



FULTON COUNTY

January 20, 2016

Re: **16ITB100609B-BR Audio Visual Systems, Support and Services**

Dear Proposers:

Attached is one (1) copy of Addendum 2, hereby made a part of the above-referenced Invitation to Bid (ITB).

Except as provided herein, all terms and conditions in the RFP referenced above remain unchanged and in full force and effect.

Sincerely,

Brian Richmond
Assistant Purchasing Agent

This Addendum forms a part of the contract documents. It **modifies** the original ITB documents as noted below and answers questions asked by interested bidders:

The due date has been extended by one week until Tuesday, February 2, 2016 by 11:00 A.M.

Replace Part A-Purchase Cost of Sample Items that is found in Section 2, Bid Form, on Page 3 of 15, with the following

PART A

Below listed are 4 representative examples of videoconference installations which are typical to those anticipated to be required. Please include your costs for implementation, services and installation of these representative systems.

The County may also have videoconference installation requirements which diverge from these representative examples in type or number of components used. However, the submitted installation services pricing for the representative examples below will be solely used in evaluating the installation services pricing portion of this bid.

Any installations which differ from below representative examples must also be performed to the same standards and requirements as the representative examples.

Future installations which are substantially similar to the representative examples must have pricing which is comparable to the price submitted for the examples. All provisions in item 3.0 above apply to the representative examples; including 3 year onsite maintenance and support.

REPRESENTATIVE EXAMPLE #1: CONFERENCE ROOM

The representative sample videoconference system for a conference room will consist of 1 wall mounted 60" LCD monitor, 1 camera, and 6 table mounted microphones in a medium size conference room. The video codec will be located in a cabinet located in a corner of the room. The camera will be mounted on the wall at the optimal height to view all participants in a seated position at the conference table. Microphones will be mounted on the table, with cabling run to the codec location. Proper cabling for the signal type and distances must be included and run inside walls and ceilings, under carpet, etc. and be completely hidden from view and in locations that will not pose a trip hazard. The camera and monitor will be mounted securely to the sheetrock wall using hardware specifically designed for the components and application. Installation services shall include incidental accessories used for the installation; such as wire, cables, connectors, brackets, mounts, etc. End user and administrator training on all functional aspects of the system will be provided as part of the commissioning process.

REPRESENTATIVE EXAMPLE #2: PORTABLE VIDEOCONFERENCE CART

Representative example of portable videoconference cart will have 50" LCD display with speakers, camera, microphone, and codec. It will be delivered to the site with all components interconnected, configured, and tested onsite for proper connectivity and operation on the

user's local area network. End user and administrator training on all functional aspects of the system will be provided as part of the commissioning process.

REPRESENTATIVE EXAMPLE #3: COURTROOM IN COURTHOUSE

The courtroom system will consist of a microphone and a 17" LCD monitor at the judge's bench, a wall mounted 60" monitor for the legal teams and public seating areas, and a codec to be mounted in an existing equipment rack located in adjacent closet. At the judge 's bench will be installed a VGA connection to facilitate connecting laptop from judges bench to codec's VGA input. A Camera will be wall or ceiling mounted in an inconspicuous location to capture the judge's image. The videoconference equipment will need to be integrated into the existing sound system to enable everyone within the courtroom, including the judge, to clearly hear the far end audio. Proper cabling for the signal type and distances must be included and run inside walls and ceilings, and be completely hidden from view. Installation must be performed after hours and/or weekends.

REPRESENTATIVE EXAMPLE #4: JAIL COMPLEX COURTROOM

The jail courtroom system will consist of a codec to be mounted in an existing shelf located within the room. A camera will be wall or ceiling mounted in an inconspicuous location to capture the defendant's frontal image. A microphone will be located at the defendant's lectern and connected to the codec's microphone inputs. A 60" LCD monitor w/speakers will be wall mounted directly in front of defendant's lectern, and visible throughout the room. Proper cabling for the signal type and distances must be included, run inside sheetrock walls and suspended ceilings, and be completely hidden from view. Installation must be totally performed after hours and/or weekends.

Sample Installations	Description	Price
1	Conference Room Installation	
2	Portable Video Cart	
3	Courthouse Courtroom	
4	Jail Complex Courtroom	
Total Price		

Replace what is on Page 1 of 1, Section 4, Scope of Work and Technical Specifications, with the following:

SECTION 4

SCOPE OF WORK AND TECHNICAL SPECIFICATIONS

VIDEOCONFERENCE SYSTEMS AND SERVICES

1.0 OVERVIEW

The objective of this Invitation to Bid (ITB) is to obtain a qualified vendor for the purpose of providing IP connected videoconference systems and components, as well as videoconference system installation, and maintenance to Fulton County. These items will be procured by Fulton County on an as/when needed basis throughout the period of the award. The products and services procured by the County as a result of this bid may range in scope from the purchase of simple video conference equipment components to a completely installed "turn-key" complex multipoint video conference system with full maintenance and support. The initial term of the award resulting from this bid will be for a period of one year. Two additional one-year renewals may be exercised at the option of Fulton County.

