Level Support from its Headquarters in McKinney, Texas from Monday – Friday between 7:00 am and 7:00 pm CST. Additional hours can be integrated in the agreement.

PROVOX has been continuously developed and updated the proposed solution in-house. All over 950 customers are using the same application without any customer specific development. This will make the support much more effective and will guarantee future updates without any additional development or manpower.

PROVOX will provide one (1) or two (2) updates per year. Updates will be installed from PROVOX as a remote service. A typical update will be finished in less than one (1) hour and will be performed only on the server.

PROVOX has international and national user groups. PROVOX is continuously communicating with these groups to discuss future development.

PROVOX has a development plan for the next five (5) years.

PROVOX is offering streaming and hosting services for the audio- and video-streaming on one of our US based server. Audio- and video-files will be stored on default for five (5) years. Additional years can be integrated into the contract. The streaming server is designed for a minimum of 5,000 simultaneous streams.

Questions from RFP

- **Describe software release/update frequency and procedures to perform updates**

PROVOX has been continuously developed and updated the proposed solution and will provide one (1) or two (2) updates per year. The current version is Version 6.1 (released in February 2019).

Updates will be installed from PROVOX in a remote session on your server. Client updates are usually not required. A typical update will be done in less than one (1) hour.

The Fully Managed Server/On-premise installation has the advantage that the data and documents from the City will not be stored on a server with many other customers. The City can schedule updates any time after office hours or on weekends and at any time in advance. The City will not be automatically updated with other customers like in hosted solution. The City has not the pressure to use new builds and releases right away (and often without testing).

The City will also NOT experience issues with large attachments or documents or slow Internet connections.

Our concept will provide the City with the best possible performance and security.

- **Discuss the vendor's philosophy and approach for ongoing research and development (R&D) to advance the proposed solution and ensure it remains current to evolving technologies and standards. Please include the annual R&D investment for the solution being proposed, both in terms of financial investment and total number of employees dedicated to the R&D function?**

PROVOX is spending almost 60% of the maintenance fees in continuously development of the proposed solution. Customer feedback is important for future updates. Many feature requests and optimizations have found the way in future updates.

PROVOX has a development plan for at least the next five (5) years.

Proposed application software and computing environment

PROVOX can offer the proposed solution as an on-premise (in a Virtual Environment) or hybrid solution (Fully Managed Server – monitored and maintained by PROVOX)

Server:

Windows Server 2008 - 2016
(Existing server, dedicated server, virtual server, or terminal server)
16 GB Memory
Microsoft SQL Server (2008 – 2017 or Express)
1 GB Hard drive space per year for data
Microsoft.NET Framework 4.5 or greater
IIS
Ghostscript or Office for PDF conversion
Internet Explorer

Clients:

Windows 7 - Windows 10
4 GB Memory
150 MB Hard drive space for temporary files
Microsoft Office (2003 – 2019 or 365 (32/64 Bit) mixed environment of different versions will be supported)
Microsoft.NET Framework 4.5 or greater
Internet Explorer

Internet Server (can be provided from PROVOX):

Windows or Linux based system
Microsoft SQL Server or MySQL
Apache Tomcat
4 GB Memory

Pricing

Description	Project Price in \$
1. Software	
- Agenda.NET Municipal License - o All Modules - o Unlimited Users - o Internet Information Portal - o Electronic Workflow Management - o Migration & Replication Tool	7,850.00
Total Software Subscription	7,850.00
2. Project Management	
- 1 Project Meeting (each 0.5 days)	Incl.
- Project Plan Creation	Incl.
Total Project Management	Incl.
3. Implementation	
- Installation and Configuration (0.5 days)	Incl.
- Document Template Creation	Incl.
- Internet Information Portal Layout Adaption	Incl.
- OnSite GoLive Support (1 day)	Incl.
- Database cleaning after practice phase	Incl.
Total Implementation	Incl.
4. Training	
- PowerUser Training (2 days onsite)	Incl.
- End-User Training (2 groups) 1 day onsite	Incl.
Training total	Incl.
Travel Expenses	
- Flights, Car, Hotel	After effort
Total Project Costs – First Year	7,850.00

