



Issue Date:

September 19, 2016

MADERA COUNTY ADMINISTRATION
PURCHASING DIVISION
REQUEST FOR PROPOSAL
NUMBER: 2017-03

Board of Supervisor Chambers Audiovisual Modernization

The County of Madera (County) is currently soliciting proposals for professional service and equipment necessary for the modernization of the County's Board of Supervisors Chambers aging audiovisual multimedia and room control systems.

Notice is hereby given that sealed proposals will be received at the Madera County Purchasing Department until 4:00 P.M. on Thursday, November 10, 2016. Any bidder who wishes their proposal to be considered is responsible for making certain that their proposal is received in the Madera County Purchasing Department Office by the Proposal Submittal Deadline. Late submittals will not be considered. Please note: **A mandatory walk-through will be conducted on Tuesday, October 11, 2016 from 9:00 – 11:00 A.M. located at 200 W. 4th Street, 1st Floor, Board of Supervisors Chambers. Anyone wishing to submit a proposal must attend this walk-through.**

IMPORTANT: SUBMIT FIVE (5) ORIGINAL PROPOSALS AND ONE (1) ELECTRONIC COPY IN A SEALED PACKAGE WITH PROPOSAL NUMBER, CLOSING DATE AND PURCHASING DEPARTMENT'S NAME MARKED CLEARLY ON THE OUTSIDE TO: MADERA COUNTY ADMINISTRATION, PURCHASING DIVISION, 200 W. 4TH STREET, MADERA, CA 93637.

All questions received after the mandatory walk-through must be made in writing and emailed to diane.absher@co.madera.ca.gov no later than 4:00 P.M., Friday, October 21, 2016.

Response to questions will be made available on the County website by Wednesday, October 26, 2016.

ADMINISTRATIVE OFFICE
Purchasing Division
559-675-7715

200 West 4th Street
Madera, CA 93637

Board of Supervisors

BRETT FRAZIER
District 1

DAVID ROGERS
District 2

RICK FARINELLI
District 3

MAX RODRIGUEZ
District 4

TOM WHEELER
District 5

Section 2 – Project Scope

1. Purpose of this Request for Proposal

The County of Madera is seeking proposals for professional services and equipment necessary for the modernization of the County's Board of Supervisors Chambers aging audiovisual, multimedia and room control systems. The project shall result in a modernization plan, equipment specifications, installation, configuration, programming and support for a comprehensive and modernized audiovisual and room control solution. The solution must create a high quality, high definition, state-of-the-art audiovisual and room control system to facilitate and document the County's Board of Supervisors meetings, voting records, and presentations – the recording of which may be cablecast, broadcast, or made available on the Internet either in simulcast or for later distribution.

The County expects the selected vendor will replace a majority if not all of the existing audiovisual components and software. The proposed solution must provide high definition, high performance, professional digital multimedia and broadcast systems capable of meeting the County's current and future audiovisual and room control technology needs.

2. Project Objectives (in Scope)

The County is expecting that upon completion of the proposed project the following will be implemented and delivered.

- a. Upgrade of the audio systems including microphones, amplification, audio programming/mixing, assisted listening, audio recording and monitoring.
- b. Upgrade of video systems including cameras (if required), video mixer, video distribution, document camera, video recording, and monitoring.
- c. Upgrade with improved ease of control systems including ability to control lighting, agenda, request to speak, input source selection, speech timing, audio volume/mute, and monitoring.
- d. Simplification and modification of press panel.
- e. Replacements of television(s) within the Board of Supervisors Chambers lobby and overflow room.
- f. Simplify and reduce amount of audiovisual equipment where possible.
- g. Provide a modernization plan, implement the plan, and provide ongoing support.
- h. Consideration of multiple new displays (monitors) within the Chambers.
- i. Training customers and technicians on the use and support of audiovisual systems.
- j. Modifications and/or repositioning to the dais, lecterns, and staff table that is necessary to accommodate or control equipment.
- k. A system that provides the capability to interface to an automated camera switching and/or tracking to the person speaking – panning and/or switching to the person speaking must be smooth and accurate.
- l. Complete and accurate wiring diagrams detailing the interconnection of the various audiovisual and control equipment in an electronic format which the County can edit and update.
- m. Equipment, software and technical manuals provided in electronic format. Hard copies of equipment, software and technical manuals must be organized into binders and arranged alphabetically by manufacture name. Lengthy equipment and software mauls may also be provided in individual binders as appropriate.
- n. Custom programming and off the shelf software must be provided via download, a flash drive, or other removable electronic media.
- o. Optional – Modification to the wall behind the dais to remedy audio reflection issues and to consider relocation (and/or replacement) of the projection screen to this location. Conducting

acoustic analysis to determine absorption or reflection issues and options for remediation.

