



County of San Luis Obispo General Services Agency  
**COUNTY INFORMATION TECHNOLOGY**

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**REQUEST FOR QUOTATION GSA-IT #2010-001**  
***Board Chambers Audio Assessment***

March 15, 2010

The County of San Luis Obispo (hereafter, County) is currently soliciting quotations for a qualified firm to conduct a technical assessment and make recommendations for improving audio system performance in the Board of Supervisors' Chambers.

Each response shall specify *each and every item as set forth in the attached specifications*. Any and all exceptions must be clearly stated in the response. Failure to set forth any item in the specifications without taking exception may be grounds for rejection. The County of San Luis Obispo reserves the right to reject all responses and to waive any informalities.

This RFQ and any Addenda can be downloaded from the County Information Technology webpage at <http://www.slocounty.ca.gov/it/proposals>.

If your firm is interested and qualified, send two (2) paper copies and/or one (1) electronic copy of your response by **5pm, March 30, 2010** to:

County of San Luis Obispo  
General Services Agency, Information Technology  
976 Osos Street, Room 400  
San Luis Obispo, CA 93408

Electronic responses can be sent via e-mail to:

[AV-RFQ1@co.slo.ca.us](mailto:AV-RFQ1@co.slo.ca.us)

**Late submittals will not be considered**

If you have any questions about the Request for Quotations process, please send your query to the above e-mail address.

**I. GENERAL INSTRUCTIONS**

- A. All responses, consisting of two (2) paper copies and/or one (1) electronic copy must be received by e-mail, mail, recognized carrier, or hand delivered no later than the date specified in the covering letter above. Late responses will not be considered. This includes any e-mail failure which causes late delivery of your response.
- B. All correspondence should be directed to the contact indicated in the covering letter above.
- C. Costs of preparation of responses will be borne by the vendor.
- D. *It is preferred that all responses be submitted in a Microsoft Word compatible electronic format.* Non-electronic submittals should be made on recycled paper, printed on two sides.
- E. Selection of qualified vendors will be by an approved County procedure for awarding professional contracts.
- F. This request does not constitute an offer of employment or to contract for services.
- G. The County reserves the option to reject any or all responses, wholly or in part, received by reason of this request.
- H. The County reserves the option to retain all responses, whether selected or rejected. Once submitted, the quotes and any supplemental documents become the property of the County.
- I. All responses shall remain firm for One Hundred Eighty (180) days following closing date for receipt of Request for Quotation (RFQ). After One Hundred Eighty days, the County will enter into negotiations to determine additional time related costs.
- J. The County reserves the right to award the contract to the firm who presents the request for quotations which in the judgment of the County, best accomplishes the desired results, and shall include, but not be limited to, a consideration of the professional service fee.
- K. Selection will be made on the basis of the request for quotations as submitted. The Selection Committee may deem it necessary to interview applicants. The County retains the right to interview applicants as part of the selection process.
- L. The proceedings of the Selection Committee are confidential. Members of the Selection Committee are not to be contacted by the vendors.

- M. Under the provisions of the California Public Records Act (the “Act”), Government Code section 6252 et seq., all “public records” (as defined in the Act) of a local agency, such as the County, must be available for inspection and copying upon the request of any person. Under the Act, the County may be obligated to provide a copy of any and all responses to this RFP, if such requests are made after the contract is awarded. One exception to this required disclosure is information which fits within the definition of a confidential trade secret [Government Code section 6254(k)]. If any Vendor believes that information contained in its response to this RFP should be protected as a “trade secret”, the vendor must mark the top of each sheet of each page containing such information substantially similar to the following “TRADE SECRET – DO NOT DISCLOSE.” If there is any dispute, lawsuit, claim, or demand as to whether such information is a “Trade Secret”, the vendor shall defend and indemnify the County arising out of such dispute, lawsuit, claim or demand.
  
- N. Interested firms shall not contact any other County Staff with questions or suggestions regarding this RFQ.

