

# REQUEST FOR INFORMATION AGENDA MANAGEMENT, LIVESTREAM, RECORDING, AND ARCHIVING

## 1.0 Description

**1.1** The Los Angeles County Employees Retirement Association (LACERA) is seeking information on how an interested vendor could assist LACERA to prepare agendas and meeting minutes, post, livestream, record, and archive meeting packets and video and audio of Board and committee meetings.

**1.2** THIS IS A REQUEST FOR INFORMATION (RFI) ONLY. This RFI is issued solely for information and planning purposes. It does not constitute a Request for Proposal (RFP) or a promise to issue an RFP in the future. This RFI does not commit LACERA to contract for any supply or service. LACERA is not seeking proposals and will not accept unsolicited proposals. Vendors are advised that LACERA will not pay for any information or administrative costs incurred in response to this RFI; all costs associated with responding to this RFI will be solely at the interested party's expense. Not responding to this RFI does not preclude participation in any future RFP, if any is issued. If an RFP is released, it will be posted on [www.lacera.com](http://www.lacera.com). It is the responsibility of the potential vendors to monitor these sites for additional information pertaining to this requirement.

## 2.0 Background

LACERA administers and manages the retirement fund and retiree health care benefits for the County of Los Angeles and participating agencies. It is the largest county retirement system in the United States, with approximately \$67 billion in assets, serving 184,277 members and more than 67,998 beneficiaries. As an independent governmental entity, LACERA is separate from the County of Los Angeles. The fiduciary responsibility of LACERA and its governing Board of Retirement and Board of Investments, and their committees,<sup>1</sup> is to promote, enhance, and efficiently administer a financially sound retirement and health care benefits program through prudent investments and the conservation of plan assets. The Board of Retirement meets twice per month on the first Wednesday and Thursday following the second Wednesday of each month; the Board of Investments meets on the second Wednesday of each month. Committee meetings are normally held on Board meeting days but may be held on different days. The Boards also hold periodic joint meetings.

The COVID 19 Pandemic required LACERA to broadcast its meetings in order to reach its members and the public. While LACERA responded quickly to the technological demands to broadcast its meetings, the current solution is temporary. Moving forward LACERA intends to develop a sustainable system to prepare, broadcast, and record meetings.

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<sup>1</sup> Committees include the following:

Board of Retirement – Disability Procedures and Services Committee; Insurance, Benefits and Legislative Committee; and Operations Oversight Committee.

Board of Investments – Corporate Governance Committee; Credit and Risk Mitigation Committee; Equity: Public/Private Committee; and Real Assets Committee.

Joint Board Committee – Audit Committee; and Joint Organizational Governance Committee.

**REQUEST FOR INFORMATION  
AGENDA MANAGEMENT, LIVESTREAM,  
RECORDING, AND ARCHIVING**

**3.0 Requested Information**

LACERA seeks product information for software that can fulfill the following needs:

1. Agenda Management: Development/Compilation/Workflow/Amendment
2. Paperless Agenda Software
  - 2.1. Annotation/notes features
  - 2.2. IOS Applications
3. Posting of Meeting Materials
4. Electronic/Live Voting
5. Public Comment Features (call-in, written comments)
6. Livestream (with agenda timestamp) for Audio and Video
7. Recording/Archive for Audio and Video
  - 7.1. Quality (i.e., HD, others)
  - 7.2. Timestamp
  - 7.3. Translation Services
  - 7.4. Duration of Archive
8. Closed Captioning Features
9. Management of Closed Session
  - 9.1. Entering and leaving closed session
  - 9.2. Separate recording of closed sessions when required
10. Company Profile
  - 10.1. Business & Ownership Structure (Public, Private, LLC etc.)
  - 10.2. Total Annual Revenue
  - 10.3. HQ and office locations
  - 10.4. Cloud Infrastructure Partner
  - 10.5. SoCal presence
  - 10.6. Competitive distinction and value proposition versus competitors
11. Technology and Security
  - 11.1.1. Is your solution a private/dedicated or shared/multi-tenant service?
  - 11.1.2. Provider and location of Primary server?
  - 11.1.3. Provider and location of Secondary server?
  - 11.1.4. Do you offer geographic redundancy?
  - 11.1.5. Does your solution utilize AI for closed captioning and transcriptions?
  - 11.1.6. Does your live stream player have any dependencies?
  - 11.1.7. Does your video player have any dependencies?
  - 11.1.8. Does your solution provide an API?
  - 11.1.9. Do you integrate with Active Directory for user management?