3. Project Objectives (Out of Scope)

The following deliverables, significant items of work, or functionality are specifically excluded from the scope of this project.

- a. Modifications to any furniture (except as noted above), walls, floors, ceiling, physical space configuration, building electrical systems, or heating and air conditioning.
- b. Replacement or upgrade of web streaming service (Accela Legislative Civic Streaming).
- c. Replacement or upgrade of audio streaming service.
- d. Replacement or upgrade of the air conditioning system within the BOS Chambers or the BOS Chambers audiovisual control room.
- e. Modification of lecterns or staff table except as noted above.

Section 3– Current Audiovisual and Control Systems Configuration

The County of Madera Board of Supervisors’ Chambers is the facility where elected officials, appointed committees and commissions, as well as County staff and the public meet. The Chambers provides theater-style seating for 163 people including ADA compliant access and seating with a total capacity of 280. The primary use of this facility is to host the Madera County Board of Supervisors, Assessment Appeals Board, Civil Service Commission board and other various public meetings.

The dais has 9 seating positions. Each position has a mounted microphone with mute button, a 17” touch-screen monitor for viewing presentations, providing a control panel and request to speak button. To the right of the dais there is a public lectern with a microphone, VGA and audio computer connections, and 23” all in one computer.

There is a staff table in front of the dais which has 4 seating positions and 3 microphones. There is an AVerMedia AVerVision300P document camera for use by staff for displaying printed materials. Also available from the staff table is one wireless hand-held microphone and one lavalier.

Audio from the microphones is fed to a XAP800 DSP audio matrix mixer. Full real-time adjustment of the audio signals can be controlled from the audiovisual control room located at the rear of the Board Chambers. In addition, some control of the audio levels can also be done using a Crestron based touch-panel system.

Audiovisual sources and volume, request to speak, agenda, and more are controlled using a Crestron system. There are two Crestron control monitors, one located in the main dais and one located within the audiovisual control room. The Crestron servers are located in the audiovisual control room.

There are 3 robotic cameras. One is mounted overhead of the audience seating. Another is mounted overhead the dais behind and to the right of BOS staff. The third is mounted overhead back center/above entryway. There is an automated projection screen to the left of the dais and a ceiling mounted automated projection system.

Table # Requirements Listing

Item	Title	Description
1.0	Control Requirements	
1.1	Connectivity	Solution must provide reliable points of access to the control systems with Ethernet being preferred
1.2	Remote Monitoring	Ability to remotely view and listen to room activity
1.3	Voting	An electronic voting system providing access to voting results.

1.4	Request to Speak Queue	A queuing system for those running the board, commission or other meetings that shows the order of requests to speak by board or commission members.
1.5	Lighting	Ability to control room lighting with many lighting presets.
1.6	Integrated Control System	A user friendly, expandable, easily administered, integrated control system to interface with , control, and monitor the presentation, sound, projectors, sound equipment, cameras and the live production equipment in the control room.
1.7	Mobile device Control Integration	Option to include the ability for Supervisors to control operation of their station using a mobile device (e.g. Wi-Fi tablet, iPad).
2.0	Audio Requirements	
2.1	Discussion - Delegate System	The proposed solution must include a commercial grade digital discussion-delegate system that provides maximum speech quality with ease of operation and reliability.
2.2	Assisted Listening	System must provide an ADA compliant advanced sound amplification system for those with hearing impairments. System must be capable of broadcasting audio via Infrared and T-Coil. Must include earpieces or receivers capable of clipping on the ear or being worn over the head.
2.3	Speakers	Ability to utilize existing room speakers or locations and with additional speakers if required.
2.4	Amplification	Ability to amplify audio without causing distortion, feedback, or noise. Sound amplification must provide multiband digital graphic equalization with compressor/limiter, and feedback elimination filters. A sufficient number of amplifier channels must be provided to ensure sufficient sound amplification for multiple speaker zones.
2.5	Integration	Must integrate fully with video and control system