Optional Costs	
First-Level Maintenance Agreement - Free hotline and remote support - Free updates - Access to PROVOX's Online Help- and Support-System	Incl.
Document Conversion Service (integration of existing documents (e.g. Agendas, Minutes, etc) in the Full Text Retrieval Archive (<u>incl. conversion to searchable and ADA compliant PDF format</u>)	1,500.00 /1,000 Documents
Data Integration Service (Integration of Committees, Members, and other basic information)	750.00
Electronic Wireless Voting Devices (1 Receiver and 5 Senders)	795.00
Fully Managed Server (incl. Hardware, Software, Installation, Monitoring, and Maintenance)	95.00/month
Audio- and Video-Streaming	
Option 1 YouTube and Vimeo Integration with Time Stamping (Web Service) one-time fee	995.00
Option 2 Audio- and Video-Streaming Complete - <i>Live and On-Demand</i> - <i>unlimited hours of video for 5 years</i> - <i>Incl. Encoder</i> - <i>Support for more than 5,000 simultaneous streams</i> - <i>Encoder Monitoring</i> - <i>Unlimited Training</i>	On request

Proposed Innovations

The City of Hapeville has found the most innovative agenda management solution on the market with Agenda.NET™. Based and certified for Microsoft.NET, Agenda.NET™ is easy to install and maintain.

The database-based Internet and Intranet module will give the City of Hapeville the ability to present selected and published data in a modern and easy-to-use manner. The layout of the Internet and Intranet module can be adapted to the existing layout of the City of Hapeville website in a few hours.

The displayed menu and the data depend on the security setting in the Agenda.NET™ application.

Committee Members and Staff will have a private internet area with additional information. They will see previous and upcoming meetings and the changes since their last visit on their private welcome page. They will have access to private documents and the full-text retrieval archive as well.

PROVOX can integrate existing and legacy data within one or two days.

Agenda.NET™ possesses an integrated interface for an Amazon Kindle or other reading devices. Agendas, agenda items, and complete agenda packages can be automatically delivered to the dedicated reading device of the City of Hapeville committee members and staff. The reading device will handle the attachments as well and can store thousands of meetings.

Users can read and add annotations on the documents and other assigned information.

The reading device can feature a voice output as well.

The Internet/Intranet module includes an electronic forum (chat) and the ability to manage and present Audio- and Video-Streaming to agenda items and minutes.

Agenda.NET™ is part of the Microsoft US-Project “CSP – Citizen Service Platform” and the European Project “OurMunicipality”.

The Agenda.NET™ application can be used in an In-house installation or as a SaaS solution (Software as a Service = hosted solution).

Agenda.NET™ can be adapted to the existing structures and workflows perfectly.

Labels, descriptions, messages, and buttons, can be customized with the PROVOX Localization Tool. The City of Hapeville can create its own application resources with a mouse click. The system administrator simply needs to rebuild the resources in case of an update, to integrate the customizations in the new version.

Agenda.NET™ is very flexible. The City of Hapeville can start small with the application and activate other Agenda.NET™ features later with the growth of the processes.

The City of Hapeville can create its own workflows for reviewing and approval processes with a few simple mouse clicks. Agenda.NET™ has integrated an internal messaging function and works with Microsoft Outlook and Microsoft SharePoint.

All data will be stored in the Agenda.NET™ database in a Microsoft SQL Server or MySQL. It is not necessary for the City of Hapeville System Administrator to define security settings on folders or directories.

External users can access the application via a secured VPN- and/or Internet-connection.

Agenda.NET™ optimizes the whole workflow to create, route, edit, and manage, agenda items, agendas, and minutes.

The City of Hapeville will have the ability to add and manage numerous attachments of any Windows based format to an agenda item and/or meeting.

This will include graphic formats, documents, URL's and live links to graphical information systems (GIS).

Agenda.NET™ has integrated a Hands Free Audio- and Video-Streaming solution to record meetings and other events. The user simply needs to click on "start" at the beginning of the meeting and "stop" at the end of the meeting. Agenda.NET™ will deliver the file to an external server, where the file is cut into individual pieces. Agenda.NET™ will store the files for each agenda item.

Users will have the ability to create agenda packages with a simple mouse click. They can send information via E-Mail and Text Messages, directly out of the application.

Agenda.NET™ has no limitation when it comes to the number of users, committees, persons, departments, workflows, and other records.

Document templates can be created by the City of Hapeville staff with Microsoft Word knowledge.

Agenda.NET™ will guarantee an integrated environment of different Word-, Office- and Windows-Versions.

Opportunities

The City of Hapeville will greatly benefit from this project, and PROVOX Systems Inc. has the capabilities to fulfill all project related needs.