**REQUEST FOR INFORMATION  
AGENDA MANAGEMENT, LIVESTREAM,  
RECORDING, AND ARCHIVING**

- 11.1.10. Do you support MFA?
- 11.1.11. Speak of data archiving and how data destruction is assured?
- 11.1.12. Describe your disaster recovery and business continuity support. SLA guarantees?
- 11.1.13. Does your company maintain SSAE18 SOC 1 Type 2 and SOC2 certification? Which audit company is used?
- 11.1.14. Are you FEDRAMP & SOCS 2 Certified?
- 11.1.15. Do you have Government Licensing available?

**12. Implementation and Support**

- 12.1.1. Describe your implementation approach and methodology. For an implementation, detail the profile of staff roles/resources needed from us to support the project.
- 12.1.2. Relate estimates (days) for a typical project.
- 12.1.3. What is the typical timeline for a Go-Live for a project likes ours?
- 12.1.4. Rough estimate in weeks/months.
- 12.1.5. What factors typically impact the success of a project?
- 12.1.6. Describe your HelpDesk Support organization.
- 12.1.7. Include details of Level 1, Level 2 and escalation procedures.
- 12.1.8. Describe your support services.
- 12.1.9. Hours of operation, contact information, ticket submission, response times etc.
- 12.1.10. Describe how you provide support to our suppliers.

**13. Cost**

- 13.1.1. What is the cost for close captioning?
- 13.1.2. What is the cost for streaming appliance if required?
- 13.1.3. What is the cost of fully managed indexing service?
- 13.1.4. What is the cost of fully remotely managed multi-camera service?
- 13.1.5. What is the cost of a hybrid Zoom integrated meeting feature?
- 13.1.6. What is the pricing structure for live streams?
- 13.1.7. What is the pricing structure for hosted videos?
- 13.1.8. Is there a setup Fee?
- 13.1.9. Are there limits to video storage?

**4.0 Responses**

Responses must be submitted in either Microsoft Word or PDF format. The responses are **due no later than 15 May 2021, 6:00 p.m. PST**. Responses must be submitted via e-mail only to BoardOffices@lacera.com.

**4.1.** Section 1 of the response document shall provide administrative information, and shall include the following as a minimum:

**4.1.1.** Name, mailing address, overnight delivery address (if different from mailing address), phone number, fax number, and e-mail of designated point of contact.

**4.1.2.** Business type (large business, small business, small disadvantaged business, woman-

**REQUEST FOR INFORMATION  
AGENDA MANAGEMENT, LIVESTREAM,  
RECORDING, AND ARCHIVING**

owned smallbusiness, very small business, veteran-owned small business, service-disabled veteran-owned small business), and commitment to diversity.

**4.2.** Section 2 of the response document shall provide the information responsive to Section 3. Please include details as to features, functionality, and systems to achieve LACERA's stated needs.

**4.3.** The response document shall provide the recommended contracting options and terms that apply to products and services as described in response to Section 3. Do not include confidential documents in the response to this RFI. Responses are subject to public disclosure under the California Public Records Act, *California Government Code §6254 et. Seq.*

**5.0 Questions**

Questions and the final response document regarding this RFI should be submitted by

e-mail to: [BoardOffices@lacera.com](mailto:BoardOffices@lacera.com)

Verbal questions will NOT be accepted. Questions will be answered by posting answers on [www.lacera.com](http://www.lacera.com); questions shall NOT contain proprietary or classified information. LACERA will not answer questions received after May 7, 2021.

**6.0 Summary**

THIS IS A REQUEST FOR INFORMATION (RFI) ONLY to identify sources that can provide Agenda Management, Livestream, Recording, and Archiving. The information provided in the RFI is subject to change and is not binding to LACERA. LACERA has not made a commitment to procure any of the items discussed, and release of this RFI should not be construed as such a commitment or as authorization to incur cost for which reimbursement would be required or sought. All submissions become LACERA property and will not be returned.