



**Recommendations from  
Committee of the Whole Meeting  
February 13, 2025**

**Request for Decision - Agenda & Minute Software**

***It was moved by Deputy Warden Trevor Cunningham, seconded by Councillor Jim Baxter to recommend to Regular Council that;***

***Whereas the Municipality of the District of Yarmouth is seeking to modernize and enhance its digital infrastructure in a cost-effective manner that minimizes the impact on taxpayers;***

**AND**

***Whereas the Municipality's current agenda and minutes software is being phased out and is no longer compatible with the new municipal website;***

**AND**

***Whereas the Council for the District of Yarmouth is committed to ensuring compliance with accessibility legislation and addressing the needs of individuals with barriers;***

***Therefore, be it resolved that the Municipality of the District of Yarmouth approve the proposal to adopt the eScribe Digital Readiness Bundle;***

***Further be it resolved that an amount of \$14,215.00 be allocated in the 2025-2026 rating Budget for the purchase of the software;***

***Further be it resolved that the CAO be instructed to initiate implementation supporting an April 1, 2025 roll out of the system.***

***Motion carried.***

# Request for Decision

## MODY's Mission

MODY serves its residents by providing the highest quality services through effective, efficient, and ethical stewardship of the resources and assets entrusted to us by our citizens.

File	<b>Agenda &amp; Minute Software</b>
Submitted to	Victoria Brooks, CAO
Submitted by	Jenny Porter, Deputy Municipal Clerk
Date	February 13, 2025
Recommendation	<p>Recommended Motion:</p> <p><i><b>Whereas</b> the Municipality of the District of Yarmouth is seeking to modernize and enhance its digital infrastructure in a cost-effective manner that minimizes the impact on taxpayers;</i></p> <p><b>AND</b></p> <p><i><b>Whereas</b> the Municipality's current agenda and minutes software is being phased out and is no longer compatible with the new municipal website;</i></p> <p><b>AND</b></p> <p><i><b>Whereas</b> the Council for the District of Yarmouth is committed to ensuring compliance with accessibility legislation and addressing the needs of individuals with barriers;</i></p> <p><i><b>Therefore, be it resolved</b> that the Municipality of the District of Yarmouth approve the proposal to adopt the eScribe Digital Readiness Bundle;</i></p> <p><i><b>Further be it resolved</b> that an amount of \$14,215.00 be allocated in the 2025-2026 Operating Budget for the purchase of the software;</i></p> <p><i><b>Further be it resolved</b> that the CAO be instructed to initiate implementation supporting an April 1 roll out of the system.</i></p> <p>As a primary user of agendas/minutes software programming, it is recommended the Municipality implement <b>eScribe Digital Readiness Bundle</b>. eScribe is an industry leader with meeting management solutions, they are WCAG compliant which is a focus for MODY, have municipal clients in Nova Scotia, they offer a more robust support system, and their 1st year total annual cost is less. <b>This is also the most cost-effective option, which is highlighted in Appendix A.</b></p>
Background	With the phase-out of MDEV software programs and MODY's ongoing efforts to enhance accessibility and modernize its operations, the introduction of a new software system for managing meeting agendas and minutes has

## Request for Decision

	<p>become essential. This aligns with the development of a new website and reflects MODY’s commitment to staying current and efficient in its practices.</p> <p>Three (3) software solutions were analyzed from two (2) vendors:</p> <ol style="list-style-type: none"> <li>1. eScribe Transparency Bundle</li> <li>2. eScribe Digital Readiness Bundle</li> <li>3. Catalis.</li> </ol>
Key Assumptions	<ol style="list-style-type: none"> <li>1. <b>Inefficiency &amp; Integration Challenges of Current Software:</b> The current software being used to manage meeting agendas and minutes is not compatible with the new website. The program is dated and there is no technical support to assist with enchantments or technical issues.</li> <li>2. <b>User Experience and Interface:</b> The current system's user interface is outdated or difficult to navigate, impacting the user experience and overall adoption by staff members.</li> <li>3. <b>Time-Consuming Manual Processes:</b> The current practice requires at least 3 staff members, significant amount of manual work, such as coding, formatting, distribution, or follow-up on action items, that would be more automated with a new software solution.</li> <li>4. <b>Benefits for a Cloud-Based Program:</b> A cloud-based software is beneficial for managing agendas and minutes because it enables real-time collaboration and seamless updates. Assigned users can access, edit, and update documents from any location, ensuring that all participants have the most current version of the agenda or meeting minutes. This eliminates the need for time-consuming multiple email exchanges or version control issues. Additionally, cloud-based solutions offer secure storage, ensuring that all meeting records are safely stored and easily retrievable for future reference.</li> <li>5. <b>Improved Accessibility:</b> The organization needs a cloud-based or mobile-friendly solution to ensure that meeting agendas and minutes are accessible to participants anytime and from any location.</li> </ol> <p>These assumptions indicate that the current software solution is no longer adequate to meet the organization's needs, making it necessary to invest in a new minute and agenda software.</p>
Legislative Authority	Municipal Government Act S 47 (5), 65, 65A (1)
Relevant Municipal Policies/By-laws (i.e. MPS)	Council Procedural Policy C-028-19
Accessibility Plan linkages	Making website more accessible
Strategic Plan linkages	Enhanced Digital Infrastructure
Options available to Council	<ol style="list-style-type: none"> <li>1. Accept staff recommendation</li> <li>2. Choose one of the other solutions reviewed by staff</li> <li>3. Ask staff to research other potential vendors</li> </ol>