**II. ADDENDA**

This RFQ and any Addenda can be downloaded from the County Information Technology webpage:

<http://www.slocounty.ca.gov/it/proposals>

Addenda will be posted on the County’s Information Technology website. *It will be the responsibility of the firms obtaining the RFQ from the website to also obtain any addenda.*

### **III. SELECTION PROCESS AND TIMELINE**

#### **A. Vendor Selection Process**

A Selection Committee will be formed in accordance with the policies of the San Luis Obispo County Board of Supervisors.

The committee will select a shortlist of vendors as the most qualified based on criteria and guidelines established by the County. The selection will be made after a careful evaluation by the selection committee and will be based on demonstrated competence as well as what is in the best interests of the County as determined by the committee.

The successful vendor must demonstrate and document successful closely relevant experience within the last three (3) years prior to the date of this RFQ.

The quoting vendors must demonstrate that they are capable of providing goods and/or services described in this RFQ with special emphasis on cost, schedule, document control and management of information.

It is the County's desire to select a qualified vendor whose past projects clearly demonstrate pro-active leadership, good planning, and the ability to work with multiple participants.

The most qualified vendors may be asked to participate in interviews where a single vendor will be selected as most qualified. As part of the interview process a site visit may be conducted and vendors will be given the County's consultant agreement for review. Further requirements will be distributed prior to the interviews.

The method of selecting a vendor shall include procedures that assure that these services are engaged on the basis of demonstrated competence and qualifications for the types of services to be performed and at a fair and reasonable price to the County.

The proceedings of the Selection Committee are confidential. Members of the Selection Committee are not to be contacted by the respondent. All communication between vendor and the County shall be through the individuals identified in the RFQ.

#### **B. Selection Timeline**

The following is a schedule of events that the project is expected to follow. These dates are considered firm at this time:

- i) March 30, 2010, 5pm – Responses to this RFQ due to Information Technology.
- ii) March 31-April 5, 2010 – Review by Selection Committee of responses.

- iii) April 6-9, 2010 – Selection Committee evaluates quotations, asks clarifying questions as necessary, and selects winning firm.
- iv) April 9, 2010 – Respondents notified.

#### **IV. GENERAL INFORMATION**

##### **A. INTRODUCTION**

General Services Agency-Information Technology, representing the Board of Supervisors of the County of San Luis Obispo, is seeking a qualified vendor to conduct a technical assessment and make recommendations for improving the audio system in the Board of Supervisors chambers.

This RFQ intends to identify qualified vendors to able to perform a technical review and assessment of the audio system and acoustic characteristics in the Board of Supervisors Chambers and to make recommendations for making improvements to meet audio performance criteria.

All submittals shall be in the form and format as specified in this RFQ section entitled “Submittal Format and Content”.

Each vendor shall respond to each and every item as set forth in the attached request. Failure to respond to any item in the request may be grounds for rejection. The County of San Luis Obispo reserves the right to reject all responses or waive any informalities.

##### **B. PROJECT DESCRIPTION**

###### **i) Overview**

Located in the New County Government Center in downtown San Luis Obispo, the County of San Luis Obispo Board of Supervisors’ chambers is the primary forum for a variety of public and private meetings.

The chambers provide permanent theater-style seating for approximately 128 people, including ADA compliant access and seating. The room has full audio-visual capability including provision for local audio-visual presentations as well as for webcasts and television broadcasts.

Further details of the Board Chambers physical layout and technical descriptions of the audio system can be found in the Section D below.

**ii) Problem Statement**

On occasion, it is difficult for both participants and audience alike, to hear the proceedings of on-going meetings. The issues include:

- (1) The volume level of the audio is louder in the front of the room than it is in the back of the room
- (2) Increasing the speech volume to a level that is satisfactory to people sitting in the rear of the room causes feedback or ring when the room has more than approximately 40 people in it.
- (3) There is an intermittent issue where audio from the lecterns lacks dynamic range and sounds 'compressed' over Public Cable Television broadcasts.