Vendor selection will be based upon the lowest prices for component items and services listed in the pricing schedules, as well as the bidder meeting all specified requirements of the bid, including vendor qualifications and specifications. Each pricing schedule (A, B, and C) shall be evaluated independently, which could result in an in-part award to more than one vendor.

2.0 System Components

A. All component prices must include inside delivery to any designated location within Fulton County Georgia.

B. In the event a specific bid model is discontinued, or the technology improves at the same price point, vendor may supply a model with same or better specifications at the same or lower price. However, any such model substitutions shall be subject to the advance written approval of Fulton County.

C. Vendor must agree to sell to Fulton County at the bid price regardless of actual quantity ordered.

- D. All equipment and components shall be factory new. No used, remanufactured, refurbished, or "re-certified" items are acceptable.

3.0 SYSTEM INSTALLATION & SERVICES

System installation will include the placement, setup, and proper power and signal interconnections of all cameras, microphones, mixers, speakers, codecs, monitors, software, and other videoconference system related components. Note: Wall mount AC power outlets as well as RJ45 network drops will be provided by Fulton County where needed.

- A. The *vendor* shall provide all labor, hardware, cabling, accessories, and other materials and services required for complete, high-quality, and aesthetically pleasing video conferencing solutions which adhere to commonly accepted industry best practices.

- B. The vendor shall be responsible for providing project management, engineering design, installation, configuration, testing, turn-up, documentation, customer orientation, and training for all items.

- C. All *vendor* installed equipment, including display monitors, cameras, microphones, lighting, and other components shall be integrated into the existing County buildings framework in a manner which complies with all current architectural, safety, security, electrical, and construction standards and codes. **Ceilings, walls, and other building structures which are disturbed or modified during installations must be restored by vendor to a finished and presentable condition.**

- D. Vendors must supply proof of their (or their subcontractor's) Georgia Low Voltage License.

- E. All installation services shall be performed in coordination with designated representative(s) of Fulton County.

- F. All system installations shall be completed within 4 weeks of receiving order, unless another term to completion is approved in writing by Fulton County.

- G. When required by the County, *vendor* must provide integration of purchased video conferencing systems with existing County equipment and systems.

- H. For example; audio may be required to be integrated with existing sound reinforcement systems in a courtroom environment.

- I. In certain court related installations, the vendor must also be responsible for the integration of Palatine First Appearance Software with a new videoconference installation.
- J. All new systems shall be provided with 3 years of next business day response, on-site maintenance (parts & labor) service Included.
- K. All new systems shall be provided with 3 years of 24X7 telephone support.

4.0 VENDOR QUALIFICATIONS (proof of qualifications must be attached to bid or immediately provided upon request):

- A. Vendor must be a Polycom Certified Service Partner and a Polycom Certified Gold or Platinum Level reseller. Manufacturer's letter of authorization, which verifies these certifications, must be attached to bid.
- B. Vendor shall have been regularly engaged in commercial videoconference installation and integration for a minimum of 5 years.
- C. Vendor must have a physical office with installation personnel as well as technical and service personnel located within the Atlanta Georgia metropolitan area.
- D. Bidder must have a dedicated installation staff, with CTS (International Communications Industries Association (ICIA) Certified Technology Specialist) certified technicians dedicated to perform on-site installation and maintenance work.
- E. Bidder must have CTS-1 Certified Supervisor assigned to all Fulton County system installations.
- F. Bidder must employ a CTS-D certified engineer to perform all engineering tasks for Fulton County.

5.0 DAMAGES

The Vendor will be held responsible for any and all damages to portions of the building caused by it, its employees or subcontractors, including, but not limited to:

A. Building

Damage to any portion of the building caused by the movement of tools, materials or equipment.

B. Work Spaces

Damage to any component of the construction of spaces "turned over" to the Vendor.

C. Electrical Distribution

Damage to the electrical distribution system and/or other space "turned over" to the Vendor.

D. Systems

Damage to the electrical, mechanical and/or life safety or other systems caused by inappropriate operation or connections made by the Vendor or other actions of Vendor.

E. Other

Other damage to the materials, tools and/or equipment of the County, other vendors, agents, and lessees.

6.0 COMPLETION OF WORK

The vendor shall install all system components and appurtenances in accordance with the manufacturer's specifications, referenced practices, guidelines, and applicable codes. Vendor shall furnish all necessary interconnections, services, and adjustments required for a complete and operable systems as specified. Vendor shall be responsible for completely and neatly installing equipment, switches, controls, etc. on/within walls, ceilings, etc.as required. Vendor shall also be responsible for running any cabling used for the purpose of control or signal. The County will provide 120/240VAC power receptacles and Ethernet drops for network access where required.

