



City of Sanibel

REQUEST FOR
PROPOSALS

Upgrade City Council Chamber
Audio System

MIS Department
January 7, 2011



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Upgrade City Council Chamber Audio System

The City of Sanibel is seeking proposals from experienced firms to replace the existing audio system in its Council Chambers, MacKenzie Hall.

The following RFP defines the parameters, project objectives and process, proposal requirements, and submission procedures. Evaluation criteria for assessing the proposals that are submitted are also included in this Request.

1. INTRODUCTION

The City of Sanibel is seeking proposals from experienced firms to replace the existing audio system in its Council Chambers, MacKenzie Hall. System components have been repaired or replaced over the last 10 years. Currently, the frequency of problems has been increasing, so the City has decided to replace the entire system utilizing current audio technologies and capabilities.

The City does not have staffing to allocate to active monitoring and management of the audio system. The system needs to be as hands free as possible. Our goal is a system that can manage audio input levels without staff intervention.

It is the City's intention to use this process to select a professional and responsive firm for the City's current and future audio system needs.

2. PROJECT OBJECTIVES - SCOPE OF WORK

This Request is for two areas: immediate, total replacement of the existing system (2.1), and as needed repair and routine maintenance of the new audio system (2.2).

2.1 Audio system and technology.

2.1.1 Replace all current system components. See Appendix for floor plan of needed microphone locations.

2.1.2 Design system to operate without staff intervention other than powering on

2.1.3 Microphones (wired and wireless)

The City has experienced issues with the audio system input levels. This is most likely related to individual speakers having different speaking volumes and a tendency to sit far from microphones. This proposal must include the process and costs to evaluate other microphone solutions to include, but not limited to: standard wired microphones, and wireless clip on microphones. This process will occur after installation of the new system so that Council is allowed the opportunity to evaluate various microphone technologies to determine what one works best.

2.1.3.1 The selected vendor will set up a demo time to allow staff to test different microphones. The time of this demo will be determined as art of the contract negotiation phase.

2.1.3.2 The proposal must contain pricing for each type of microphone recommended so that the City can decide which microphone and at which quantity will be purchased.

2.1.4 Input Capability

The system must allow connections for playing audio from other sources like connecting TV audio.

2.1.5 External Audio Monitoring

The City staff must be able to listen to the audio from their offices. Currently, ceiling speakers are located in these locations that are driven by an amplifier. This solution has the tendency to temporarily stop playing audio. This seems to be more frequent during speakers with a loud voice. The proposer needs to provide 2 solutions to address this issue with costs:

2.1.5.1 Implementation of a new speaker based system placing audio speakers in the locations shown in the Appendix. Speakers must have local volume control,

mounted on the wall of each office.

The actual number of speakers and locations will be determined based on pricing.

- 2.1.5.2 Implementation of a new streaming solution over the City's data network.

See Appendix for diagram of needed listening locations.

- 2.1.6 The City uses a stand alone Marantz digital recorder as a backup recording system. Also, the microphone for this recorder is not tied into the main audio system so that in the event of a failure of key components of the primary audio system, a recording of the meeting will still occur. This can be redesigned or replaced with better technology, but the capability of a secondary recording system must be provided.
- 2.1.7 The Marantz recorder in 2.1.6 unfortunately requires staff to insert digital compact flash cards and start and stop the recorder. If there is a recorder that would not require either of these manual interventions, please provide details and costs.
- 2.1.8 The system needs to include hearing assist technology.
- 2.1.9 System Design to Support Future Technology and Upgrades
 - 2.1.9.1 Interface with Webcasting

The City does not currently stream audio to the Web, but expects to in the near future. The design of the new system must facilitate this function.
 - 2.1.9.2 Telephone Connect

Sanibel is getting increased requests for participating through teleconference. Currently, we use a full duplexing speaker phone. It is likely that in the future, the City will want to connect a phone call to the new audio system. The caller will be heard through the City audio system, the caller will hear the participants on their phone using the City audio system and all of this will be recorded.
- 2.1.10 The system needs to be better able to play audio at appropriate levels for the audience. We have frequent complaints that the audience in the back row cannot hear a speaker. Trying to adjust either microphone inputs or speaker outputs typically results in audio hum and feedback.
- 2.1.11 Patio Speaker System

The audio must be relayed to speakers outside MacKenzie Hall which is used audience member that are outside MacKenzie Hall. For example, audience overflows.