**C. SCOPE OF WORK**

**i) Outline of Tasks**

- (1) Perform a survey and analysis of the acoustics characteristics of the Board chambers physical environment. This shall be documented in the form of an acoustic map of the room.
- (2) Perform a technical review and analysis of the audio equipment in the Board chambers.
- (3) Using the outcome of the above two activities, provide written recommendations to resolve the root-cause(s) of the issues outlined in the Problem Statement above.

The recommendations can include physical changes to the room, technology changes, process/procedural changes, or a combination of all of these. The recommendations shall be written with sufficient detail so that they can be immediately used for soliciting vendor quotes for remedial action.

**ii) Required outcomes**

In addition to resolving the problems out lined in the Problem Statement above, the vendor's recommended solution(s) shall not negatively impact any of the other required audio performance characteristics which are currently being met. These are detailed below:

- (1) Board Chamber audio must be noticeably loud with good quality in all of the

following environments:

- (a) At each station of the dais
  - (b) In all areas of the audience
  - (c) At the staff table and lecterns
  - (d) In the broadcast spectrum which includes:
    - I. Public Cable Television Channel 21
    - II. Closed Circuit Television CATV Channel 10
    - III. Public Radio transmission (Downtown and KCBX fm)
    - IV. Internet Encoded transmission
- (2) Lectern microphones must be able to clearly pick up conversation within 5 feet and 270° radius of it. Speakers must be broadcast even when they turn away from the lectern microphone.
- (3) Noise, such as handling of paper or tapping/pounding on the lectern, must be minimized in the broadcast over the audio system.
- (4) Dais microphones must be able to clearly pickup conversation within 5 feet with a 270 degree arc.
- (5) There must be no feedback or ring broadcast into the room at loud volumes regardless of audience size.
- (6) Must provide quality audio from multiple existing input sources to multiple output locations (whether mic or line level) in both the Chambers and the AV Room.
- (7) Audio in the room must be of sufficient quality and volume to satisfy members of the public with disabilities.

#### **D. BACKGROUND INFORMATION**

There are a number of locations in the chambers that have permanent microphones. These include 11 board member and staff seats on a dais at the front of the chambers facing the audience, each with its own microphone. In front of the dais, there are two public lecterns both with microphones, and a staff presentation table which has 5 microphones – 4 for seated staff and one for a standing presenter. In addition, there is provision for wireless microphones for roving use within the room.

The various microphones are fed into an array of mixers and amplifiers and this audio mix is ultimately routed to a Symetrix DSP audio matrix mixer, the characteristics of which are programmed using the SymNet Designer software suite.

Full real-time adjustment of audio signals can be controlled from the A.V. technical

room located at the rear of the Board Chambers. In addition, some control of the audio levels can also be done using a Creston Isys touch-panel system. There are three Creston screens, one located on the main dais, one located on the staff table, and one located within the A.V technical room.

Refer to the attached PDF file to view a physical layout of the Board of Supervisors' Chambers.

Refer to the attached ZIP file for photographs that show details of the room layout and technical infrastructure.

Refer to the attached Excel spreadsheet to view a list of the technical audio components used in the Board Chambers.

**V. REQUIRED SUBMITTAL FORMAT AND CONTENT**

A qualifying response to this RFQ must address **all** the following points, itemized in the order provided below.

**Submittals which do not include all of the elements as specified, or which deviate from the proposed format and content as specified, may be deemed non-responsive by the evaluation committee and eliminated from further consideration.**

**A. Project Title**

**B. Applicant or Firm Name**

**C. Firm Qualifications**

- i) Type of organization, size, professional registration and affiliations.
- ii) Names and qualifications of personnel to be assigned to this project.
- iii) Outline of recent projects completed that are directly related to this project. Vendor is required to demonstrate specific design and project expertise relating to the requirements of the Project Scope.
- iv) Qualifications of consultants, subcontractors, or joint venture firm, if applicable.
- v) Client references from recent related projects, including name, address and phone number of individual to contact for referral.