At the completion of the work , the vendor shall restored to its former condition, all aspects of the project site, and shall remove all waste and excess materials, rubbish, debris, tools and equipment resulting from or used in the services provided under this contract. All clean-up, restoration of walls, ceilings, etc., and removal noted above will be by the vendor and at no additional cost to the County.

7.0 REFERENCES

Vendor must supply three references for projects of similar scope and magnitude. For each reference, vendor must supply customer name, customer contact information, project description, dollar value of contract, and dates of contract.

Reference 1)

Reference 2)

Reference 3)

1. **Question:** Does the county currently have a contract in place with an equipment listing/price?
Answer: No the county does not currently have a contract. These products were previously purchased from a contract with AVI (Audio Visual Innovations) but that contract ended in 2015. This new contract is designed to provide support for systems already purchased, set a baseline price for some basic items that are routinely ordered, and get a price for a sample conference room solution.
2. **Question:** Will you accept manufacturer substitutions? **Answer:** No.
3. **Question:** When is your planned implementation of these products?
Answer: All throughout the year, on an as needed basis
4. **Question:** Page 8 Number 5 specifies "site examination not applicable" but Page 20 "Bid Form" states that "bidder has examined the site of the work and informed himself fully in regards to all conditions pertaining to the place where the work is to be done." Could you clarify? **Answer:** Your statement "Page 8 number 5" references Section 1, Page 3 of 14, number 5, where it says **SITE EXAMINATION- Not Applicable**, that means that Fulton County has not scheduled an official tour of the places where the equipment is to be located.
Your statement "Page 20 Bid Form", you are referencing Section 2 Bid Form, Page 1 of 15, 2nd paragraph, please disregard the statement "examined the site of the work and".
5. **Question:** Section 1 item 20 Execution of Contract Documents – the last paragraph of this section states that any contract resulting from the acceptance of a bid shall be on a County approved document form. Does that mean we are obligated to use the Contract Agreement that starts on page 73? If we have to agree to this form are we allowed to make requested revisions to it or by responding to the bid are we automatically agreeing to the terms of the contract?
Answer: As a bidder you are allowed to submit any changes you would like to see in the resulting contract terms. In Section 6, Purchasing Forms & Instructions, page 4 of 18, FORM B, 2nd paragraph, it states "the offeror certifies that it is submitting any proposed modification to the contract terms with its proposal".
6. **Question:** Section 2 Bid Form requires an officer's signature (as do other forms within the bid response). Sharp Business Systems of Georgia has local branch management and we will be responding as Sharp Business Systems of Georgia. However we are a subsidiary of Sharp Electronics. Will Fulton County accept local branch management signatures (where required) or do you require an officer of Sharp to sign off? We simply need to know so that we can accommodate the timeline getting sign off by our corporate office in New Jersey if local management is not acceptable to the County.
Answer: A signature from the local branch will be just fine.

7. **Question:** Section 4 Scope of Work – this looks like we just have to provide a response/description to each part as I don't see specific forms provided within the bid document. Please confirm. **Answer:** Yes, a response to each Part is required
8. **Question:** What is the response time that the county expects for any onsite maintenance or repair for any existing equipment that is covered under the service/support maintenance agreement?
Answer: The County expects 4 hour response time which is the standard for most of our maintenance contracts, 8x5.
9. **Question:** Can you please provide serial numbers for the existing *Polycom* equipment? The serial numbers are necessary to provide support pricing from Polycom for the codecs.
Answer: See below

Polycom Endpoints Serial Numbers

MODEL	DESCRIPTION	SERIAL NUMBER
720023150001	HDX 8000-720	821034022E19C5
720023150001	HDX 8000-720	821034022E18C5
720023150001	HDX 8000-720	821034022DE3C5
720023150001	HDX 8000-720	82110802C607C5
720023150001	HDX 8000-720	82110802BEACC5
VRMX2715HDR	Only HDX 8000-720	VR2110105211
720023150001	(FIB)	881140112CB8CG
720023150001	HDX 8000-720	821124032BE5C5

Polycom CR 2C Endpoint 88104910E028CG	HDX 8000D	CR 2C Closet/160
Polycom Jail CR 2 Endpoint 881202113C5BPG	HDX 8000D	Fulton Co. Jail
Polycom CR 3A CR 8810401D548CG	HDX 8000	Superior Court/Jail?

10. **Question:** Regarding Installed Maintenance costs at each location. Can bidders provide one cost per location that would cover all the listed equipment at that particular location? Or does every piece of equipment at each location have to have its own maintenance cost?
Answer: Bidders can provide one price per location.