With more than 950 successful product installations, we can guarantee that with our experience, we will be the perfect fit for the City of Hapeville. With the knowledge acquired over 27 years in this market, including successful installations in North America, we understand the market and your needs.

With Agenda.NET™ the City of Hapeville will be a leader in modern and paperless Agenda Management solutions in the USA.

With PROVOX as a member of the Microsoft CSP Project (Citizen Service Platform), the City of Hapeville will be one of the first with this unique service for their councilors and citizens.

❖ **Save Money**

Save 70 – 90% of your expenses and personnel resources.

Through the simple operation and high automation of many important processes, your employees' meeting experience will be considerably enhanced. This not only increases the acceptance of the product, but also saves the user a considerable amount of cost and time.

❖ **Paperless Agenda and Meeting Management**

With the help of our numerous technical abilities and your Microsoft work environment, it is possible to work paperless within your organization and in communication with elected representatives.

❖ **Presentation of information in the Internet and Intranet**

Over a hundred customers use our Internet module successfully. A single mouse click releases information for the public and/or non-public area from our repository and replicates the information to the Internet.

The design is such that data can be on the target web page within a few minutes. The data is displayed dynamically, so that changes can be updated immediately.

By using the user name and password protected area, private information for authorized users can also be represented.

Technical Innovations

PROVOX Systems Inc. uses the latest advancements for applications of new and existing technology to solve problems in innovative ways.

In our product, we use the resources available in the Microsoft standard products and our know-how in the field of the management agenda related processes, to create an optimally managed agenda.

Agenda.NET™ is used today in installations from 1 up to 1,600 clients in real world environments. This demonstrates the flexibility and power of our software.

The flexibility of the application provides a unique opportunity to meet your specific processes and organizational structures in the best manner. Thus you get a customized solution for the price of a standard product, with the opportunity for full support and product updates in the future.

The project is innovative in a number of different areas:

- ❖ Paperless Agenda Management
- ❖ Open for future integrations of different products (i.e. GIS-Systems, Accounting Software, Document Management, Audio- and Video-Streaming, Electronic voting, etc.)
- ❖ Modern and secure Information Management via Internet and Intranet
- ❖ Integration in Microsoft's CSP-Project (Citizen Service Platform)
- ❖ Microsoft SharePoint Integration
- ❖ Consistent implementation of the Microsoft.NET strategy to obtain the newest Agenda Management System Worldwide.
- ❖ Integration of mobile devices like Apple iPad, iPhone, Microsoft Surface, Amazon Kindle, Android, Windows Mobile, Smartphones, etc.

Through the open structure and the numerous interfaces to other proceedings (including financial procedures, GIS, Office, SharePoint and more) there are no limitations to future expansion.

The development in Microsoft.NET offers a high level of investment protection and secures data management.

Summary of proposal

This proposal shows how flexible and customizable our Agenda.NET™ application is. Developed with the latest Microsoft technology, Agenda.NET™ will cover the current requirements perfectly and leaves room for future needs and wishes.

The hands-free Audio- and Video-Streaming and Video On-Demand will give the City of Hapeville a more user friendly and cost saving solution. The existing video-files can be converted in a short time frame and with a low one-time cost.

The flexible, secure and customizable workflow management is unique in this market. The City of Hapeville can create numerous workflow templates in Agenda.NET™ with a few simple mouse clicks and without any development knowledge. Agenda.NET™ will offer broadcast messages, sequential and priority based workflows. Users can create individual workflows, use a template, or use some templates and change others individually.

Agenda.NET™ includes workflow management for reviewing and approval/action processes. Users will have the ability to integrate numerous other users and/or groups in a workflow process. Each action can be defined with a time out and a personal message/order. Users outside of the City of Hapeville can be integrated in workflow processes as well.

Agenda.NET™ has been developed from the processing side and is not an add-on to a document management solution, CRM, or other application. It is especially designed for the daily needs of the Customer Service Staff, based on our own experience and the countless feedback from our customers.

Agenda.NET™ is a fully featured and modular application. The City of Hapeville can start small and add more and more features over time, without any additional license fees.

Agenda.NET™ is developed with the latest Microsoft Technologies (Microsoft.NET) and certified by Microsoft.

The City of Hapeville has found the most innovative application with a guaranteed high value return for your investment.

This proposal will cover all requirements, the pricing information, and some additional background information.

Agenda.NET™ can adapt to existing structures and workflow perfectly and optimize them effectively, without any cost intensive development work. The City of Hapeville can start small and use integrated features later.