



CITY OF WASHINGTON, ILLINOIS Committee of the Whole Agenda Communication

Meeting Date: June 12, 2023

Prepared By: Jim Snider, City Administrator
Agenda Item: Review of Meeting Streaming Costs

Explanation: Members of the City Council have requested information about the costs to provide a system to begin live streaming of our regular meetings. Outlined below are two cities in central Illinois that deliver live streaming of their Council/Committee meetings with a professional presentation for their citizens.

City of Decatur Streaming System

The City of Decatur uses Granicus/Swagit digital system software and live and on-demand video equipment for their council meetings.

The advantage to the combination of these firms are as follows:

- Provides a remote camera operator as part of broadcast production crew during meetings (internal staff not needed to operate- just push button to start & stop audio)
- “Hand’s-off approach” for internal staff to not be tied up focusing on equipment
- Government-focused vendor
- Utilized by many municipalities, including locally (Decatur, Bloomington, Galesburg)
- Camera & AV equipment setup to capture meeting participants
- 4 fixed-location HD camera setup (quoted for setup at Fire Station Room)
- They perform equipment installation
- Video graphics & text provided on-screen
- Closed captioning services provided real-time during video stream (meets ADA requirements)
- Video streaming would be incorporated on City Website
- Time-stamps video to integrate with agenda & produces complete transcript of meeting
- Utilizes a keyword search in transcript to jump to that specific spot in video
- Ability to download meetings & share segments on external sites
- Residents can subscribe to agendas
- Excellent support throughout demo & quote process

Fiscal Impact: The initial buildout costs - \$128,482:

\$69,479: Hardware system (*attached proposal*)

\$15,000: Televis Electronic Voting System

\$44,003: Annual software costs (year 2: \$33,288.90, year 3: \$35,619.13) (*attached proposal*)

There are no operation costs with this system. Delivery and setup time would be 12 -16 weeks. This expenditure would require a public hearing and Council approval of a budget amendment for FY24.

City of Galesburg Streaming System

The oversight of their streaming system is performed by their Information Technology Department, (four employees):

- IT Manager
- Senior Systems Administrator (network administrator)
- Junior Systems Manager (backup to Senior Systems Administrator)
- Information Systems Tech (help desk service for users)

The hardware for their operation was purchased from Televic AV System- Thompson Electronics (\$114,000-\$120,000)

- 3 Cameras
- Microphones
- Electronic Voting System
- 2- 70" Televisions
- 100" Television

Cameras operate/pan when button is pressed to speak into microphone. Image on televisions provide feedback and help Council members realize when they've forgotten to press the microphone button. When no one is speaking, view of full room is shown.

Software streaming provider - Granicus subscription \$22,135/yr

Includes Closed Captioning service (approx. \$10K/yr, CC is required by ADA law if using video). Granicus hosts entire streaming media page (using IFrame) on the Granicus cloud, so not using up City bandwidth. It's linked to the City website to appear there. Unlimited storage and ability to handle many users watching live without outages. A user dashboard allows system to be prescheduled to start at meeting time and end four hours later so that it manages itself (maximum meeting length). IT manager is present at meetings but helping in other ways. Agenda and linked documents are provided online next to video image. An index with links updated once a month allows users to click on specific agenda items that takes them directly to that portion of the meeting video.

Fiscal Impact: The initial buildout costs - \$153,000 + operational cost:

\$120,000: Hardware system

\$33,000: Annual software costs

\$50,000 - \$100,000 per year: Operational costs will be dependent on hiring a full-time or part-time to operate and maintain the system budget

This expenditure would require a public hearing and Council approval of a budget amendment for FY24.

Action Requested: Direction from the City Council on how to move forward with this service.



408 St. Peter St, Suite 600
St. Paul, MN 55102

THIS IS NOT AN INVOICE

Order Form
Prepared for
Washington, IL

Granicus Proposal for Washington, IL

ORDER DETAILS

Prepared By:	Ruth Gonzalez
Phone:	847-809-5692
Email:	ruth.gonzalez@granicus.com
Order #:	Q-283064
Prepared On:	22 May 2023
Expires On:	27 Jul 2023

ORDER TERMS

Currency:	USD
Payment Terms:	Net 30 (Payments for subscriptions are due at the beginning of the period of performance.)
Period of Performance:	The term of the Agreement will commence on the date this document is signed and will continue for 36 months.