## Request for Decision

	4. Continue to have staff create agendas/minutes made manually.
CAO Comments	The CAO supports the recommendation of the Deputy Municipal Clerk.
Review of CAO	February 5, 2025
Appendix	Appendix A - Comparison Appendix B – Vendor Proposals



**Appendix A**  
**Agenda/Minute Software - Vendor Comparison**

**Overview of Companies**

- **Catalis:** Focuses on software solutions for rural municipalities across North America. Offers user-friendly tools for meeting management and document handling.
- **eScribe:** Specializes in public meeting management with a modular solution tailored for public sector needs.

**Core Features**

<b>Feature</b>	<b>Catalis</b>	<b>eScribe Digital Readiness Bundle</b>	<b>eScribe Transparency Bundle</b>
<b>Meeting Management</b>	Agenda creation, task tracking, automated minutes, and scheduling.	Agenda creation, real-time minute capture, and approval workflows.	Full meeting lifecycle automation, including voting, roll call, and post-meeting activities.
<b>Public Accessibility</b>	Automatic website linking for minutes and agendas.	Web Content Accessibility Guidelines (WCAG) 2.0 Level AA compliance, website linking for minutes and agendas.	WCAG 2.0 Level AA compliance, website linking for minutes and agenda, and webcasting (add-on).
<b>Document Management</b>	Includes interactive document management and PDF imports.	Supports Microsoft Word integration and templates.	Same as Digital Readiness, but also integrates with Webcasting Plus for video storage.
<b>Remote Access</b>	Accessible from any location via web.	Accessible via website and mobile.	Accessible via web and mobile, including live and archived streaming of meetings.
<b>Add-ons</b>	None provided	Optional modules like video streaming, closed captioning, and delegation management.	Includes Webcasting Plus for unlimited video storage and live streaming, with additional add-ons available.

## **Implementation and Support**

<b>Aspect</b>	<b>Catalis</b>	<b>eScribe Digital Readiness Bundle</b>	<b>eScribe Transparency Bundle</b>
<b>Onboarding &amp; Training</b>	Includes 6 hours of training.	Structured implementation with eScribe Academy (8-10 hours) and workshops.	Same training and support but includes webcasting-specific onboarding.
<b>Support</b>	Basic support during onboarding.	Dedicated project teams and 24/7 webcasting support. Available for first live meeting.	24/7 webcasting support in addition to regular support.
<b>User Adoption Strategy</b>	Minimal emphasis on change management.	Focus on ensuring user adoption with extensive support resources.	Same as Digital Readiness but includes additional transparency-focused features.
<b>Implementation Time Frame</b>	No specific timeframe provided. Will input up to a maximum number of previous agenda and minutes into the program as part of implementation.	Approx. 11+ weeks	Approx. 11+ weeks
<b>After implementation support</b>	8:30 AM - 5:00 PM MST / 11:30 AM - 8:00 PM ADT. Support requests can be submitted via phone or email.	Monday to Friday, 8:30am to 8pm EST with extended phone support available until 11pm EST. Contact by phone or email.	Same as Digital Readiness but with 24/7 support for webcasting-related issues.