11. **Question:** Can pricing be grouped per location or does it need to be individually priced per piece? **Answer:** Yes.
12. **Question:** What extent and amount of training is needed?
Answer: Fulton would like it's staff trained on the most common issues and problems associated with these types of systems, so that they can perform first level support and save the vendor some calls.
13. **Question:** Are there afterhours/weekends services required? (24x5 or 24x7)
Answer: We will identify any locations that need 24x5 or 24x7 in the addendum
14. **Question:** Can you provide manufacturer and model number for all equipment pertaining to Part A in order to provide more consistent pricing?
Answer: Part A list of items is being replaced with sample implementations
15. **Question:** In order to provide sub-coverage for any codec's or bridges we will need Serial numbers from each unit (Polycom HDX 8000).
Answer: Listed above
16. **Question:** Please provide more information on the Palatine equipment (such as company website). I cannot find any information on the product to purchase support as requested.
Answer: <http://palatinetechgroup.com/> Palatine is Fulton County's system for electronic warrants
17. **Question:** Will source codes and drawings be available to the selected vendor?
Answer: We do not have source codes and drawings for the maintenance items.
18. **Question:** Can you confirm that the service/maintenance (Part B) is Labor only coverage and any repairs or purchase of new equipment will be provided by the county?
Answer: Yes.
19. **Question:** Do you require vendors to show proof of Polycom certifications and/or InfoComm status to help qualify vendor competency?
Answer: Yes included in the addendum
20. **Question:** Will a percentage increase be available for the option years?
Answer: No, the renewal price remaining flat is the County's normal practice. The vendor could petition for an increase based on mitigating factors and it could be considered, but the County could also opt not to renew.
21. **Question:** Are any references required?
Answer: Yes, three in the addendum
22. **Question:** Are there any new installs already planned for next year?
Answer: Yes at minimum, two new Libraries are being built, which will have a need for new AV systems.

23. **Question:** Within Part A – Purchase Cost of Sample Items, you list just the core item without any mention of other items that are required to connect or support these core items. Is it understood that bidders should be concerned only with pricing the core items listed?
Answer: Part A for the simple list of products is being removed, and replaced with several sample systems which will provide a better way to judge representative costs.
24. **Question:** Within Part A – Purchase Cost of Sample Items, you list core items that have many levels/calibers/variations of features and quality. How do we scale these many levels/calibers/variations in regards to pricing without better descriptions of your actual needs?
Answer: Part A for the simple list of products is being removed, and replaced with several sample systems which will provide a better way to judge representative costs
25. **Question:** Within Part A – Purchase Cost of Sample Items, you list software items like Lync/Skype for Business and Cisco Jabber. These software items are available from the manufacturers in scaleable license packs based on users and usage patterns. How do we price these without knowing your user and usage pattern inventory? Would you consider omitting software items like Lync/Skype for Business and Cisco Jabber from this bid?
Answer: Part A for the simple list of products is being removed, and replaced with several sample systems which will provide a better way to judge representative costs
26. **Question:** Within Part B – Maintenance of Installed Systems, in the Superior Courtroom you list a Palatine Document Sharing System. Please provide more information on this system. Additionally, would you consider omitting the Palatine Document Sharing System from this bid? **Answer:** Palatine is Fulton County’s system for electronic warrants, No to the omission
27. **Question:** Within Part B - Maintenance of Installed Systems, to clarify the verbal discussion at the pre-bid meeting, you are asking for our response to cover the Servicing Labor to maintain and respond to service issues to the best of our ability, not to cover the cost for manufacturer repair or replacement of expired or problematic equipment. Is this correct? Our response is to cover technical response to receive and manage services calls and cases, arrive onsite as needed, diagnose, adjust, repair if possible, remove and replace any expired equipment with the cost of the manufacturer repair, or replacement, to be pre-approved and paid for by Fulton County Department of Purchasing. Please confirm.
Answer: Yes that is correct.
28. **Question:** Within Part C – Representative Conference Room Installation, you list some core items, but there is no mention of supporting items needed to complete a system like cables & cable assemblies, screens, equipment racks, etc. Is it understood that bidders should be concerned only with pricing the core items listed? **Answer:** The cost is for an implementation of a system, so the vendor should include all costs it would take to complete the system.

ACKNOWLEDGEMENT OF ADDENDUM NO. 2

The undersigned bidder acknowledges receipt of this Addendum by returning one (1) copy of this form with the bid package to the Department of Purchasing & Contract Compliance, Fulton County Public Safety Building, 130 Peachtree Street, S.W., Suite 1168, Atlanta, Georgia 30303 by the ITB due date and time of **Tuesday, February 2, 2016, 11:00 AM.**

This is to acknowledge receipt of Addendum No. 2, _____ day of _____, 2016.

Legal Name of Bidder

Signature of Authorized Representative

Title