PRICING SUMMARY

The pricing and terms within this Proposal are specific to the products and volumes contained within this Proposal.

One-Time Fees			
Solution	Billing Frequency	Quantity/Unit	One-Time Fee
Avior™ PRO Remote Broadcast System - Four Camera Setup	Upon Delivery	1 Each	\$48,390.00
Optional Extended Warranty for AVIOR™ Camera Control Appliance(s)	Upon Delivery	1 Each	\$1,999.28
Avior™ Setup and Deployment	Upon Delivery	1 Each	\$1,080.00
AVIOR™ Standard Pre-Assembly & Install	Upon Delivery	1 Each	\$4,800.00
Advanced Caption Encoder/Decoder	Upon Delivery	1 Each	\$9,990.00
Captioning Software Only	Upon Delivery	1 Each	\$3,220.00
SUBTOTAL:			\$69,479.28

New Subscription Fees			
Solution	Billing Frequency	Quantity/Unit	Annual Fee
AVIOR Control Software License	Annual	1 Each	\$1,604.25
CaptionLive Standard (Automation with PM)	Annual	104 Hours	\$10,754.64
Avior™ 100	Annual	1 Each	\$31,644.37
SUBTOTAL:			\$44,003.26

FUTURE YEAR PRICING

Solution(s)	Period of Performance	
	Year 2	Year 3
AVIOR Control Software License	\$1,716.55	\$1,836.71
CaptionLive Standard (Automation with PM)	\$11,507.46	\$12,312.99
Avior™ 100	\$33,859.48	\$36,229.64
SUBTOTAL:	\$47,083.49	\$50,379.34

PRODUCT DESCRIPTIONS

Solution	Description
Avior™ PRO Remote Broadcast System - Four Camera Setup	Avior™ PRO Remote Broadcast System: Four HD Camera Solution
AVIOR Control Software License	Annual License Fee
Optional Extended Warranty for AVIOR™ Camera Control Appliance(s)	Optional Extended Warranty for AVIOR™ Camera Control Appliance (s)
Avior™ Setup and Deployment	Standard AVIOR™ system setup and remote deployment
AVIOR™ Standard Pre-Assembly & Install	AVIOR™ Standard Pre-Assembly & Install (travel not included)
CaptionLive Standard (Automation with PM)	CaptionLive Standard - Automated Transcription Service in English with text cleanup, per hour
Advanced Caption Encoder/Decoder	Advanced Caption Encoder/Decoder for IP-based handoff to captioners: HD492 is a three gigabits level B, high definition, serial digital interface closed caption encoder with audio and captions over IP. Synchronization of live captions and program video/audio with CCMATCH technology. Unit has an additional built-in SDI decoder output to show on-screen caption burn-in. Simultaneous support for two languages.
Captioning Software Only	Captioning Software Only (EASE™ H or EASE™ 2D Appliance Upgrade)
Avior™ 100	AVIOR™ 100 Managed Service SaaS: Remote Switching for up to 100 meetings per year.

TERMS & CONDITIONS

- This quote, and all products and services delivered hereunder are governed by the terms located at <https://granicus.com/legal/licensing>, including any product-specific terms included therein (the "License Agreement"). If your organization and Granicus has entered into a separate agreement or is utilizing a contract vehicle for this transaction, the terms of the License Agreement are incorporated into such separate agreement or contract vehicle by reference, with any directly conflicting terms and conditions being resolved in favor of the separate agreement or contract vehicle to the extent applicable.
- If submitting a Purchase Order, please include the following language: The pricing, terms and conditions of quote Q-283064 dated 22 May 2023 are incorporated into this Purchase Order by reference and shall take precedence over any terms and conditions included in this Purchase Order.
- This quote is exclusive of applicable state, local, and federal taxes, which, if any, will be included in the invoice. It is the responsibility of Washington, IL to provide applicable exemption certificate(s).
- Any lapse in payment may result in suspension of service and will require the payment of a setup fee to reinstate the subscription.
- Granicus will provide a three (3) year warranty with respect to required hardware. Within the three (3) year warranty period, Granicus shall repair or replace any required hardware provided directly from Granicus that fails to function properly due to normal wear and tear, defective workmanship, or defective materials.