## **Pricing**

<b>Cost Component</b>	<b>Catalis</b>	<b>eScribe (Transparency Bundle)</b>	<b>eScribe (Digital Readiness Bundle)</b>
<b>Year 1 Subscription</b>	\$8,500	\$20,879	\$10,935
<b>One-time Implementation</b>	\$8,500	\$4,176	\$3,280
<b>Total Year 1 Cost</b>	\$17,000	\$25,055	\$14,215
<b>Annual Price Increase</b>	6%	5%	5%

**Strengths and Weaknesses**

<b>Catalis</b>	
<b>Strengths</b>	<b>Weaknesses</b>
<ul style="list-style-type: none"> <li>▪ Lower upfront and annual costs</li> <li>▪ Simpler interface</li> <li>▪ Easy document upload</li> <li>▪ Already has items in the pipeline for enhancements that we have requested.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Lacks advanced features like automated time publishing in alignment with Council procedures.</li> <li>▪ No exact implementation time frame provided.</li> <li>▪ Has no clients in Nova Scotia.</li> </ul>

<b>eScribe Digital Readiness Bundle</b>	
<b>Strengths</b>	<b>Weaknesses</b>
<ul style="list-style-type: none"> <li>▪ More cost-effective compared to the Transparency Bundle.</li> <li>▪ Includes essential features for agenda and document management.</li> <li>▪ Supporting WCAG 2.0 AA compliance.</li> <li>▪ Modular system allows for additional add-ons as needed.</li> <li>▪ Strong focus on user adoption and training.</li> <li>▪ Has municipal clients using the program in Sou'West Nova and recently onboarded HRM.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Lacks webcasting and video streaming functionalities.</li> <li>▪ Some features require additional optional modules.</li> </ul>

<b>eScribe Transparency Bundle</b>	
<b>Strengths</b>	<b>Weaknesses</b>
<ul style="list-style-type: none"> <li>▪ Includes Webcasting Plus, allowing unlimited live and archived meeting streaming.</li> <li>▪ High transparency and accessibility features, supporting WCAG 2.0 AA compliance.</li> <li>▪ More comprehensive system for engaging the public.</li> <li>▪ Has municipal clients using the program in Sou'West Nova and recently onboarded HRM.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Higher costs than the Digital Readiness Bundle.</li> <li>▪ Longer implementation processes due to video and transparency features.</li> <li>▪ Some additional modules (e.g., closed captioning, delegation management) still require extra costs.</li> <li>▪ Requires stable internet and IT infrastructure for seamless webcasting.</li> </ul>



**Appendix B**  
**Vendor Proposals**



# CATALIS PROPOSAL

Harnessing Technology to Enhance Local Government

**PREPARED FOR:**

Jenny Porter

**PROPOSAL ISSUED:**

October 22nd, 2024

**PREPARED BY:**

Jabir Amin

**PROPOSAL VALID UNTIL:**

December 23rd, 2024

## ABOUT CATALIS

# THE LEADING PROVIDER OF SOFTWARE SOLUTIONS FOR GOVERNMENTS AND CONSTITUENTS ACROSS NORTH AMERICA

CATALIS is the transformational software partner powering small urban and rural municipalities to connect and simplify municipal information. Our deep expertise, proven track record, and thoughtfully configured digital solutions have helped public servants across the U.S. and Canada to deliver at their highest ability on behalf of their communities.



SOLUTIONS TO SERVE  
YOUR LOCAL MUNICIPALITY

CATALIS solutions are purpose built for municipal government. As a customer-driven service provider, our trusted advisors are dedicated to delivering advanced solutions that improve everyday municipal operations. Together, we can help your local government harness the latest technology to connect your local services directly with your community.

**Click the link below to view our full suite of software solutions.**

<https://catalisgov.hflip.co/3d6685c0cf.html#page/1>

## Meeting Management

Meeting Management is the most user-friendly meeting and document management system available for public administrators. The easy-to-use interface makes the application great for the most novice user while providing advanced features such as interactive document management, task tracking, and complete meeting management features.



### Agenda Manager

Create electronic agenda packages that eliminate the need to create paper packages.



### Automated Minutes

Your minutes are created in seconds and can be easily embedded on your municipal website.



### Automated Scheduling

A centralized scheduling system that syncs with a user's Microsoft Outlook or iCloud calendar.



### Remote

Municipal staff and elected officials can access their information from any location.



### Project and Issue Tracking

Keep track of important projects and enable others to access and share information.



### Website Linking

There is no need to manually upload your minutes and agendas to your website after each meeting. Our custom iframe codes allow you to publish your minutes and agendas automatically.



