

VENDOR QUESTIONS		CITY'S RESPONSE (new responses are in blue text)				
1	Asked for floor drawings of the room	Drawings created, supplied as requested-distributed thru email to participating in the mandatory pre-proposal conference				
2	VGA is outdated, is it required?	References to VGA as part of the solution is to be removed.				
3	What is the Make/Model of the RTCC displays?	SAMSUNG QB65H-TR 65" displays				
4	BYOD Hub - what connections are to be provided?	Support Apple and Microsoft portable platforms, HDMI, and/or Display Port, audio connection, AC power outlet (NO LAN CONNECTIONS)				
5	Does the cable feed require a cable box/tuner?	Yes, a cable tuner/box is required				
6	For conferencing, is it required to bring cameras and audio into the conference room PC	The expectation is that the solution should include updated cameras and microphones. If a training conference is being held-the expectation is that the cameras should be able to capture the front and/or back of the room wherever the presenter speaking participant is, and if a question is asked by the audience the microphones should be able to capture the conversation and be heard in the room and a virtual conference if activated. The cameras are expected to have pan/tilt/zoom functionality. The microphones should have the capability of being turned off at its location. The solution can have the cameras and microphones as input devices to the a/v system.				
7	When is the expected total project completion date?	That will depend on what the project duration times yield and how an implementation can be segmented. This will need coordination between the implementor and the City for known EOC activation schedules.				
8	What rooms have a raised floor?	The EOC and data center are the only cations with raised floors.				
9	Does the wall need to be ADA compliant (accommodating space in front of the video wall)?	At this time there is sufficient space in front of the EOC video wall and the expectation is that will not change.				
10	Fig. 2, background information: the a/v system will span 3 possibly 4 room locations. The system configuration must be expandable, if necessary, to include the 4th (RTCC) location by the time of contract execution, or a later time at the discretion of the City.	The expectation for this effort is a complete rip out and replacement with a newer solution?				
	a. How many people will be controlling content displayed on the system?	There should be a control panels in each room to manage inputs for video displays/video walls in that locations and the other. The only exception will be the controls defined for the RTCC. The RTCC controller will supersede the others for management of sharing their input devices and displays in that location.				
	b. How many workstation sources will contribute content to the different environments?	Refer to page 5 of the RFP, there is one adjustment for the RTCC; there will only be two connected work stations serving as input devices and 0 BYOD configurations. All input devices should be available to the entire a/v system/rooms with the caveat of the controls needed for the RTCC, see response above.				
	c. How many are for the RTCC?	Again, the RTCC will have two workstations connected to the a/v system				
	d. Do the bidders need to include the cost for RTCC users controlling or providing content to any other environments up front or separately?	If the question is understood, please itemize by room location the cost for the build out in the solutions fee schedule				
11	Please confirm how many displays need to be provided, including the quantity, display size and the room where it needs to be installed, to include video walls, auxiliary, and conference displays.	Displays needed by location: EOC: 4 suspended displays (auxiliary), then there are 16 screens that compose the video wall-your solution should recommend what will need to generate the viewing space as seen now with the EOC video wall (existing 8x2 for a total of 16 display (thin bezeled, each screen is a 55" flat screen) EOC Conference Room: 3 auxiliary displays 45" flat displays JIC: none RTCC: none				
12	How many of each are required and in what rooms?		Microphones	Cameras	BYOD Hubs	Speakers
	a. Microphones	EOC	14	3 (2 front/ 1 back)	14	8
	b. Cameras	EOC Conference Room	0	0	2	0
	c. Speakers	JIC	0	0	2	0
	d. BYOD (Bring Your Own Device)	RTCC	0	0	0	0
13	When can we receive a updates Floor diagram/dimensions with current and intended room placements to understand distances and room config for proper quoting?	Supplied as requested				
14	Please confirm the City's current VTC Vendor/manufacturer.	Microsoft TEAMS and WebX				
15	Will the vendor or City of Cleveland provide the equipment rack and/or do you have a vendor preference?	Vendor will provide rack for a/v equipment				
16	From Pg. 6 -Warranty - Please clarify the Emergency Repair Service (ERS) requirements. What does "turn-around time" mean?	ERS - The City need immediate response and resolve of issue Turn-Around - Issue called in, then it is the time it takes for technical support to call/appear to resolve issue				
17	Does you BYOD connection requirement include support for cell phones on the Video Wall and auxiliary displays?	Yes				
	a. Which rooms must have this capability?	Provide for EOC, EOC Conference Room and the JIC				
18	Please clarify what the new requirements for the RTCC are, if to still be included as mentioned in version 1 of the RFP.	Any changes to the RFP are updated in an addendum, the addendum would supercede for referenced items				
19	With the RFP Objective reference to "a viable contract resource and relationship," is the intent by the city to use an existing direct or cooperative contract? If so, which contract is preferred?	If the vendor is part of Cooperative Purchasing Agreement (OMNIA Partners, NASPO, GSA, Sourcewell, Ohio State Term Schedule, etc ... This would provide the City with the option of awarding the a purchase order for the project If not the City will follow the normal guidelines and a contract will be development between the City and entity for the project. The City does not have a preference on either option.				
20	To have a full understanding of the RFP, will the City of Cleveland allow for another opportunity to ask clarifying questions surrounding the updated RFP once it is released?	Updates to the RFP will be in the addendum, the City will take questions up to 12/19/2023. The City responses to the vendor questions will be documented and shared email for those noted and published on the website no later than 12/20/2023.				
21	On RFP page 18, there is a list of four evaluation criteria. Will the City please assign a weighted score to each of the four categories?	Yes, see below 10% - Proposer experience in dustry and working with government agencies 15% - Qualification and experience of project staff 15% - Proven success past performance (customer experience) 60% - Oral Presentation and System Demonstration				
22	Will the RTCC have fixed desks?	Yes				
	Will there be an addendum to add furniture for the RTCC	No, this effort will cover expenses for the a/v systems, equipment(racks), cabling, configuration and warranty				
	Will the RTCC require cable tuner access	Not required for this project				
	Will the RTCC require cable and audio?	Cable should be an input device for the A/V system and as such the RTCC will have access to those input devices from their control panel				
	Can the JIC solution incorporate a single touch screen for conferencing and a/v control?	Yes.				
	Is there a specific location for the a/v racks in the data center?	The a/v rack can be located in any open space in the data center				
	Is there a specific rack to be used in the data center	Currently APC racks are used, but that will be left at the discretion of the a/v system vendor to decide for their equipment				
	Will cable management be needed, or provided?	Vendor will have to provide cable management				
23	Are proposers allowed to take exceptions to the contract terms?	Yes, contract terms are not built into the City's RFP				
24	Is it possible to get a wire diagram, or diagram of the existing system?	No, proprietary to the original vendor				
25	Video Wall-Power supply at the display wall or at the a/v rack?	Again, the City is unaware to the existing system. The vendor will need to address this as part of their solution. Remember this will be a complete rip out and replace.				