



REQUEST FOR PROPOSALS

FOR

Boardroom Audio Visual Technology Maintenance

RFP TITLE: FVRD Boardroom Audio Visual Technology Maintenance

RFP NUMBER: RFP-22013

DATE ISSUED: 12/01/2022

CLOSING DATE/TIME: 01/27/2023 4:00PM


		<p>REQUEST FOR PROPOSALS</p>
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<p>RFP NUMBER: RFP-22013</p>	<p>DATE ISSUED: 12/01/2022</p>	
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Part A - INTRODUCTION

A.1 RFP Overview

The Fraser Valley Regional District ("**FVRD**") is seeking proposals from qualified proponents ("**Proponents**") in response to this request for proposals ("**RFP**") for the provision of FVRD Boardroom / Audio/Video Room / Boardroom Lobby - ("**Boardroom**") Maintenance, Repair, and Support. Please refer to Schedule C for a list of general components.

Part B- OBJECTIVES

B.1 Scope of Services

The FVRD requests proposals from qualified, experienced companies to provide services for Audio Visual Preventative Maintenance as further described on an "as needed and when requested" basis at the Boardroom.

B.1.1 Scope

- i. The Proponent shall provide AV technology troubleshooting, assessment, repair, and replacement services.
- ii. The Proponent to provide maintenance and repair services of the Boardroom installed AV systems and equipment. Requested services include, but are not limited to, installation, maintenance, and repair, replacing equipment and parts, staff training and consulting, preventative maintenance site visits, and reporting services.
- iii. The Proponent to provide remote telephone support services, on-site repair and replacement services for equipment and parts, and coordinate the use of loaner equipment as applicable.
- iv. Maintenance and the repair of failed equipment should be performed, as much as possible, on site. In the event that the equipment, or a component thereof, is taken off-site, the Proponent will, if requested, make every reasonable attempt to provide a temporary replacement of equal functionality.
- v. The Proponent to make every reasonable attempt to provide and install loaner equipment if repairs are to exceed eight (8) hours.
- vi. The Proponent shall assess any malfunctioning equipment within thirty-six (36) hours of the request.
- vii. Proponent will work directly with equipment manufacturers on equipment warranty claims and repairs.
- viii. Proponent to perform preventative maintenance and inventory updates on all AV equipment at the Boardroom as necessary, but at minimum, once a year.
- ix. All equipment and systems must be operational at the completion of the preventative maintenance. Proponent will provide a preventative maintenance report for each site documenting all services performed, the status or health of each component, and any recommendations for replacement or additional maintenance required.

B.1.2 Maintenance

- i. Walkthrough of Boardroom.
- ii. Visual inspection of all the equipment associated with each and every system in the Boardroom.
- iii. Visually checking for any damage.
- iv. Wiping down any sensitive equipment.
- v. Listening to each system to make sure all speakers are functioning properly.
- vi. Check with IT personnel to see if there are any issues that need to be addressed.
- vii. Send a report by email to IT personnel with any concerns.
- viii. Run diagnostics on the entire system and look for any slowdowns or faults.
- ix. Verifying the functionality of AV systems.
- x. Inspecting system wiring and check all connections are secure.
- xi. Performing software/firmware updates.
- xii. Performing manufacturer recommended maintenance activities (filter replacement, bulb replacement, touch panel calibration and audio adjustments). In-depth cleaning of each rack.
- xiii. Updating firmware on all components that may require it.
- xiv. Testing all wireless microphones.
- xv. Testing and clean input contacts.
- xvi. Test and clean volume controls.
- xvii. Check volume input and output levels at racks, check overall sound quality
- xviii. Test and clean paging microphones,
- xix. Check paging intelligibility to ensure each sound system is performing properly.
- xx. Checking to ensure all speaker rigging is in place, is in good condition and in good working order.
- xxi. Testing all audio inputs and outputs in Boardroom and adjust where necessary
- xxii. Replace missing labels on cables or equipment
- xxiii. Check for damaged speakers, cables and microphones
- xxiv. Make programming adjustments where necessary
- xxv. Existing FVRD testing process must be executed before the FVRD will confirm completion of maintenance or repair efforts.

