



CITY OF KINGSTON
REPORT TO COUNCIL

Report No.: 12-330

TO: Mayor and Council

FROM: Desiree Kennedy, City Treasurer

RESOURCE STAFF: Wayne Rice, Supervisor Distributed Computing
John Bognone, City Clerk
Alan McLeod, Senior Legal Counsel
Susan Nicholson, Director Corporate Affairs
John Johnson, Manager Facilities

DATE OF MEETING: October 02, 2012

SUBJECT: **COUNCIL CHAMBER TECHNOLOGY ENHANCEMENTS**

EXECUTIVE SUMMARY:

The City of Kingston Council Chamber is home to Council/Committee meetings as well as a host of other corporate and non-corporate meetings. The current audio and video technology in the Chamber is dated and limits the ability for staff and residents alike to effectively present agenda material. Complaints include not being able to properly hear discussions in chambers, and an inability to see or present electronic information due to equipment failures/limitations.

Upgrading the Chamber with new technology will enhance the transparency and accountability of decision-making by elected officials, improve the ability for councilors, residents, and staff to participate in Council and Committee meetings, and subject to reporting back to Council on streaming options, will provide the future capability to video/audio stream Council and Committee meetings to residents through the Internet.

This project was identified in the City of Kingston Strategic Plan as a priority administrative initiative to increase the use of technology for Council meetings and public engagement.

A Request for Proposal (RFP) for the Purchase of Services, Equipment and Support for Council Chambers Technology was issued with detailed evaluations on two (2) short-listed responses occurring. The evaluation committee selected the proposal from Solotech based on their product offerings, the strength of the organization, the quality of the proposed implementation plan, and most importantly, their experience in working with heritage facilities.

This report seeks Council's approval to award the contract to Solotech for the design and implementation of new video and audio equipment, an electronic document solution, and a

lighting control system as described in their proposal. In accordance with *By-law 2000-134, A By-Law to Establish Purchasing Policies and Procedures*, Council approval is required as staff evaluated only two bid submissions for this RFP. There is available budget for the capital acquisition and staff resources required to support the technology.

RECOMMENDATION:

THAT the Mayor and Clerk be authorized to enter into a contract with Solotech, in a form satisfactory to the Director of Legal Services, in accordance with the terms set out herein.

AUTHORIZING SIGNATURES:

<u>ORIGINAL SIGNED BY DIRECTOR OF LEGAL SERVICES</u> Desiree Kennedy, City Treasurer
<u>ORIGINAL SIGNED BY DIRECTOR OF LEGAL SERVICES</u> Hal Linscott, Director Legal Services & City Solicitor
<u>ORIGINAL SIGNED BY CHIEF ADMINISTRATIVE OFFICER</u> Gerard Hunt, Chief Administrative Officer

CONSULTATION WITH THE FOLLOWING COMMISSIONERS:

Cynthia Beach, <i>Sustainability & Growth</i>	√
Lanie Hurdle, <i>Community Services</i>	N/R
Jim Keech, <i>President and CEO, Utilities Kingston</i>	N/R
Denis Leger, <i>Transportation, Properties and Emergency Services</i>	√

(N/R indicates consultation not required)

OPTIONS/DISCUSSION:

The Information Systems & Technology Department, in partnership with the Office of the City Clerk, the Communications Division, and the Real Estate and Construction Department, Legal Services, Cultural Services has investigated technology options for the City's Council Chamber that will improve the ability for councilors, residents, and staff to participate in Council and Committee meetings and enhance engagement with the community. Current technology is dated, unreliable, and the subject of numerous complaints.

Staff identified three (3) major elements in order to address the problem areas, including Audio/Video, Document Management, and Chambers Lighting.

Audio/Video

- Includes Video, Audio, Speaker Queuing, Electronic Vote counting, Video/Audio streaming, Pan Tilt Zoom (PTZ) Cameras and video conferencing.

Document Management

- Includes fixed/removable computing devices for access to electronic agendas, minutes, reports and other documents.

Chambers Lighting

- Includes integrating existing incandescent lighting with low voltage lighting and dimmer controls.

Approach

The investigation and research was initiated in April 2011. A Request for Information (RFI) for Council Chambers Technology was issued and four submissions were received. The project evaluation committee determined that only two firms had the product offering, capabilities, and resources to deliver innovative solutions that not only satisfied immediate needs, but could also be strategically leveraged in the future to further enhance collaboration, engagement and the use of technology. The experience of the firm in deploying their technology in a heritage context was also an important consideration.

A Request for Proposal (RFP) was issued to two vendors, Solotech and Interactive Audio Visual. Proposals were reviewed and scoring applied using the following categories:

No.	Scoring Categories	Weight
1.	Company, Key Personnel Experience, Client References	20%
2.	Solutions Approach	17%
3.	Product and Consultative Services Cost	60%

4.	Ontarians with Disabilities Act	3%
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The evaluation team concluded that the Solotech solution and services were the best overall fit for the City’s requirements. The evaluation took into consideration many aspects including, but not limited to: Council Chamber business processes, Heritage, Environmental, Accessibility, Physical Layout and Security. The proposed design offers enhanced technologies for business processes, with ease of use, provides improved meeting control, and limits the impact to heritage aspects of the facility.

The cost of Solotech’s proposal for the City’s core requirements was \$270,619.25 plus applicable taxes. By comparison, the proposal from Interactive Audio Visual was \$345,717.56, and excluded costing for Document Management and Chamber Lighting. The proposal from Solotech has been further reduced through negotiations and remains within approved budgets. This was due to staff identifying the ability to leverage existing city resources.

Implementation

Conceptual plans and objectives were presented to the Heritage Committee at its regular meeting on January 9th, 2012. Committee comments in regards to the various elements of the plan have been considered by the project team during development of the implementation plan and as details are finalized.

Each of the elements described above (Audio/Visual, Document Management, and Chamber’s Lighting) will be implemented concurrently between November - December 2012. The final proposal does not affect the heritage attributes of Chambers as the installation is not intrusive and is fully reversible. Training and process discussions will be an integral component of the implementation process.

In addition, introduction of this technology will require part-time resources to assist and offer support for Chamber meetings, including audio/visual technical support, closed captioning and sign interpreting. Capital funding is available within approved budgets for 2012 for this purpose. Ongoing requirements for part-time resources will be reviewed in conjunction with the 2013 Operating budget deliberations.

The new technology also provides the foundation for live streaming Council meetings via the Internet, and the capability to archive and retrieve Council proceedings as video-on-demand (VOD). This capability has proven to be of significant value in other jurisdictions to residents, researchers, business and staff as an interactive record of Council discussions and dispositions. Staff will be reporting back to the Administrative Policy Committee as requested on the possibility and options of live streaming proceedings to the internet. In addition, proposed changes to Council Chamber business processes as a result of the new technology will be reviewed with the Administrative Policy Committee prior to implementation.

EXISTING POLICY/BY-LAW:

By-law 2000-134, a *By-law to Establish Purchasing Policies and Procedures for the City of Kingston*

NOTICE PROVISIONS:

N/A

ACCESSIBILITY CONSIDERATIONS:

Consideration of the *Ontarians with Disabilities Act* is incorporated into every City issued RFP.

FINANCIAL CONSIDERATIONS:

There are sufficient funds allocated in the 2011 capital works in progress and the 2012 Information Systems & Technology capital budget for the implementation of this project. On-going support costs will be identified and included in future operating budgets.

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OTHER CITY OF KINGSTON STAFF CONSULTED:

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Colin Wiginton, Manager Cultural Services
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Paul Legacey, Technology Associate
Darlene Dopking, IS&T Project Manager
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