BILLING INFORMATION

Billing Contact:		Purchase Order Required?	<input type="checkbox"/> - No <input type="checkbox"/> - Yes
Billing Address:		PO Number: <i>If PO required</i>	
Billing Email:		Billing Phone:	

If submitting a Purchase Order, please include the following language:

The pricing, terms, and conditions of quote Q-283064 dated 22 May 2023 are incorporated into this Purchase Order by reference and shall take precedence over any terms and conditions included in this Purchase Order.

AGREEMENT AND ACCEPTANCE

By signing this document, the undersigned certifies they have authority to enter the agreement. The undersigned also understands the services and terms.

Washington, IL	
Signature:	
Name:	
Title:	
Date:	

Council Streaming Vendors

Granicus / Swagit

- Government-focused vendor
- Utilized by many municipalities, including locally (Decatur, Bloomington, Galesburg)
- Camera & AV equipment setup to capture meeting participants
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- Residents can subscribe to agendas
- Fantastic support throughout demo & quote process

Swagit Video

Avior™ HD



SWAGIT is a complete package of broadcast-quality HD cameras and professional equipment for full-service production and multi-camera broadcasting

Features

- Fully automated
- 4+ HD camera solution
- Full-service broadcast system
- Real-time captioning support
- Video graphics/titles overlay
- Free software updates
- Responsive support and customer service – 8 AM to 2 AM US Eastern Time, Monday-Friday
- Small footprint – equipment is self-contained on its own rack
- Integrates and works with all existing A/V equipment

The Only Full-Service Video Streaming Solution for Government

Built on years of industry experience and developed to address the evolving transparency needs of government, Swagit's Avior™ HD Broadcast System is a complete package of HD PTZ (Pan, Tilt, and Zoom) cameras, professional video-switching equipment, and associated components that enable any client to fully outsource the operation and production of a multi-camera broadcast for public meetings.

Avior™ HD cameras are installed by Swagit personnel in one or multiple positions within a meeting room. As a meeting is being recorded, Swagit's video department controls the Avior™ system from their Dallas, Texas headquarters – switching between cameras (for views of the podium, presentation slides, and dais), while also directing and controlling those cameras through selective panning, close-ups, and wide shots. The Avior™ HD broadcast-quality robotic cameras are able to tilt and pan through wide angles of motion, and can zoom through large ranges.

When bundled with Swagit's hands-free EASE™ video streaming system, Avior™ + EASE™ is a Full Transparency Suite, offering a full end-to-end broadcast solution that requires no client staff involvement for operation of cameras and/or streaming of an event or meeting.

Swagit

Live and On-Demand Meeting Video Doesn't Have to be a Major Production



Do you hold regular meetings at the same location? Do you need to broadcast those meetings, stream them online, and/or make them available on-demand? Do you have a limited budget for equipment and overtime? Are you looking for ways to improve your meeting broadcast process and viewer experience, and save money at the same time?

Setting the Scene

Imagine you're inside a typical meeting room. Members of the governing body, or panelists, are seated on the dais at the front of the room. There's probably a podium for guest speakers or audience comments, and maybe a large video monitor, projection screen or whiteboard on one wall for presentations or graphics. Your audience seating area completes the room. In alternate scenarios, the room could be a lecture hall or auditorium, or a less formal boardroom-style meeting space with limited or no audience seating.

Questions to Answer

If you wanted to record or broadcast a meeting in that room, where do you set up your video cameras and operators? Can you safely arrange their power cords and cables? Where do you set up the video director or engineer's command station, wired and loaded up with monitors, switchers, maybe a graphics generator, and the control board or panel — to say nothing about your recorder, encoder, broadcast switcher, router cabling, and servers that you need in order to broadcast that video stream out to the internet and/or cable channel? Can you leave your equipment set up permanently, or do you need to store it in a secure location between meetings? Who sets up the broadcasts, who ensures they stream flawlessly, and who maintains the accessible video archive layout on your website?