## Quote

### 1. Fee Summary

Software Subscription Fees for Year 1 Total: \$8,500  
Professional Services One-time Fees Total: \$8,500  
Total Year 1 cost: \$17,000

*Fee details for these totals are in the tables below. All the fees below are exclusive of taxes.*

### 2. Software Subscription Fees

	<u>Year 1</u>	<u>Year 2</u>	<u>Year 3</u>	<u>Year 4</u>
<b>Meeting Management</b>				
Annual Subscription	\$8,500	\$9,010	\$9,550.60	\$10,123.64
<b>Total Subscription Fees</b>	<b>\$8,500</b>	<b>\$9,010</b>	<b>\$9,550.60</b>	<b>\$10,123.64</b>

The standard contract term is for 4 years. The annual subscription fee increases by 6% per year.

### 3. One-Time Professional Services Fees

<b>Meeting Management</b>	
Implementation	\$8,500
<b>Total One-Time Services Fees</b>	<b>\$8,500</b>

<b>MEETING MANAGEMENT IMPLEMENTATION INCLUDES:</b>	
Set-up of last 6 months of meeting agendas for regular Council meetings (no minutes)	Inc.
1 year of documents imported from previous system council meeting packages (PDF format)	Inc.
6 hours of training (2 hours agenda setup, 4 hours managing meetings)	Inc.
Minutes will be added as part of the training	Inc.

***If you would like to move forward with purchasing a Subscription, please reach out to your Catalis Representative for an Order Form.***



DO YOU HAVE QUESTIONS ABOUT YOUR PROPOSAL?  
Get in touch with us today.

Jabir Amin | Regional Sales Manager  
587-200-0177 | [jabir.amin@catalisgov.com](mailto:jabir.amin@catalisgov.com)

10328 81 Ave NW, Ste 203  
Edmonton, AB T6E 1X2



## Municipality of the District of Yarmouth Meeting Management System Proposal

James Coulen

[jcoulen@eScribemeetings.com](mailto:jcoulen@eScribemeetings.com)

416-890-9808

**Date:** November 22, 2023

**Valid Until:** January 22, 2024



## Situational Analysis

The Municipality of the District of Yarmouth is looking for a meeting management system to replace MDev to help improve efficiencies around their meeting processes for both internal users and transparency for the public.

## Project Goals

Based on our discussions to date, it is understood that Municipality of the District of Yarmouth is seeking a way to improve meeting management to achieve the following project goals:

- Digitally create and manage public meetings for staff, elected officials and public
- Improve staff efficiency with automated workflow and approval processes
- Utilizing Microsoft Word functionality like Track Changes
- Efficiently create and distribute paperless agendas to meeting attendees

## High Level Timeline

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

Stage	Description	Target Date
PHASE 1		
1	Project Kick off – Agreement signed	Week 1
2	Pre-Configuration – Meeting, user and process information	Week 2
3	Configure eScribe settings for Customer	Weeks 3&4
4	User Adoption – Train and transition users to eScribe	Weeks 5-9
5	Live Meeting – First fully live meeting conducted using eScribe	Week 10
PHASE 2		
6	eScribe assists Customer with roll out plan for other areas of the organization	Week 11+
7	Roll Out Complete – transitioned to Account Management	

## Our Recommendation

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

Here is our recommended bundle to get you up and running quickly.

### Transparency Bundle with Webcasting Plus

Modules included in the Transparency bundle:

- **Meeting Manager** – Streamlines and automates meeting preparation and post meeting activities, and conducting meetings
- **Participant Portal** – Secure access for board and elected official
- **Internet Publishing Plus** – Easily engage stakeholders through their existing website, without programming and fully supports evolving digital inclusion requirements
- **Report Manager** – Revolves around the preparation and approval of reports and items for submission to meetings
- **Webcasting Plus** – An end-to-end storage and streaming solution with an integrated encoder



Optional Add-Ons:

- **Video Manager & YouTube Streaming** – Leverage YouTube's no-cost video storage and global content distribution with minimal configuration
- **Vote Manager & Request to Speak** – Rules-based electronic voting
- **Board Manager Lite or Plus** – Easily manage your boards and member details online
- **Closed Captioning** – Make your videos even more accessible
- **Public Comments** – Receive and publish comments from citizens
- **Delegation Request Management (DRM)** – Manage citizen requests to speak during public meetings

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

## Onboarding

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

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

**NOTE:** The eScribe system does have minimum requirements to ensure it can run properly with a positive experience, please refer to appendix C of this proposal.

### Your eScribe Team

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

- ✓ *Corporate Project Sponsor*
- ✓ *Project Management*
- ✓ *Training & Process Workshops*
- ✓ *Technical Systems Analyst*
- ✓ *Realtime Technical Support*
- ✓ *Account Management*

### Project Management

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

Your Project Lead will guide you through the process of setting up your project for success and long-term satisfaction through the whole organization. Throughout a series of project meetings

you will be led through a tried and true process to take your organization from configuration, training, initial go live, and subsequent roll out to the rest of the organization.