2.1.12 Selective Control of External Audio

There are times when meetings in Mackenzie Hall are closed and the audio that is heard outside MacKenzie Hall must be muted. There needs to be individual controls at the Clerk's Position for muting the audio to external systems: patio speakers, City Hall, and future web streaming.

2.1.13 Battery Backup

Sanibel frequently experiences momentary power outages. The City will provide UPS, but the firm must provide the power specs needed for the UPS. The UPS need only be able to power the system for a brief time allowing for the generator come fully on line.

2.1.14 Single Button Power On

The audio system must be powered from a single button located at the mayor's seat. There is currently a button there providing this functionality.

2.1.15 Projection Capability

As a separate line item, detail the cost to add computer projection system.

2.1.15.1 A ceiling mounted projector capable of projecting 1024 x 768. The wiring must include the capability to replace the projector with another one that might have higher resolution.

2.1.15.2 The design must allow for the connection of other input sources including, but no limited to: DVI D, HDMI, VGA and RCA type shielded. The input panel will be at the Speaker's Table.

2.1.15.3 Power, and all cable/wiring runs will be the responsibility of the prospective firm.

2.1.15 Formal documentation of the system must be provided. This must include, but is not limited to:

- Wiring paths and diagrams including component to component wiring
- Default system settings
- All component manuals

2.1.16 Audio System Warranty

Describe the warranty for the support of the system by your firm.

2.1.17 The City has experienced significant electrical issues resulting in costly repairs. The proposal must include a section discussing compliance with installing a system in accordance with NEMA standards.

2.2 As needed repair and routine maintenance of the new audio system

2.2.1 Repair Costs

Detail costs must include, but are not be limited to: trip charges, hourly rates, equipment replacement costs for hardware, etc. Include how the selected firm will handle all costs over the term of the contract. For example, equipment costs might be cost plus some reasonable markup for handling and overhead. Or perhaps current cost plus x% annual increase.

2.2.2 Quick Response Support

The City's audio system is critical and requires a reliable company to provide as needed support in a timely manner. Please detail your company's commitment to provide quick response in the event of a significant system failure occurring during a City Public meeting. Include response time that can be guaranteed and the cost for this level of support.

2.2.3 Escalation Procedure

The City will need a formalized escalation procedure with the selected firm to include cell phone numbers for management personnel. This audio system is essential to support the City's official meetings. The City would use those numbers only in the event that our customer service level expectations were not being met. The City does not need the actual contact information as part of this submittal. Only an outline of what the escalation procedure would be, and a commitment to provide the info as part of the contract negotiation process.

2.3 Mandatory compliance with project schedule

2.3.1 This project must be completed according to the timeline that will be developed as part of the contract negotiation process. The selected vendor must meet that schedule unless the City provides a written schedule alternation as could be required as shown in 2.3.2.

2.3.2 The City reserves the right to alter the availability and the project schedule as needed since it is possible that MacKenzie Hall might be needed over this time. The City will notify the selected firm at least 24 hours in advance.

2.4 Miscellaneous Project Issues

2.4.1 Building Structure

The floor of the MacKenzie Hall Building is poured concrete with plywood over layer

2.4.2 Behind the dais area where Council is seated are steel plates. There are heavy and may need removal to facilitate working.

2.4.3 Currently, the audio equipment is located in a room adjacent to MacKenzie Hall.

Proposals that are submitted shall include a scope of work that addresses the above requirements.

3. PROJECT MANAGEMENT

Bert Smith, MIS Director, shall serve as project manager and liaison between the selected firm and the City.

4. SUBMISSION REQUIREMENTS

4.1 COPIES OF REQUEST FOR PROPOSALS (RFP)

4.1.1 A copy of the Request for Proposals (RFP) can be examined and/or obtained from the City of Sanibel Administration Department, 800 Dunlop Road, Sanibel, Florida 33957, or by calling (239) 472-3700, or by downloading these documents from our Internet site at www.mysanibel.com. Please Note: Proposals will not be accepted by the City if the RFP is not obtained and included in your submittal to the City of Sanibel.

