REQUEST FOR INFORMATION

Audio Visual System
for Emergency Operations Center

RFI # 210629-128

Date of Issue: July 14, 2021
Questions Due: July 23, 2021 by 5:00 PM (EST)
Answers Issued via Addendum: July 27, 2021 by 5:00 PM (EST)

Proposals Due: August 13, 2021 by 3:00 PM (EST)

Issued for:
Pender County Emergency Management
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Burgaw, NC 28425
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SUMMARY

Pender County Emergency Management is seeking information on replacing our audio/visual system for our Emergency Operations Center (EOC) and board room. The EOC is designed to support emergency response, business continuity and crisis communications activities. Staff, community partners and trained responders meet at the EOC to manage preparations for an impending event or manage the response to an ongoing incident. By gathering the decision makers together to supply them efficiently and effectively with the most current information, better decisions can be made. The current equipment is over ten years old. The County is interested in exploring the use of smart boards, video walls, as well as TVs or projection screens to display cable TV, satellite TV and to mirror computer screens—all to be controlled with a single remote.

The county is interested in multiple options, ranging from a basic set up to more elaborate options that best utilize modern technology. Funding is available but a budget has not been allocated for this project yet.

This Request for Information (RFI) is intended to collect information and recommendations regarding a Audio Visual System for the EOC. The County requests detailed responses showing how your firm would address items in the following sections of this RFI:

- Minimum Required Features
- Preferred Features & Questions

RFI PROCEDURES

Timeline

July 14, 2021	Request for Information issued
July 23, 2021 by 5:00pm EST	Deadline for any questions on the RFI – email to tnewton@pendercountync.gov
July 27, 2021	Answers will be provided to questions via an Addendum
August 13, 2021 by 3:00pm EST	Deadline for responses to RFI – email to tnewton@pendercountync.gov

Questions

Clarification questions will be accepted until July 23, 2021 at 5:00pm EST as specified on the cover sheet of this RFI. All questions must be submitted via email to purchasing@pendercountync.gov. An addendum containing any general clarification and answers to questions will be issued as an addendum to this RFI no later than July 27, 2021.

Possible Presentations

Respondents may be invited to present, demonstrate or further discuss their submissions. A presentation opportunity is not guaranteed and will only be scheduled in the best interest of the County.

Content and Format

The County expects concise, detailed, point-by-point responses to each of the RFI response items identified in Sections "Minimum Required Features", and "Preferred Features & Questions" of this RFI. The County is not interested in brochures or "boilerplate" responses. Instead, responses should clearly define how the vendor's proposed solution(s) would meet the County's business requirements. Any issues or exceptions to the County's requirements should also be identified and explained.

The response should define all services that would be required by the proposed solution. The response should also include:
- The vendor's understanding of the project and services by addressing the County's business requirements.
- Software and/or Licenses required for the solution and/or Add-On Features.
- Lead time to order equipment and projected timeline to install and implement
- All costs to include:
  - Equipment and Software costs
  - Implementation and/or service cost
  - Support & maintenance
  - Add-On Features NOT included in the solution
  - Add-On Licenses needed with annual support/maintenance
  - Any additional costs not listed above
- Multiple solutions/options may be provided

CURRENT ENVIRONMENT

Pender County is seeking information on an updated audio visual system for our Emergency Operations Center (EOC) and board room located at 805 Ridgewood Avenue, Burgaw, NC 28425. The current system is over ten years old and has served the county well. The EOC is 30 feet by 48 feet. The board room is 12 feet by 18 feet. Currently the EOC utilizes four 62" displays, two 70" displays, and one projection screen. The board room currently has a 62" display and a projection. It is expected that newer technology will offer a superior experience.

MINIMUM REQUIRED FEATURES

The County has identified that the following features must be in the solution. Any required feature not available in your solution must be identified and notated. Furthermore, if any required feature is an add-on or extra cost, this cost must be identified as well.

- Minimum of 7 electronic displays in the EOC
- Minimum of 2 electronic displays in the board room
- Overhead audio
- The ability to display cable television on any TV display
- The ability to display satellite television on any TV display
- The ability to mirror a computer screen (including sound) on any TV display (on any number of displays at once) from at least 6 computers. (This is currently achieved through an HDMI input box at the 5 section head seats and 1 in the board room).
- 4 dedicated computers for displays & wireless keyboard/track ball for input that can be functional across the room.
- A method to easily control what is displayed on each TV, sound, power, etc. from one location. (Two Wireless Controllers. This is currently achieved by using a dedicated tablet with a dedicated app).
- Tech services- What kind of tech assistance is available on a daily basis? What kind of troubleshooting or service is available when we are preparing for an event such as a hurricane or are having problems at 2am?

PREFERRED FEATURES & QUESTIONS

The County has identified the following preferred features. Preferred features are not required, but highly desired. Any feature not available in your solution must be identified and notated. Furthermore, if any feature is an add-on or extra cost, this cost must be identified as well. This section also contains questions that pertain to both required and preferred features. Please provide answers for each and any additional information that you feel may assist the County in selection of a solution. Responses should be provided on a separate document referencing each section.

- Air media
- Smartboards
- Video conferencing (primarily in the board room, but possibly the EOC)
- Any other technology that could be useful in an EOC
- What new features are available and will maximize the EOC to function at the highest level?
- We are open to suggestions for improvements that will more fully utilize our space
- Technical Support - What kind of tech assistance is available on a daily basis and what are the hours of service? What kind of response time can be guaranteed? The EOC needs a standard response time of 2 hours and an increased response time during an event/activation of 1 hour. The needs of the EOC are 24/7/365 including weekends and holidays.
- Response time is critical. It is acceptable to remote in for analysis and when possible the repair can be completed 100% remotely. However, we need a person within 2 hours with in person tech services is required.
- Will your solution be proprietary or flexible where others can work on it if the need arises?

CLOSING

The County recognizes the considerable effort that will be required in preparing a response to this Request for Information. However, this RFI does not commit Pender County to award a contract, pay any costs incurred in preparation, or travel to Pender County to present a demonstration, or to procure or contract for services.

All responses submitted become the property of Pender County Government. Pender County reserves the right to cancel this Request for Proposal in part or in its entirety.

Pender County looks forward to receiving your proposals in response to the Request for Information. Your time is sincerely appreciated.