## Configuration

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

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

## Training & Process Workshops

### Training

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

### eScribe Academy

eScribe Administrators will be given a login to begin their training. Courses are assigned based on the tools their organization uses. Learning is self-paced with each session lasting approximately 2.5 hours, with the whole program taking approximately 8-10 hours. Each session includes quizzes to ensure viewers are understanding the content that they must pass in order to progress.

Each eScribe Administrator should have their own unique license for the system as they will receive an eScribe Certificate with their name after training is completed. Certificates can be downloaded and added to their resume and LinkedIn profile! Administrators will be eScribe Certified!

## **Train the Trainer**

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

## **Workshop Sessions**

In addition to end user training, you will participate in optional one on one workshop sessions following your training session. Workshops are usually scheduled in 30-60 minutes increments, with the majority of Customers taking advantage of 4-5 hours of workshop time throughout the onboarding process.

These workshop sessions will focus on any specific processes that require further discussion, as well as any questions that have risen from practice following the training session.

These sessions are designed to compliment the training sessions to ensure that each Customer can use their eScribe system to it's fullest potential. It is recommended that to make best use of these workshop sessions, they are scheduled once users have had a chance to practice after training in order to have a basic understanding of the flow of information throughout the eScribe system.

## **Dedicated Go Live Support**

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

## Online Resources and User Forums

### Educational Webinars

The eScribe Training team also leads educational webinars on topics as requested and voted on by customers offering how-to instructions and time saving tips to help users get the most from eScribe. There is no additional cost for these webinars. Sign up for one or as many as you like.

### Customer Community Portal (CCP)

To further empower our customers, the CCP can be used to submit and track support tickets. There is also a Feature Request forum within it to share product ideas directly with the eScribe product management team and vote on ideas from other organizations. A General Discussion forum is also used for collaborating on meeting “best-practices” with other eScribe customers.

Some key features of CCP include:

- **Knowledge Base** – A library of user reference, and help articles
- **FAQ section** – “How-to” guides and technical trouble shooting assistance
- **Customer forum** – Chat with other eScribe customers and learn from each other
- **Feature requests** – Submit ideas to eScribe and vote/comment on proposed features from other users
- **Announcements** – Including product release notes, promotions, company updates

## Realtime Technical Support

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

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

eScribe customers can access our support in three ways:

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

Standard support hours are from Monday to Friday, 8:30am to 8pm EST with extended phone support available until 11pm EST (Webcasting phone support is provided 24/7) excluding statutory holidays. Emergency and extended support are available by request. Key features of Technical Support include:

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

## Account Management

As your implementation of eScribe comes to an end, Customers will be transitioned to the Account Management team. Your Account Manager is your champion and single point of contact throughout your relationship with eScribe. Through proactively scheduled Account Management calls throughout the year you will always feel kept up to speed with any pertinent information and always have a friendly voice checking in to see how everything is going, and if there is anything that eScribe can do to further support you.

## Optional Services

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

## Change Management Support

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

*"How will we communicate this to our stakeholders?"*

*"Will our processes need to change?"*

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

The transition away from traditional paper is changing the way we create, consume and share information, requiring us to move away from established processes and adopt a more integrated workflow, that once in place will benefit internal and external stakeholders alike.

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

## **One-on-One Training**

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

## **Legacy Data Migration**

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

## **Document/Records Management Integration**

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

## **Chamber/Meeting Room Integration**

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

## Why eScribe?

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



## Key Differentiators

- **Customer Experience:** eScribe prides itself on the customer experience and support
- **Modular and Scalable:** End-to-end solution that you can add to over time to support the entire meeting lifecycle
- **Efficiency:** Process automation and workflow support before, during and after meetings
- **Digital Inclusion:** Industry leading WCAG 2.0 AA compliance reduces risk and user workload
- **Transparency:** Improved citizen communication and real-time access to meeting information through your organizations existing website with no programming
- **Security:** Built on the Microsoft Azure cloud, offering advanced security access and data protection services and guarantees.
- **Best of Breed Partnerships:** Relationships with complimentary industry leaders extending eScribe functionality before, during and after the meeting.
- **100% Public Meeting Focus:** At eScribe managing public meetings is all we do; That's why 100% of our resources and R&D budgets are dedicated to helping our Customers improve the efficiency and transparency of their public meetings