2.6	Wireless	Have the ability to enable wireless audio transmission from input sources. Broadcast quality wireless microphone system with frequency adjustable transmitters and receivers. System to include both a handheld and lavalier or belt pack transmitter (both capable of being used simultaneously). Transmitters should have a minimum 6 hour battery life.
2.7	Program Sources	System must integrate multiple in-room audio sources from devices such as DVD, VCR, Telephone, computer, Blu -ray, and Auxiliary input devices.
2.8	Security	Ability to record and archive room sound and video at all times.
2.9	Microphones	Ability to integrate with a variety of microphone types and configurations.
2.10	Translation (Live)	Ability to provide live translation on a unique channel of the listening system.
2.11	Conference Calling	A phone interface to permit a voice call to be distributed via the Chamber's Sound system and/or broadcast system. Participants in Chambers should be able to clearly hear the telephone caller, and the caller should be able to clearly hear anyone speaking into a microphone in the Chambers.
2.12	Digital Audio Recorder	Dedicated digital recorder to record audio files for minute taking purposes. Recorder should be capable of recording to a variety of audio formats (i.e. .mp3, .wav, etc.). Unit must have a network interface that can be used to record, transfer, stream audio files, and remotely administer the recorder.
2.15	Media Panel	Audio must be distributed to a media panel to include both mic level and line level XLR outputs.
2.16	Audio Monitor Speakers	Studio quality monitor speakers with a volume control knob so that the AV Operator can easily monitor audio quality during live meeting production. Speakers to be positioned so that sound is directed towards the operator.
3.0	Video Requirements	

3.1	Cameras	Cameras must be high-definition, broadcast quality color cameras. Must provide for, at minimum 3 high definition pan-tilt-zoom cameras with 1 high definition wide-shot camera. Pan-tilt-zoom function must be quiet and smooth.
3.2	Camera Control	Cameras need to be centrally and remotely controllable with at least 10 presets. Must be able to switch between automatic and manual control.
3.3	Camera Communications	Cameras need to be able to be digitally connected via UTP and/or Fiber
3.4	Video Switching	Desire an integrated non-linear editing live switcher. Must be easy to use and operate.
3.5	Video Conferencing	The system will include the ability to allow interaction with the Chamber's audience via remote video conferencing.
3.6	Character Generator and Graphics Editor	Broadcast quality character generator capable of displaying clean character generated graphic broadcast overlays of lower third and full screen design. Can be combined with the non-linear editing suite.
3.7	Video Routing	Video signals must be kept high definition and be routed digitally wherever possible.
3.8	Program Sources	System must integrate multiple in-room video sources from devices such as DVD, VCR, Telephone, Computer, Blu-ray and Auxiliary input devices.
3.9	Camera Tracking	A system that provides capability to automate speaker tracking and provides a smooth and accurate panning or switching to the person speaking.
4.0	Miscellaneous	
4.1	Energy Use	Total system energy consumption must be calculated in watts and included in the proposal. Will be used to estimate cooling and power requirements.
4.2	Existing Services	The systems as designed must be compatible with existing services such as: Accela Legislative Management Civic Streaming online public meetings (S-video and RCA line level hand-off to Accela streaming server).

4.3	TCP/IP Network	The systems as designed must be compatible with and utilize specific Cisco networking devices under strict direction and consultation from the County.
5.0	Warranty and Support	
5.1	Hardware and Equipment Warranty	Minimum 5 year warranty on all hardware and equipment, including troubleshooting, technical support, and installation of firmware updates.
5.2	Software Warranty	Minimum 5 year warranty on all system software, including troubleshooting, technical support, and installation of software patches or updates.
5.3	Installation Warranty	Minimum 5 year warranty on physical installation, including cabling.
5.4	Custom Programming Warranty	Minimum 5 year warranty on custom programming changes, needed to bring system into operability and compliance with the requirements of this RFP. This includes custom programming work that is missing or not fully functional, but not discovered until after system acceptance.
5.5	Vendor Support Year 1	The availability of the vendor to provide technical support related to incidents, changes, and problems. All services necessary to upgrade and maintain the system as required for the first year. Include estimated incident response time.
5.6	Vendor Extended Support	Vendor should include detailed information about available ongoing support and maintenance service contracts on the system, including hardware, software, and other support services. Include detailed specifics on the service options being proposed and the estimated annual costs for up to 5 years following system acceptance. Support options should be included as an alternative option(s) in the proposal. Support services must be provided by a vendor certified to support the equipment installed as part of this project. Include estimated incident response time.
5.7	Onsite Support Response Time	Vendor to provide an emergency onsite support response plan that specifies response time options and costs.