A professional-quality remote broadcast solution can handle it all for you – hands-free.

• Better Video, Better Engagement

Physical Setup and Installation

In addition to your equipment selection, you'll also have to make plans for its physical setup and installation. Here are some factors to consider:

- Will the setup be permanent or temporary?
- Who will set up or install the equipment?
- Where should you place your cameras and command station?

Considerations include:

1. Power and data cabling
2. Operator accessibility, if needed
3. Line-of-sight placement of cameras for optimal video framing
4. Security – protection against theft or unauthorized use
5. Network connectivity

Broadcast Production Crew

Finding competent, reliable broadcast production crewmembers can be a challenge. Even if you already have volunteers or staff on board with those particular skills, are they always available when you need them? What happens if they get sick or go on vacation?

If you're assembling your broadcast team from scratch, think about those specific needs, which can include:

- The qualifications, requirements, knowledge, and abilities required for each position
- Personnel availability, including flexible scheduling and overtime
- Cross-training for skill coverage

A complete remote broadcast solution is a fully integrated system that redefines and simplifies your entire meeting video process.

Better Video, Better Engagement

Avior™ Remote Broadcast is a One-Of-A-Kind Solution

Built on Swagit's decades of industry experience, Avior™ combines remote broadcast production components and services that consistently deliver high quality results. An Avior™ full-service video production system consists of cameras, a compact control station, and a network connection to Swagit's remote broadcast operators. Typically, two to five Avior™ Pan-Tilt-Zoom (PTZ) cameras are permanently wall- or ceiling-mounted within a meeting space. These cameras are wired to a compact command control station (roughly the size of a mini-fridge) that holds almost everything: broadcast switcher, character generator for lower-thirds and full-screen graphics, ProRes recorder, redundant streaming and recording encoder/servers, a video matrix switch to handle a 24/7 video feed or cable output, and managed power units, plus a wired or wireless all-in-one software-based video control panel. An Avior™ system includes everything you need, for a fraction of the cost of purchasing off-the-rack components. Meeting video can be controlled by a single person onsite — or remotely, from Swagit's headquarters in Dallas where Swagit's skilled team of broadcast specialists handle about 300 meetings a month for locations across North America.

With Avior™, You Can Do Much More

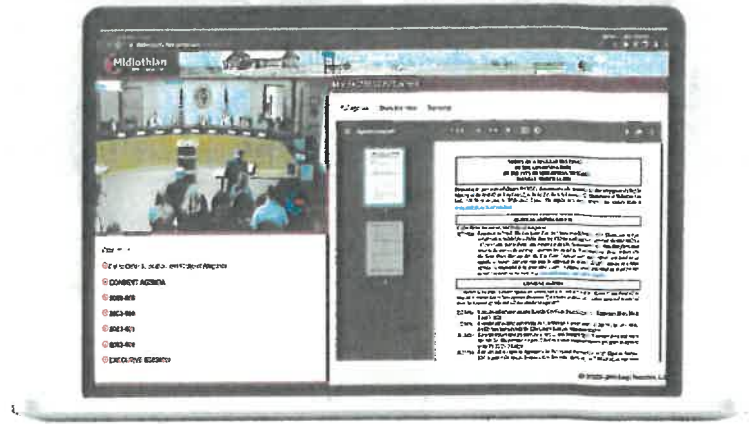
Think outside the box – consider some of these ideas. With Avior™, you can:

- Integrate video slides and screen presentations with meeting video
- Increase brand awareness with overlay video graphics
- Improve viewers' ease of comprehension with overlay video titles
- Use picture-in-picture (PIP), especially useful for sign language interpretation
- Share specific video segments via email or on social media – the video does not need to be trimmed or edited, but rather can jump directly to the shareable moment
- Record locally to an SD card while livestreaming your broadcast, as a local backup, public record, or for immediate post-event delivery to your cable channel
- Quickly add an optional digital signage playout switch for 24/7 feed to stream/broadcast PSAs and other material
- Direct, control and record non-streamed events locally when needed, especially for internal or private meetings, workshops and work sessions, presentations, and training videos
- Make your meeting space and hands-free video capabilities available to other departments, groups, or organizations

