



# Pender County Emergency Operations Center Audiovisual System Refresh

RFP # 211109-211

## ADDENDUM 1 - Questions and Answers

**November 22, 2021**

**NOTICE:** *The Request for Proposals (RFP) is modified as set forth in this Addendum. The original RFP Documents and any previously issued addenda remain in full force and effect, except as modified by this Addendum, which is hereby made part of the RFP. Respondent shall take this Addendum into consideration when preparing and submitting its Proposal.*

### QUESTIONS AND ANSWERS

- Q1: What type of wireless microphones do you want: handheld, lapel, or tabletop?  
A1: We prefer tabletop. These microphones will not be moving frequently.
- Q2: Is there an existing KVM (keyboard, video, and Mouse) system?  
A2: Yes. There is currently one wireless keyboard with built-in mouse that can control any of the four rack-installed computers on any display. This is controlled via the mobile control pad by selecting the computer you wish the keyboard to interact with.
- Q3: Is the ability to mirror a computer screen with sound on any TV display at 6 locations intended for BYOD (Bring Your Own Device) or permanently installed devices?  
A3: These inputs are intended for BYOD.
- Q4: Will the permanent control panel be wall mounted or table mounted?  
A4: We like the idea of wall-mounted, but we are open to either. Our only concern with the table-mounted is if it able to be moved in case we ever change the floor layout and if it would need a dedicated table.
- Q5: Any of the inputs, whether the dedicated devices, connections for BYOD, or the cable and satellite inputs need to be able to be heard on the overhead speakers and not from the individual display monitor.  
A5: There are existing overhead speakers that may be used. In reference to the non-negotiable statement: audio is a must from any input. We made this statement due to issues with audio in the past.

Q6: Is the budget of \$100,000 a hard number or flexible?

A6: Large budget items are requested ahead of time in the annual budget. Any bid coming in above the requested number risks not getting approved as additional funding would have to be requested from our Board of Commissioners. Optional items are able to be priced separately to allow a bidder to offer all items, even if the total price may go over the not-to-exceed mark. For example, if our budget was \$20, you could say all the required pieces total \$18 and if you want to add XYZ, that would be an additional \$4.

Q7: Are you currently using wireless presenting now or do you want to the future?

A7: We have air media but it is not used often currently. We definitely need have a wireless presentation capability and it needs to be easy to use. We expect to move more in the direction of various people in the room casting pics or videos from their phones.

Q8: In regard to the ability to cast, are the 5 inputs unique or the same?

A8: You can select each and route it to five different screens.

Q9: Do you plan to reuse any of the existing equipment?

A9: Only the storage cabinet for the racks. We have plans to repurpose the electronics in another county department.

Q10: Do we know what the back system or brains are in your current environment?

A10: Yes, Crestron.

Q11: Do you use Zoom, WebEx, etc.?

A11: We use a little bit of everything. We are always using laptops but we have needs to use a variety of applications.

Q12: Are you set on 75" screens?

A12: We want to be sure people in the room can comfortable and amply see the video, pictures, data or maps on the display. We are open to your expert recommendations.

Q13: Do you want an interactive display, where you can draw on map and save?

A13: Most likely not, due to the high height of the displays and the fact that sometimes we have to have equipment placed on walls under displays (i.e. Copier etc.).

Q14: Are you willing to reuse your projection screen?

A14: Yes we are open to all recommended options in regard to the screen itself. We know we will not dispose of that screen. We will use in another area if not in the EOC.

Q15: How many people does the conference room hold for a video teleconference?

A15: Ten people

Q16: For the switch we put in place, will it be totally isolated or can we add a router/gateway for remote access?

A16: Yes, you must be set up to provide remote support.

Q17: Are you open to point to point wireless?

A17: Yes we are. It could connect to the switch in the racks or the hardwired computer or allow for both/multiple options.

Q18: Would you be interested in repurposing one of the existing televisions into the breakout rooms or surrounding rooms for teleconferencing or sharing data from the main EOC?

A18: No, we only want to update the EOC and the conference room. We would appreciate it being scalable for the future but that is not required.

Q19: Is there plenty of room in the ceiling for access and running cables?

A19: Yes, there is an adequate amount of room above the tiles, approximately 3 feet throughout. We will not allow any drops straight down in the middle of the room as it would obstruct viewing during EOC usage.

Q20: Are you looking for particular vendors, such as HUB certified, woman owned etc.?

A20: The County encourages participation of HUB/MWBE vendors. Please indicate use of HUB/MWBE vendors in your proposal.

Q21: Are you interested in a head wall utilizing virtual reality?

A21: We do not have a need for that at this time in EOC operations.

Q22: Are you interested in proposals that take exceptions?