6.0	Training and Documentation	
6.1	User Training	Vendor shall provide hands on user training on all equipment and software utilized to operate the control, presentation, and sound systems. User training must be provided multiple times over a two week period. Trainer should be an expert on the use of the equipment and software installed in this project. Trainer should prepare a training outline and training handouts prior to the training sessions.
6.2	Technical Training	Vendor shall provide technical training for County technical support staff. Training must include advanced troubleshooting and basic system maintenance (including minor configuration changes to the sound system, video system and integrated control system). Trainer should be an expert on the system design, software and equipment installed in this project. Trainer should prepare a training outline and training handouts prior to the training sessions.

Section 4– Scope of Work

The selected vendor may be required to perform the following as part of this project: After the County's acceptance of proposal, vendor may be required to submit technical specifications and photographs of specified equipment; wiring diagrams; interoperability specifications for equipment, lighting, sound, and software/hardware systems; design layout; furniture modifications/cutouts; and any and all specifications, designs, layouts, and other requirements related to the successful installation of the project described herein.

Any personnel provided by the vendor shall be considered to be personnel or agents of the vendor. Under no circumstances will said personnel be considered to be agents or personnel of Madera County. However, Madera County reserves the right to demand the removal and potential replacement of any one or group of individuals provided by vendor to work on the project.

If vendor intends to utilize a third party organization to perform any of the tasks associated with any aspect of the proposal, this intent must be disclosed as part of the proposal. In addition, responsibility for any items or activities provided by any subcontracting or third party entity must be assumed by vendor. For purposes of this project, the Madera County intends to contract exclusively with vendor and vendor will be the sole contact concerning contractual matters, invoicing, and associated payments.

If determined necessary by County Staff, the employees could be subject to background checks by Madera County. Vendor shall propose equipment that will best meet the County's stated goals.

Vendor shall substantially complete the requirements of this project by a date mutually agreed upon by the vendor and the County.

Section 5 – Proposal Format

Proposals shall be submitted in the format outlined herein. Respondents should describe in detail the services proposed; how those services will be accomplished for each component; and specifics regarding design and integration. Respondents should also identify the cost of providing each service category and if appropriate, include service level options. The respondent may include any relevant information, attachments, or exhibits to further elaborate on the proposal.

Proposal Format:

I. Vendor Contact – List the name, address, fax number, email address, and phone number of the vendor's authorized representative. Vendor's authorized representative shall be empowered to make binding commitments for the vendor's firm.

II. Vendor Profile – Provide a description of the company including a brief company history. Include the location of your organization's headquarters, the year the organization was formed, and ownership structure.

III. Project Schedule- Provide a full project schedule for the proposed solution which should include an estimated duration of each task without exact dates.

IV. Cost – The proposal should be broken down by phases and types of work. The following cost information is to be provided:

- a. Hourly rate for professional services, including task description.
- b. Individual Equipment Costs
- c. All other potential costs for the proposed solution.

V. Statement of Work

The proposal must include a detailed statement of work which includes:

- a. A proposed audiovisual and control room modernization plan. This plan should describe what is being changed along with how those changes will meet the project objectives.
- b. A detailed explanation of the proposed system, broken down into logical subsections (i.e. sound system, video system, presentation technology, production equipment, etc.).
- c. A fully itemized equipment list that includes manufacturer, product name, and product model.
- d. Detailed list of work (if any) expected to be done by the County in conjunction with this project.
- e. A training plan that describes the approach to end user and technical support staff training.
- f. A support and maintenance plan that describes incident response time and methodology, change request process and response expectations, and approach to continuous improvement.

- g. Equipment manufacturer specification sheets or brochures for all primary pieces of equipment in the proposal. In this case 'primary' is defined as major pieces of equipment like cameras, switchers, mixers, computers, matrix switchers, control systems, etc. 'Primary' equipment does not include lesser equipment like speakers, cables, media converters, adapters, etc.

Section 6 – Instructions and General Conditions

Schedule

ACTION	DATE
Release of RFP	September 19, 2016
Mandatory Walk-Through	October 11, 2016 9-11:00 A.M.
Deadline for Questions	October 21, 2016
Response to Questions	October 26, 2016
Deadline for Proposals	November 10, 2016 4:00 P.M.

Preparation of Proposal

Vendors are instructed to submit the original, five (5) copies and one (1) electronic copy on either a CD or a flash drive. All prices and notations shall be written in ink or typed. Changes or corrections made in the proposal must be initialed by the individual signing the proposal
PROPOSALS NOT SIGNED WILL BE DEEMED NONRESPONSIVE AND REJECTED.