4.2 SUBMITTAL OF PROPOSALS

4.2.1 All proposals must be submitted sealed. If a carrier such as Federal Express is used, then proposals must be also be sealed inside the Fed Ex package, labeled as "Upgrade City Council Chamber Audio System". Further labeling details are below in section 4.2.2. Qualified firms are invited to submit one (1) original and three (3) copies of their proposal to:

Bert Smith, MIS Director
City of Sanibel
800 Dunlop Road

Sanibel, FL 33957

For hand delivery of proposals, bring them to:
City of Sanibel Administration Department
800 Dunlop Road
Sanibel, FL 33957

- 4.2.2 Complete proposals shall be submitted to the above address on or before the deadline submission shown in Section 7 Project Timeline.

Proposals submitted shall not be valid unless sealed in an envelope marked "Upgrade City Council Chamber Audio System". If a proposal package is shipped or mailed, there must be a sealed inner package appropriately labeled so that proposals are not inadvertently opened prior to the scheduled opening date and time.

E-mails and faxes of proposals will not be accepted.

Proposals shall identify the name of the firm, project name, and date of the submittal.

The proper delivery of the proposal to the City of Sanibel is solely and strictly the firm's responsibility. The City of Sanibel shall not be responsible for delays caused by the United States Postal Service or other delivery services or any other occurrence.

The proposal delivery time will be scrupulously observed. Under no circumstances will proposals delivered after the specified delivery time be considered. Late proposals will be returned to the firm unopened with the notation, "This proposal was received after the delivery time designated for the receipt of proposals."

- 4.2.3 Complete proposals shall, at a minimum, consist of the following:

- Letter of Intent
- Firm's Official Contact Information
Include an email address to be used by the City for follow up contact and information requests. The City will use

email exclusively for information requests and RFP changes.

NOTE: the exception to email is for RFP submittal. RFP's CANNOT BE SUBMITTED BY EMAIL.

- Proposal Introduction, Background and Objectives Statement
- Qualifications and Experience
 - Principal Individuals and Firm
 - Sub-consultants
 - Comparable Projects
- Proposed Project Approach, Scope of Services, Preliminary Costs, Preliminary Schedule , and post project contract hourly rates.
- Completely addressing each item in Section 2 Project Objectives – Scope of Work.
- Three professional references. These references should be current customers of the prospective firm with at least 4 years ongoing professional relationships.
- A full copy of this RFP.
- Bidder's Checklist.

5. INSTRUCTIONS TO FIRMS OR TEAMS

5.1 CITY'S RESERVATION OF RIGHTS

The issuance of this RFP constitutes an invitation to present sealed proposals. The City reserves the right to determine, in its sole discretion, whether any aspect of the submittal satisfactorily meets the objectives and criteria established in the RFP, the right to seek proposal clarification from any firm or team, the right to solicit further qualifications from any firm or team submitting a proposal, and the right to reject any or all proposals with or without cause. The City also reserves the right to modify the Scope to be considered for this project. The City shall have no liability to any firm or team for any costs or expenses incurred in connection with the preparation and submittal of this RFP or otherwise.

5.2 CITY'S INTERPRETATION/ADDENDA

No interpretation or clarification of the meaning of the RFP document will be binding if made to any firm or team orally. Every such request must be in writing, addressed to Bert Smith, MIS Director. Requests can be sent by e-mail to

proposals@mysanibel.com. Requests for interpretations and clarifications must be received no later than the date shown in the Project Time Line, Section 7.

All such interpretations, any supplemental instructions, and/or any modifications to the RFP deemed advisable by the City will be issued as a written Addendum and mailed to all firms at their addresses by the date shown in the Project Time Line, Section 7. All Addenda shall become part of the RFP and must be acknowledged in the proposal submitted.

5.3 RULES, REGULATIONS, LAWS, ORDINANCES & LICENSES

The firm or team shall observe and obey all laws, ordinances, rules, and regulations of the federal, state, county and City of Sanibel, which may be applicable to the supply of this service.