A22: Responses that fully comply will be considered first. Proposals will be evaluated based on the NCGS 143.135.9 Best Overall Proposal. Due to current market conditions and the global pandemic, we realize firms may not be operating as usual. Do not let taking exception to a particular part of the RFP prevent you from bidding. Remember you can present multiple solutions and/or options.

Q23: We are having a hard time getting products delivered in a timely manner. What if a vendor cannot guarantee the installation date of a particular product?

A23: Do not let supply chain issues beyond your control prohibit your firm from bidding. Due to the current economic conditions, we realize there is a potential for supply chain issues. Depending on the amount of missing product, the installation dates may have to be adjusted. The EOC must be operational during Hurricane season.

Q24: What if we cannot guarantee prices 120 days as requested in the RFP?

A24: Provide the amount of time that you can guarantee your pricing. Provide any additional details as to the potential margin of change if you can estimate. Potentially we may have to have each vendor refresh their quotes before going before our Board of Commissioners for approval.

Q25: What if we cannot commit to the Service Level Agreement that you are requesting?

A25: Specify what you can offer and what you can commit to as far as a Service Level Agreement. Note your exception to what the RFP specifies and the County may consider negotiations with the Best Overall Proposal.

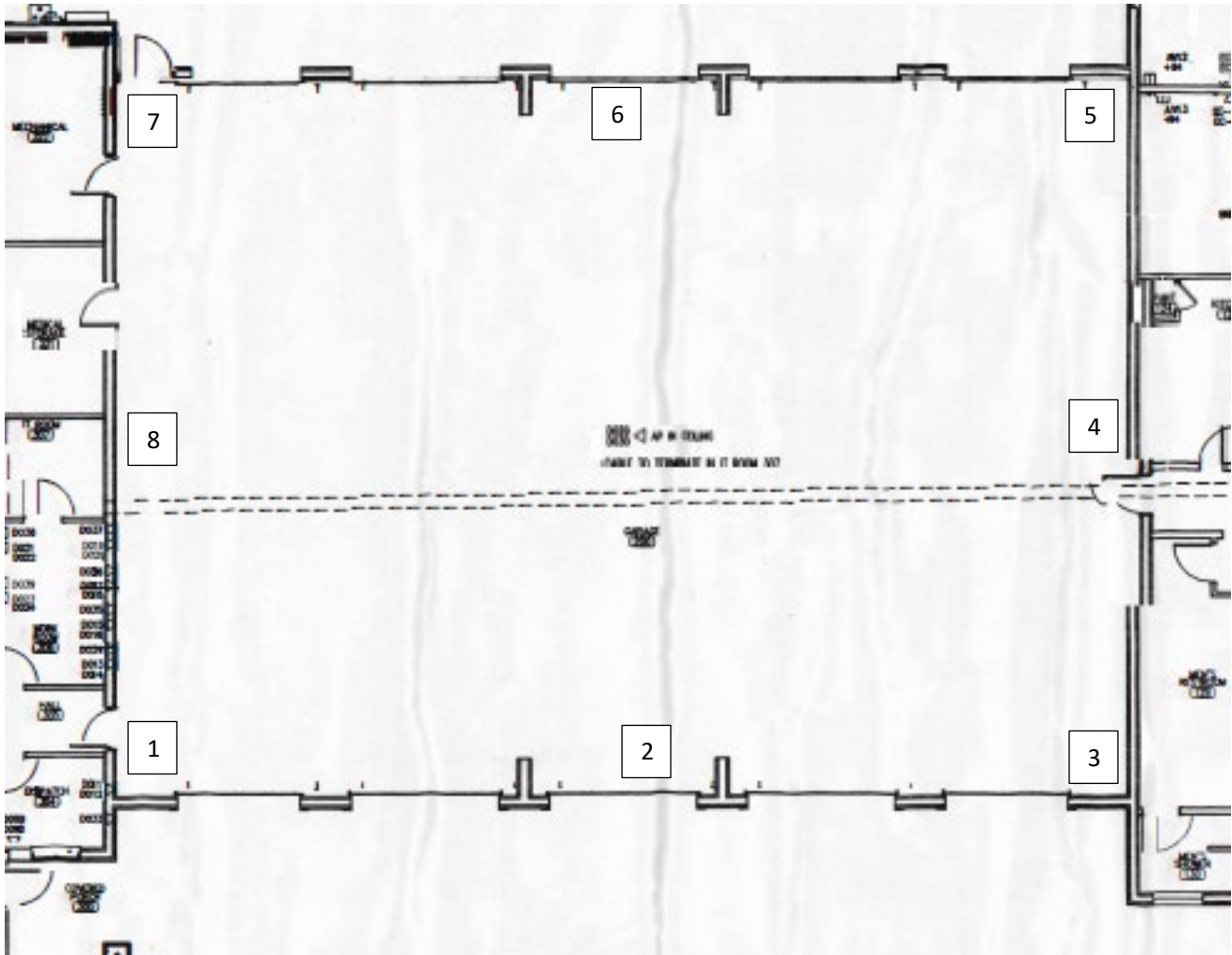
Q26: Because you are a public entity (state, county, city,...) that there should be NO sales tax, is this correct?