All questions received after the mandatory walk-through must be made in writing and emailed to: diane.absher@co.madera.ca.gov

All questions shall be received no later than 4:00 P.M., Friday, October 21, 2016. Response to questions will be made available on the County website by Wednesday, October 26, 2016.

Vendors may not have communications, verbal or otherwise, concerning this RFP with any personnel or boards from Madera County, other than the person listed in this section. If any vendor attempts any unauthorized communication, the proposal will be rejected.

All vendors who intend to submit a proposal on this project should send an email to diane.absher@co.madera.ca.gov including pertinent contact information. This will ensure that you receive all addenda issued for this RFP; if applicable.

Cost of Preparation of Response

Costs incurred by prospective Vendors in the preparation of the response to this Request for Proposals are the responsibility of the Vendor and will not be reimbursed by the County.

Execution of Agreement

The successful Vendor will be required to enter into a formal agreement that is consistent with the bid package outlined within.

Withdrawal of Proposals

Vendors may withdraw or withdraw and resubmit their proposal at any time prior to the closing time for receipt of proposals. NO proposal may be withdrawn after the scheduled closing time for receipt of proposals for a period of ninety (90) days.

Method of Evaluation and Award

Prior to the selection of the award to the successful vendor, an evaluation team will evaluate the RFP responses received from each vendor

The County intends to award a contract for the Audio-Visual Technology Upgrade Design for the Board of Supervisors Chambers; however the County specifically reserves the following rights:

1. The County reserves the right to accept or reject any or all proposals or any portion thereof.
2. The County reserves the right to accept all or part of any proposal depending solely upon the requirements and needs of the County.
3. The County reserves the right to seek clarifications of any proposal submitted or specific aspects of any proposal prior to the award of the contract. After seeking such clarification, the County will allow the PROPOSER an opportunity to provide the requested clarification.

If an award is made as a result of this RFP, it shall be awarded to the vendor whose proposal is most advantageous to the County using the Criteria listed below:

1. Quality, clarity and responsiveness of bid in conformance with instructions, conditions, and format.
2. Features and functionality deemed most advantageous and cost effective to the County.
3. Installation, implementation, and training plan.
4. Cost of proposed system.
5. Warranty, maintenance, and support.

Indemnity

The successful Proposer Vendor shall indemnify and hold the County, its agents and employees, harmless against any and all claims, demands, causes of action, or other liability, including attorney fees, on account of personal injuries or death or on account of property damages arising out of or relating to the work to be performed by the Successful Bidder hereunder, resulting from the negligence of or the willful act or omission of the Contractor, his agents, employees and subcontractors.

Insurance

Without limiting vendor's indemnification of County, vendor shall provide at its own expense and maintain at all times during the term of the agreement the following insurance with insurance companies licensed in the State of California and acceptable to County's Risk Manager. Vendor shall provide satisfactory proof of all insurance to County's Risk Manager.

1. General Liability - \$1,000,000 per occurrence and \$2,000,000 general aggregate coverage for bodily injury and property damage
2. Automobile Liability- \$1,000,000 per occurrence, combined single limit; coverage for bodily injury and property damage.
3. Workers' Compensation - Statutory Limits

Addendum

The proposal package constitutes the entire set of instructions to the bidder. The County shall not be responsible for any other instructions, verbal or written, made by anyone. Any changes to the specifications will be in the form of an Addendum which will be sent to all known Proposers who are listed with the Purchasing Department and posted on the County's website.

You may visit our website at <http://www.madera-county.com> call Diane Absher at (559) 675-7715, or email diane.absher@co.madera.ca.gov to check for the issuance of any addenda before submitting your bid proposal.

Successful Vendor

The Vendor who is not currently set up as a vendor in County's vendor file will be required to submit a completed Vendor Application, W-9 in order to be entered into the County's vendor database.

Right To Reject Proposals

Madera County reserves the right to accept or reject any or all proposals and to make the award which will be most advantageous to the County.

Mandatory Walk-Through

Any vendor who intends to submit a proposal in response to this RFP MUST attend A Mandatory Walk-Through of the facility which is located at the Board of Supervisors Chambers 200 W. 4th Street, First Floor, Madera, CA 93637. The walk-through is scheduled for October 11, 2016 from 9-11:00 A.M. Please email diane.absher@co.madera.ca.gov to confirm your attendance.