The selected vendor must have, and maintain for the duration of the agreement, valid state and/or City of Sanibel licensing as appropriate.

5.4 WITHDRAWAL OR MODIFICATION OF PROPOSALS

Proposals may be withdrawn or modified on written, faxed or telegraphic requests dispatched by the firm in time for delivery in the normal course of business prior to the time fixed for the deadline of submittals provided.

If, within twenty-four (24) hours after proposals are received (excluding Saturdays, Sundays and Holidays), any firm providing a signed, written notice to the City of Sanibel and demonstrating to the reasonable satisfaction of the City that there was a material and substantial mistake in the preparation of its submittal, may withdraw its submittal.

5.5 ADDITIONAL INFORMATION REQUESTS

The City reserves the right to request additional information from firms or teams during any phase of the evaluation process. During the evaluation and selection process, the City may require the presence of firm's representatives to make presentations and answer specific questions. Notification of any such requirements will be given as necessary.

5.6 CONDITIONS OF AWARD

The City may elect not to award a contract solely on the basis of this RFP, and will not pay for the information solicited or obtained. The information obtained may be used in determining the alternative that best meets the needs of the City.

5.7 AWARDED CONTRACT PROVISIONS

Upon award of the contract, the selected firm will be required to submit a contract to the City. The following contractual provisions must be followed:

- 5.7.1 The contract cannot include any language for indemnification of the firm or team
- 5.7.2 All disputes will be handled in Lee County, Florida.
- 5.7.3 Binding arbitration will not be used to settle disputes.
- 5.7.4 Invoices may take up to 45 days to be processed
- 5.7.5 Final invoicing will not be submitted to the City until at least 30 defect free days have elapsed from that date that the City formally accepts that the project is completed
- 5.7.6 Some employees and some subcontractors of the selected firm may need access to confidential information and secure areas. In these cases, the selected firm will have to either warrant that they have performed adequate background checks on involved employees and subcontractors or authorize the City to run background checks. If the City will be running any background checks, then the information, and signed authorization, will need to be submitted to the City in advance.

NOTE: the selected firm cannot give blanket approval to run background check on its employees. The selected firm must obtain approval from each employee authorizing background checks.

- 5.7.7 The award for the maintenance and on-going support will be for a three (3) year term, which can be extended year to year through mutual agreement of both parties.
- 5.7.8 All construction and installations MUST comply with Sanibel ordinances and development guidelines.
- 5.7.9 All wiring must meet the minimum specifications of the current National Electrical Code (NEC). Since Sanibel is in a lightning prone area, sensitive equipment must be protected with surge

protection that meets the minimum specifications of the NEC code.

6. CRITERIA FOR EVALUATION AND AWARD

Evaluation and ranking of proposals will be conducted in the Sunshine with appropriate public notice. The City will negotiate a contract with a firm based on the results of the evaluation and pricing. The resulting contract shall be subject to review and approval by City Council. The award shall be made to the responsible firm determined to be the most advantageous and responsive to the City taking into consideration the objectives and evaluation criteria set forth in this RFP.

Evaluation Criteria: Submittals will be evaluated by pricing and scoring on the criteria below:

Evaluation Criteria	Maximum Points Assigned
Completeness and thoroughness of proposal	5
Experience of firm, length of time in business, references and previous successful projects with the City.	10
Ability of firm implement an appropriate audio system (section 2.1)	10
Ability of firm to provide as needed repair and service of existing systems (section 2.2) in a timely manner and service level commitment	10
Project approach, process, and cost for project and ongoing support	10

7. PROJECT TIMELINE

Dates are subject to change.

Advertise for Proposals	January 7, 2011
Question Period Ends	January 14, 2011
Answers to Questions Posted	January 17, 2011
Proposals from Vendors are Due:	January 21, 2011, 1:00 PM
The Proposals will be opened(meeting will be noticed)	January 21, 2011, 3:00 PM
Contract Negotiation	January 26, 2011
Vendors that Submitted will be Notified of the Decision	February 2, 2011

8. FINANCIAL ISSUES

8.1 PROJECT BILLING

The City may pay capital costs up front, and up to 25 percent for professional services during the implementation phase of the project. The City may decide to procure capital equipment and software itself. Final billing cannot be invoiced until at least 30 defect free days after final installation date.