A27: Actually, the county pays sales tax to vendors and then files for reimbursement with the state.

**Point of Clarification:** Board Room and Conference Room are the same room.

**Additional photos requested:**

A photo is provided from each corner and the center of each wall. Each position in the room is numbered to correspond with the photos.



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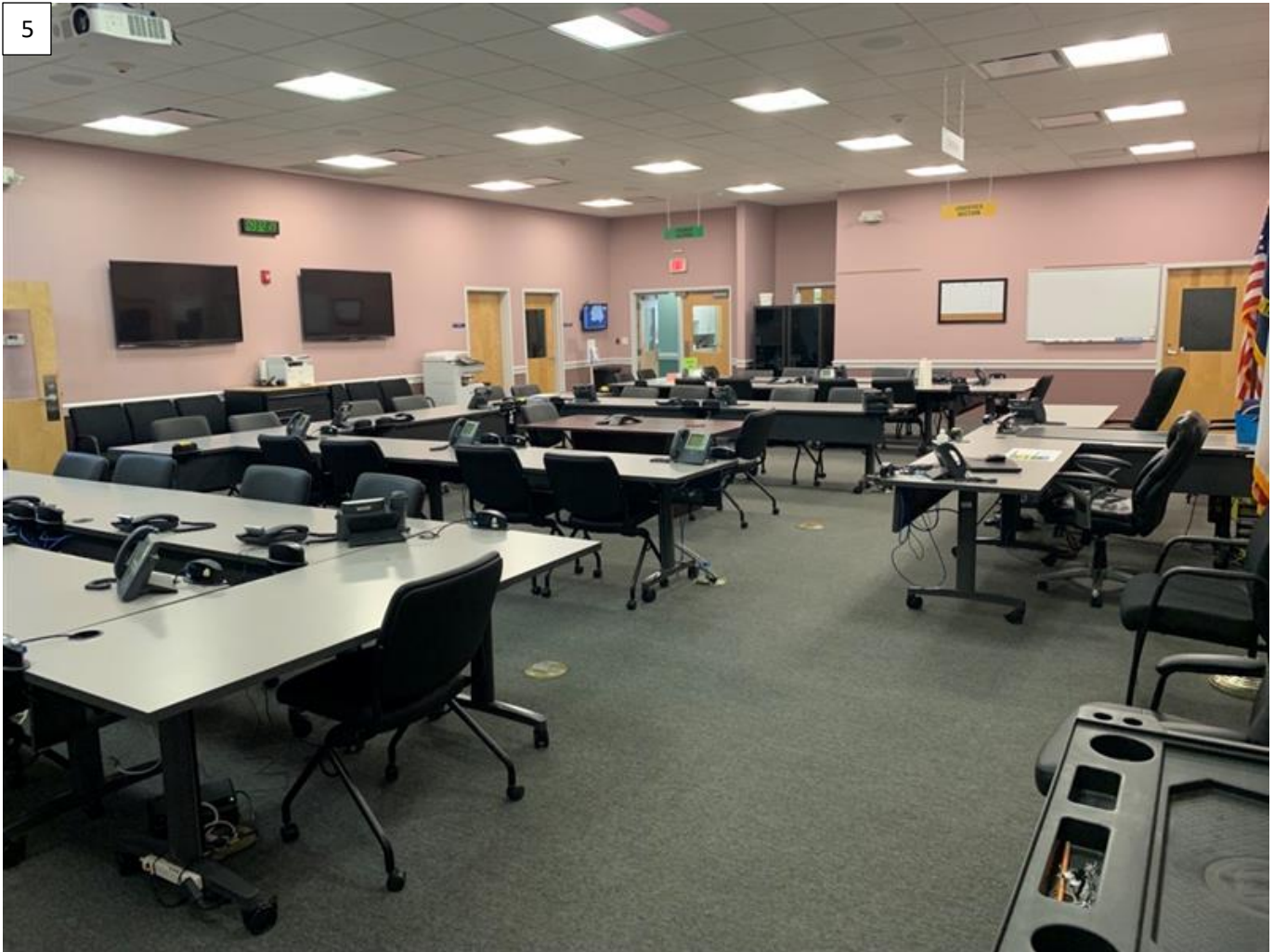
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*Addendum 1 is being issued for clarification, to answer questions on the RFP and to provide additional EOC photos.*

**– END –**