## The Microsoft Azure Cloud Platform

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

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



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

## Strengthen Your Security Posture with Azure

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



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

## Own and Control Your Data

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

*Learn more about privacy [here](#).*

## Pricing

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

### Option 1 – Efficiency Bundle

eScribe Annual Service and Support Fees				
Module	License Type	License Fee	Quantity	Cost
eScribe Efficiency Bundle	Annual	\$ 7,620	1	\$ 7,620
eScribe Meeting Manager		INCL		
eScribe Participant Access		INCL		
eScribe Internet Publishing		INCL		
Forms Authentication		INCL		
<b>Total - Annual Software and Support Fees</b>				<b>\$ 7,620</b>
Implementation Fees		Service Fee	Quantity	Cost
eScribe Accessibility Setup/Training	One time	\$ 2,286	1	\$ 2,286
2 Meeting Types		INCL		
2 x eScribe Academy Licenses		INCL		
<b>Total - One-time Implementation Fees</b>				<b>\$ 2,286</b>

## Option 2 – Digital Readiness Bundle

eScribe Annual Service and Support Fees				
Module	License Type	License Fee	Quantity	Cost
eScribe Digital Readiness Bundle	Annual	\$ 10,935	1	\$ 10,935
eScribe Meeting Manager		INCL		
eScribe Participant Access		INCL		
eScribe Internet Publishing		INCL		
eScribe Report Manager		INCL		
Forms Authentication		INCL		
<b>Total - Annual Software and Support Fees</b>				<b>\$ 10,935</b>
Implementation Fees		Service Fee	Quantity	Cost
eScribe Digital Readiness Setup/Training	One time	\$ 3,280	1	\$ 3,280
2 Meeting Types, 1 Report Template, 5 Workflows		INCL		
2 x eScribe Academy Licenses		INCL		
<b>Total - One-time Implementation Fees</b>				<b>\$ 3,280</b>

## Option 3 – Transparency Bundle with Webcasting Plus

eScribe Annual Service and Support Fees				
Module	License Type	License Fee	Quantity	Cost
eScribe Transparency Bundle	Annual	\$ 20,879	1	\$ 20,879
eScribe Meeting Manager		INCL		
eScribe Participant Access		INCL		
eScribe Internet Publishing		INCL		
eScribe Report Manager		INCL		
eScribe Webcasting Plus		INCL		
Forms Authentication		INCL		
<b>Total - Annual Software and Support Fees</b>				<b>\$ 20,879</b>
Implementation Fees		Service Fee	Quantity	Cost
eScribe Transparency Setup/Training	One time	\$ 4,176	1	\$ 4,176
2 Meeting Types, 1 Report Template, 5 Workflows		INCL		
2 x eScribe Academy Licenses		INCL		
<b>Total - One-time Implementation Fees</b>				<b>\$ 4,176</b>

## Optional Modules:

Optional Module	License Type	License Fee	One Time Setup
eScribe Delegation Request	Annual	\$ 1,054	\$ 750
eScribe ADFS or Azure AD Integration	Annual	\$ 1,500	\$ 750
eScribe Vote Manager & Request to Speak	Annual	\$ 1,600	\$ 750

## Pricing Notes:

- All fees are in \$CDN (exclusive of taxes), based on a three (3) year term and are valid for sixty (60) days from the date of this response.
- Implementation fees are for remote support. Onsite personnel can be arranged. Additional travel and living expenses would apply in addition to the Implementation Fees.
- Year 1 Subscription and Implementation Services Fees are invoiced upon commencement of the project.
- Subsequent year(s) Subscription Fees will be due on the anniversary date and will increase from the previous years Subscription Fees by five percent (5%).
- Payment Terms are Net 30 from date of invoice.
- Fees do not include the migration of any existing meeting content. Should you wish to migrate legacy data, eScribe would be happy to provide a separate statement of work and costs based on specific requirements.
- ADFS or Azure-AD single sign on capability can be provided – additional costs apply.
- Automatic Closed Captioning of the webcasting stream is optionally available for an additional annual fee.

## Contact

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

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## Appendix A – Module Details

### Module Description



#### Meeting Manager

*Agendas, minutes,  
and more*

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

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

#### Key Features

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



## Participant Portal

*Secure access for board and elected officials*

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

Supports web browsers and eScribe mobile apps for iOS and Windows 10.