A defect found during the initial 30 day acceptance period may result in a restart of the entire acceptance period and then require a 60 day acceptance period at the City's discretion. If the City enacts this provision, written notification will be made to the selected firm's official contact.

8.2 EQUIPMENT

Hardware will be from top tier manufacturers only. The City uses Dell for PC's and servers. The City has tax exempt status and access to State Purchasing. Commodity computer equipment and software may be purchased directly by the City for this project. The selected firm will provide specifications for the equipment and review equipment and software quotes prior to the City's purchases.

APPENDIX

Microphone Locations

1	Podium – wireless
2	City Clerk / Recording Secretary
3	Councilmember
4	Councilmember
5	Mayor
6	Councilmember
7	Councilmember
8	City Manager
9	City Attorney
10	Table 1
11	Table 2

Speaker Locations

A	Mackenzie Hall Deck – outside overflow
B	PD Secretary
C	Police Chief
D	City Attorney
E	Paralegal
F	City Hall Main Lobby
G	Legislative Conference Room
H	Executive Assistant
I	City Manager
J	Finance Director
K	Building Official
L	Planning Director
M	MIS Director
N	DNR Director
	Public Works Director – Connected to City Hall through fiber (private, 100 MB)
	Recreation Director – Connected to City Hall though fiber (Comcast lease, 50 MB)