**D. Understanding of and Approach to Board Chambers Audio Assessment**

- i) Provide a summary of your Plan of Approach to achieving the required project outcomes.
- ii) Provide a detailed project plan showing the task work breakdown, resource requirements (both vendor and County), dependencies, and an accurate depiction of the project timeline. Vendors must highlight all assumptions used in creating the proposed project plan.
- iii) Discuss your proposed activities during each task or step of the project.
- iv) Indicate any participation and information your firm will require from County staff.
- v) Provide a description of your organizational structure and staffing to be used for the project including an organizational chart.
- vi) Identify the specific individual(s) the County will interface with on various facets of the project.

**E. List of Similar Projects**

Provide a list and description of projects of similar scope and complexity within the last three (3) years which incorporated your firm as an active participant. Of particular interest are any projects conducted for, or on behalf of a local government entity.

**F. Statement of Overriding Qualifications**

Provide a definitive statement of qualifications and strengths the firm believes will single out their firm as the best vendor to accomplish this project. Specifically describe examples of proactive planning and good leadership with projects of the nature of that being proposed.

**G. List of References**

Provide client references from recent related projects (within the last three years), including name, address and phone numbers of Customer, Customer Contact, Project Manager, Supervisor, Sponsoring Manager, etc.

**H. Cost Quotation**

The proposed project costs must be quoted using the format in the table below. Please incorporate all travel and personal expenses into amounts shown in the table below.

**PROPOSED COSTS MUST BE SUBMITTED AS FIXED-BID AMOUNTS**

Quantity or Hours	Item Description	Unit Cost	Total Amount
<b>Proposed Professional Services</b>			
	(Task 1)		
	(Task 2)		
	(Task n...)		
<b>Proposed Materials</b>			
	(Item 1)		
	(Item 2)		
	(Item n...)		
	<b>Total Proposed Costs</b>		
County will be responsible for all taxes (including sales, use, property, excise, value added and gross receipts but not including taxes based on Contractor's income), import duties and fees and charges of any kind levied or imposed by any federal, provincial, state or local governmental entity in connection with any services or software provided by Contractor to County. Vendor is responsible for travel and personal expenses.			

**I. Exceptions**

All information requested in this RFQ must be supplied. All exceptions should be clearly identified in the response. Exceptions shall include the RFQ section, a written explanation of the scope of the exceptions, the ramifications of the exceptions for the County, and the description of the advantages and disadvantages to the County as a result of the exceptions. The County, at its sole discretion, may reject exceptions within the quotation.

**J. Local Vendor Preference**

The County of San Luis Obispo has established a local vendor preference. All informal and formal proposals and/or quotations for contracts will be evaluated with a 5% preference for local vendors except when State law or other law or regulation precludes use of a local preference.

A "local" vendor will be approved as such when:

- i) It conducts business in an office with a physical location within the County of San Luis Obispo;
- ii) It holds a valid business license issued by the County of San Luis Obispo or a city within the County of San Luis Obispo; and
- iii) Business has been conducted in such a manner for not less than six (6) months prior to being able to receive the preference.

As of March 3, 1994 individual County Buyers evaluate proposals and/or quotations considering the local vendor preference described above. The burden of proof will lie with vendors relative to verification of "local" vendor preference. All prospective vendors are encouraged to quote the lowest prices at which they are willing to furnish the items or services listed in County Request for Quotations.

All vendors meeting the above Local Vendor criteria shall include in their proposals and/or quotations a completed and signed Local Preference Questionnaire (below).

LOCAL VENDOR PREFERENCE QUESTIONNAIRE	YES	NO
Do you claim local vendor preference?		
Do you conduct business in an office with a physical location within the County of San Luis Obispo?		
Business Address:		
Years at this Address:		
Does your business hold a valid business license issued by the County or a City within the County?		

***Board Chambers Audio Assessment***

Name of Local Agency which issued license:

Business Name:

Authorized Individual: \_\_\_\_\_ Title: \_\_\_\_\_

Signature: \_\_\_\_\_ Dated: \_\_\_\_\_