### Key Features

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



## Internet Publishing Plus

*Engage with your stakeholders and drive greater transparency*

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

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

### Key Features

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



## Public Comments

*Receive and publish  
comments from  
citizens*

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

### Key Features

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



## Delegation Request Management (DRM)

*Manage citizen  
requests to speak  
during public  
meetings*

An add-on to the Internet Publishing Plus module, Delegation Request Management (DRM) allows organizations to efficiently manage citizens to speak during meetings through an online form on their existing website.

### Key Features

- Manage delegations' deadlines by individual meeting type
- Automated delegation request and approval
- Customizable web form fields



## Report Manager

*Manage templates,  
automated  
approvals and  
submission of  
reports and items*

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

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

### Key Features

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



## Webcasting Plus

*Unlimited live and  
archival web  
streaming and  
content distribution*

An end-to-end storage and streaming solution with an integrated encoder, Webcasting Plus provides everything you need to capture video from cameras located onsite.

With the addition of Internet Publishing Plus, audio and video content are automatically indexed with the meeting's agenda and minutes for publishing to the web, for both live and archived viewing by stakeholders.

Fully automated Closed Captioning service is available as an option. Cameras and installation sold separately.

### Key Features

- Unlimited storage & streaming of meeting audio or video content
- Automatically detects device used to view the video stream, and loads a suitable video player
- Allows for smart (hyper) tags of video to the meeting's agenda items and minutes
- Allows users to view entire meeting or jump to specific agenda item sections with a single tap
- Access to reporting & metrics of viewership
- Video feed can be provided by any video capture source, even from a cable company
- Optional closed captioning service



## Vote Manager & Request to Speak

*Rules-based  
electronic voting*

Vote Manager allows meeting participants to electronically vote on resolutions in real-time directly through their Participant Portal, iPad or Windows 10 tablet. Leveraging the enhanced Request to Speak add-on helps manage member debates in real-time during meetings.

Vote Manager also provides an enhanced graphical interface for clear display of vote results to participants and public, both in chamber and through the web, with the addition of Internet Publishing Plus.

### Key Features

- Supports multiple vote types: simple majority, majority present, weighted, two-thirds (present/members),  $\frac{3}{4}$  majority, unanimous, tie breaker, multiple choice, and secret ballot
- Fully integrated with roll call, check in/out, pecuniary interest, voting areas
- Easily manage member debates with Request to Speak
- Graphical public display with configurable voting results

## Add-On or Standalone Module Description



**Board Manager** –  
*available in Lite or  
Plus*

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

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

### Key Features

- Easily track, manage and publish board and member data
- Review, search and action items through a fully-responsive interface
- Configurable email alerts and notifications sent automatically
- Fully-responsive publishing screens integrate seamlessly with your existing website
- Associates boards with eScribe to fully manage meeting agendas, minutes and attendees

### Upgrade to Board Manager Plus

In addition to all the features of Board Manager Lite, upgrading to Board Manager Plus takes it a step further and allows administrators to manage the vacancy process. Create, post, receive and manage applications for vacancies all through your existing website.

### Key Features

- Post vacancies online with just a few mouse clicks, and present them through pages on your existing website
- Review, search and action submitted applications for vacancies
- Customize applicant statuses to match your organization’s process
- Easily export selected applicant information to include in meetings as part of the decision-making process

## Appendix B – Mobile Applications



### Meetings for Tablets

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

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

- Browse upcoming meeting agendas, download content for viewing offline
- Access related reports and supporting information easily
- Annotate comprehensively, with private and group comments support
- Use integrated e-voting and request-to-speak management for members (*\*If Vote Manager & Request to Speak module is enabled*)
- Search online resources library for non-meeting specific information; and more
- eScribe Meetings is available globally for Apple iPad's running iOS 11 or higher, through the Apple App Store, as well as for Windows 10 through the Microsoft Store
- Available in Standard or Pro



eScribe  
Approval  
Manager

*for Smartphones*

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

eScribe Meetings is available globally for Apple iPad's running iOS 9.0 or higher, through the Apple App Store, as well as for Android 4.4 or later through Google Play Store.

#### App Features

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

## Appendix C – IT Environment Checklist

In effort to facilitate an eScribe roll out to staff and meeting participants that thoughtful and proactive to ensure that all eScribe users will be working with equipment that is suitable to support their use of the system.

In a world of remote working and meeting participation, there has been a significant increase in the number of variables that need to be considered when running a remote or hybrid meeting.

The following is intended to be used as a check list for considerations to review prior to launching eScribe or as a troubleshooting guide in the event where issues have arisen in it's use.