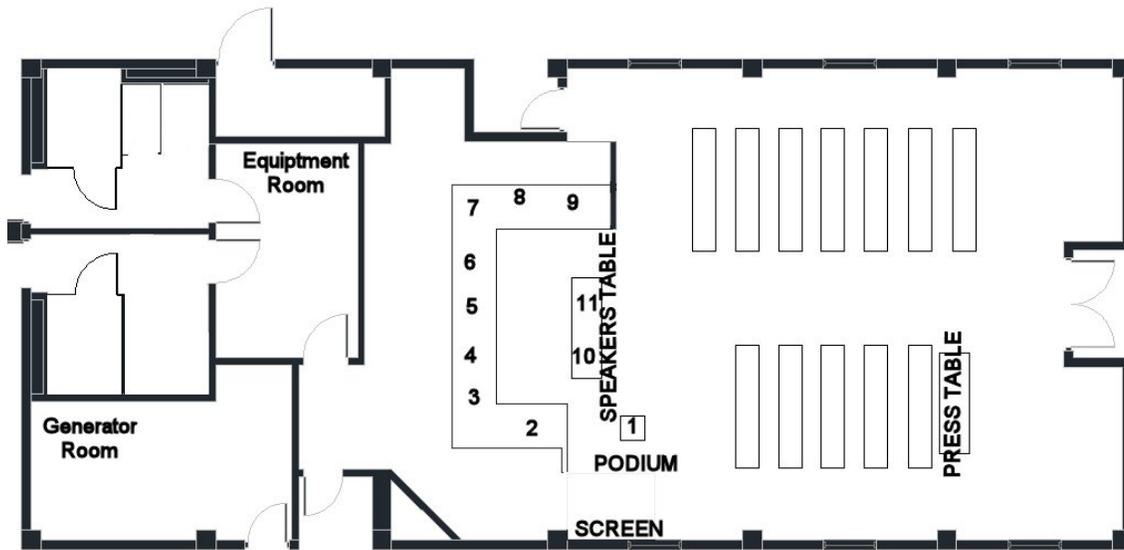


Diagram 1 – Microphone Locations

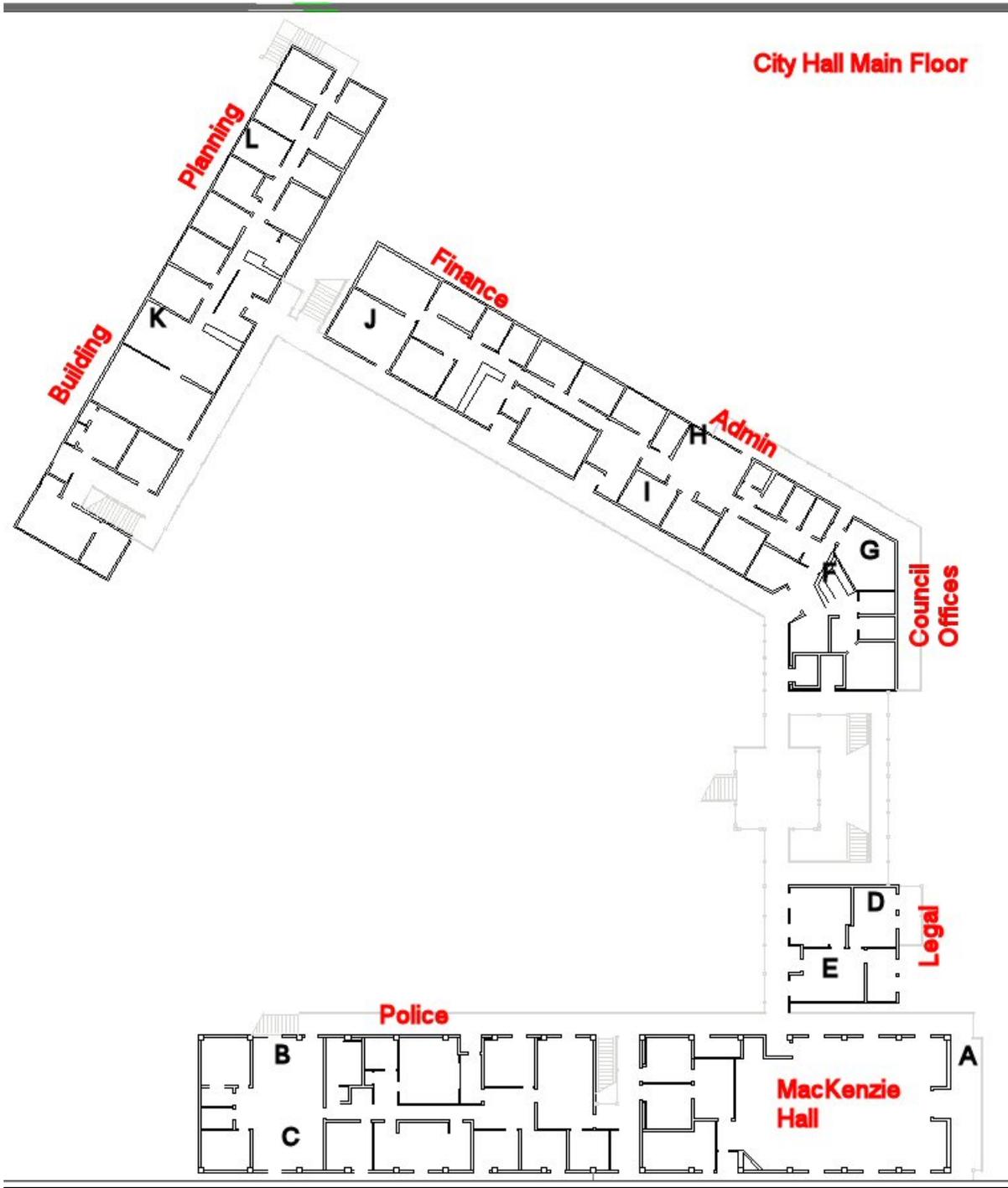
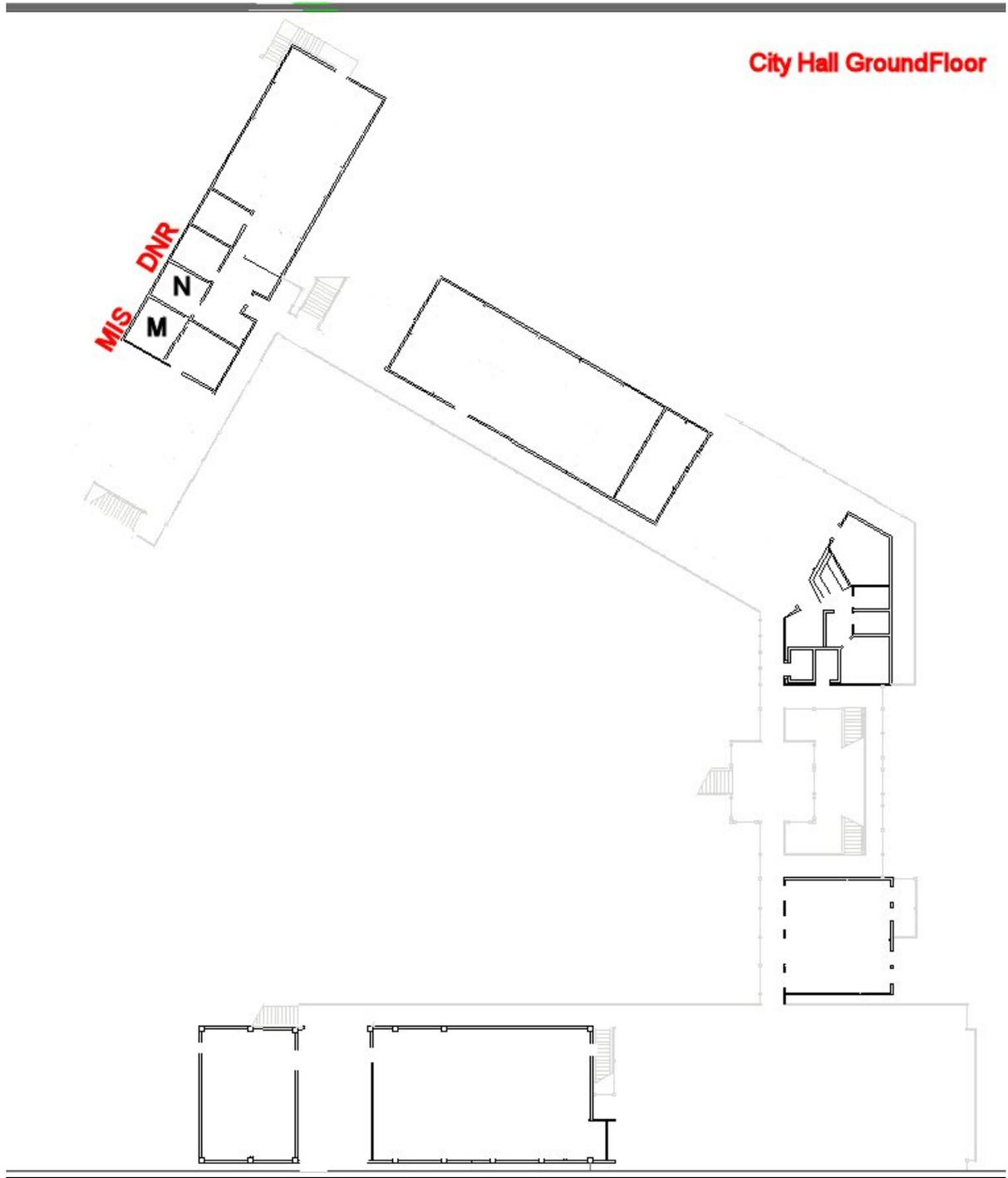


Diagram 2 – Main Floor Speaker Locations



City Hall GroundFloor

Diagram 3 – Ground Floor Speaker Locations

BIDDERS CHECKLIST

	Initial
1. Letter of intent	
2. Firm's official contact information and firm's billing information	
3. Proposal Introduction, background and objectives statement.	
4. Qualifications and experience.	
5. Proposed project approach.	
6. Completely addressed each item in Section 2.	
7. At least three (3) customer references enclosed (preferably governmental).	
8. A complete copy of this RFP.	
9. Information concerning system requirements and capabilities enclosed	
10. All questions concerning implementation and support answered and enclosed.	
11. All cost information enclosed broken down by: System Cost, Projection Option, Office Speaker Option, Network Audio Option, Ongoing Support Costs.	
12. Complete and enclose "Bidder's Checklist".	