Better Video, Better Engagement

Swagit Video

Sound Search™



Allows viewers to search your meetings by spoken word

Features

- Searchable video with contextual results
- Direct “jump-to” link by spoken word
- Navigable speech-to-text transcript from closed captioning
- Sound Search™ is also recommended for clients with 3rd-party closed captioning, to enable searchable and navigable video
- Responsive support and customer service – 8 AM to 2 AM US Eastern Time, Monday-Friday

The Only Full-Service Video Streaming Solution for Government

Swagit’s innovative **Sound Search™** feature dramatically improves the search for specific content in on-demand video.

A positive search hit for a specific spoken word will take the viewer to the time stamped spot in any meeting in which the word or phrase was spoken, or to the timestamped location within the captioned transcript. The search will also display any indexed agenda items in which the searched word was used.

Swagit’s focus is on emerging technology and revolutionary features like **SoundSearch™** that enable increased resident engagement while providing time-saving services for government staff.

Transcripts are unedited text files captured from audibly spoken words in the meeting audio, and do not include non-audio information such as speaker identification or graphic presentations.

Better Video, Better Engagement

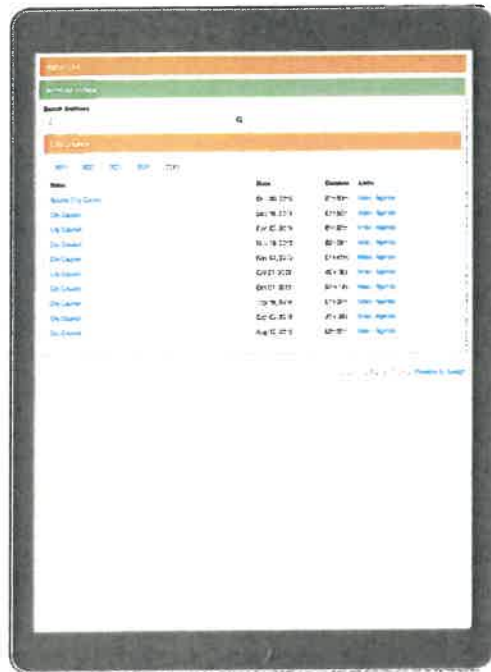
Human & Automated Captioning

CaptionLive for Real-Time Captioning

Swagit can provide real-time captioning for live programming, and sync those captions for on-demand usage afterwards. Live captioning through Swagit can even be distributed simultaneously to cable and the internet.

CaptionPM for Post-Event Captioning

Swagit's human assisted post-meeting captioning for video on-demand is completed and aligned with the event video within four business days of broadcast.



Caption Live



Caption PM



Features & Options

Spanish and other languages available

24/7 live captioning for TV playback only

Human transcriber

Automated captioning with with or without cleanup

Downloaded videos include captions

Post-meeting spellcheck and cleanup

Downloadable captioning transcript

Searchable captioning transcript

Navigable captioning transcript

✓ Included

* Specific Packages only

About Granicus: More than 6,000 government agencies use Granicus to modernize their online services, web presence, and communications strategies. We offer seamless digital solutions that help government actively reach, inform, and engage citizens on the first unified civic engagement platform for government.

Better Video, Better Engagement

Multilingual Captioning

CaptionLive ESP

- Automated live captioning
- Real-time machine translation to Spanish

CaptionLive Premium ESP

- English captions are created as an event takes place, utilizing a human captioning transcriber
 - Real-time machine translation to Spanish
-

Post-Event (On Demand) Captioning

CaptionPM

- Human-assisted, post-meeting captioning for video on demand, completed and aligned with event video within four business days of broadcast
- Navigable, searchable, and downloadable captioning transcript
- Downloaded videos will not include captions

The Only Full-Service Video Streaming Solution for Government

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