**NOTE:** for the purposes of this document, the following terms are defined below:

- *A hybrid meeting* – where some participants join the meeting remotely, while others are in the meeting room
- *A remote meeting* – where all participants join the meeting remotely
- *eScribe Meetings Pro* – Pro applications are provided on a per licenses basis for both iPad and Windows 10 devices

### Network Connectivity

1. Webcasting services requires the following required dedicated bandwidth
  - a. minimum level of available bandwidth- 3 Mbps upload speed
  - b. ideal recommendation of available bandwidth - 5 Mbps upload speed
2. Investigate what bandwidth requirements are required from the chosen video conference tools being used.
3. Conduct evaluation of the internet connection available at each participant's location to ensure ample bandwidth is available to support a real time connection with the meeting.
4. Roll out standard procedures for reducing consumption of internet bandwidth at the time of the meeting, especially for those working from home. This would include procedures like reduce other people in the home on video conference meeting or using streaming services.

5. In effort to ensure optimal quality for the webcasting feed, implementing Quality of Service (QOS) rules within your network you can ensure that the feed from the encoder and the eScribe website is prioritized within your available network bandwidth is STRONGLY recommended.
6. For an outline of internet bandwidth is required for eScribe users, please see chart in appendix A.

### Hardware Devices

1. It is strongly recommended that participants who are attending a hybrid (or remote meeting remotely have dual monitors (one to participate in the meeting via video conference, and the other to use eScribe).
  - a. If the participant is using an iPad, or other device that doesn't support a dual monitor, it is recommended that a secondary device be provided.
2. The meeting administrator functions will likely need to be divided into multiple administrators in effort to not overburden a single computer or administrator given the increased responsibilities to support a video conference.
  - a. One administrator can conduct the meeting (take minutes, request to speak, open & close votes), while the other administrator can login to the video conference and manage the public display screens.
3. Meeting participants are required to have a quality peripheral headset and microphone.
4. See below for an outline of recommended device specifications.

Application	OS Supported	Minimum Dedicated Bandwidth	Minimum		Recommended	
			CPU	RAM	CPU	RAM
eSCRIBE	Win 10 Pro version 14393.0 or higher Architecture: x86 x64 ARM required	10 Mbits/s	i3 gen7, or comparable	4 GB	i5 - Latest 2 generations	8 GB
eSCRIBE + Video Conferencing (ex: Zoom, Teams, Webex)	Win 10 Pro version 14393.0 or higher Architecture: x86 x64 ARM required	15 Mbits/s	i5 gen7, or comparable	8GB	i7 - Latest 2 generations	16 GB
eSCRIBE Meetings Pro for Windows 10	Win 10 Pro version 14393.0 or higher Architecture: x86 x64 ARM required	10 Mbits/s	Dual Core	4 GB	Dual Core	4 GB
eSCRIBE Meetings Pro for Windows 10 + Video Conferencing (ex: Zoom, Teams, Webex)	Win 10 Pro version 14393.0 or higher Architecture: x86 x64 ARM required	15 Mbits/s	i5 gen7, or comparable	8 GB	i5 - Latest 2 generations	16 GB
eSCRIBE Meetings Pro for the iPad	iOS 12 to iOS 14	10 Mbits/s	n/a	n/a	n/a	n/a
Approval Manager app - iOS	iOS 12 to iOS 14	n/a	n/a	n/a	n/a	n/a
Approval Manager app - Android	Android 4.4 - Android 10	n/a	n/a	n/a	n/a	n/a

### Browsers

1. Ensure that users are running the latest 2 version to any one of the following browsers:
  - a. Google Chrome

- b. Microsoft Edge
  - c. Apple Safari
  - d. FireFox
2. Browser Configurations:
- a. JavaScript must be enabled
  - b. Cookies must be enabled
  - c. Local storage must be enabled
  - d. TLS v1.2 or above
  - e. eScribe must be setup as a trusted site
  - f. eScribe site URL must be white listed in any pop-up blockers & ad blockers
  - g. Enable the setting to “Automatic logon with current user name and password”
  - h. For more details on the recommended browser settings please see [this article](#) in eScribe’s Customer Community Portal
3. [Microsoft Upload Center](#) – enable setting in Upload Center cache to “Delete files from the Office Document Cache when they are closed”

### Other Applications

1. What other applications will be running on the device at the time of the meeting? It is recommended where possible that applications that are not in use are shut down to avoid resource conflicts.
  - a. Example of this would be a VPN connection.
2. Ensure that there are no computer or network scans being done at one time (ex: virus scans, monitoring tools).
3. Windows 10 or greater is required.
4. Microsoft Office of 2010 or greater is required.