B.1.3 Locations and Timelines

FVRD Boardroom located at FVRD Head Office

Communication and Security – Audio/Video System Service and Inspection once a year

B.1.4 Responses and Callouts

- i. No work will be performed outside of regular working hours or on other than ordinary working days without the prior direction or approval of the FVRD. For all scheduled work, the Proponent will report punctually at the work site to perform the work diligently and expeditiously for completion of the work in a timely manner.
- ii. Notwithstanding the preceding paragraph, the Proponent may be required to carry out work outside of the regular working hours or ordinary working days without the prior approval of the FVRD, where it is necessary in the interests of safety of the Works or where the work is required to protect property. In such circumstances the Proponent shall inform the FVRD in writing of the circumstances as early as possible.
- iii. If the Proponent wishes to carry out work outside of the regular working hours or ordinary working days and approval is given by the FVRD, but the reasons for working these hours are for the Proponents benefit, then the hourly rate for such work will be at the normal hourly rate.
- iv. Work hours paid under the Agreement shall be only for productive hours at the job site. Time spent for transportation of workers, material acquisition, handling, and delivery, or for movement of Proponent owned or rental equipment is not chargeable directly but is overhead and the cost shall be included in the hourly rates for basic labour or equipment.
- v. The Proponent to establish a list of key contacts with telephone numbers, for the purpose of responding to all calls from the FVRD. There should also be a contact after hours for emergencies.
- vi. The Proponent will designate and identify a Project Manager. The FVRD will work directly with this contact from the start of the project until final sign off.

B.1.5 Work Hazards

It is the responsibility of the Proponent to address all work hazards that could be reasonably expected on any job site(s) and to develop both training and written policy and procedures, where necessary, for the protection of the workers and the public.

B.1.6 Cleanliness and Disposal of Unwanted Materials

The Proponent is responsible for the cleanliness of any and all job sites and accountable for the disposal/recycle of excess packaging and material. The job sites, at all times must be kept clean of any debris to avoid mishaps.

B.1.7 Site Conduct

All Proponents' personnel or sub-contractors who may be dealing with the public shall conduct themselves in a courteous and polite manner.

B.1.9 Inspection of Services

- i. All Services provided shall be subject to inspection and shall meet the approval of the FVRD. If they are not approved, the FVRD shall have the right to reject them or to require correction.
- ii. Acceptance or rejection of the Work shall be made as promptly as practical, but failure to accept or reject the Work shall not relieve the Proponent from responsibility for Services provided not in accordance with the Contract.
- iii. The FVRD will not be deemed to have accepted the Services by virtue of a partial or full payment for it.

(Collectively, the "**Services**") all to be provided with consideration being given to a focus on value to the FVRD and Project budget.

B.2 Timeline

The proposed deadlines for key aspects of this RFP are as follows (as may be amended by the FVRD at its discretion):

ITEM	DESCRIPTION	EXPECTED COMPLETION DATE
1	Audio/Video System Service and Inspection once a year	Between Jun 1 – Aug 31

Part C - INSTRUCTIONS AND INFORMATION FOR PROPONENTS

C.1 Closing Date and Location

Proposals must be received by 4:00 PM on January 27, 2023 ("**Closing**") at the following address: 45950 Cheam Avenue, Chilliwack BC V2P 1N6

Fraser Valley Regional District
Attention: Yader Wong, Manager of Information Technology, GIS, and FDM
1 - 45950 Cheam Avenue
Chilliwack, BC V2P 1N6

The time for Closing will be conclusively deemed to be the time shown on the clock used by the FVRD for this purpose.

C.2 Form of Proposal Submissions

Proponents are requested to submit the following copy/ies of their proposal ("**Proposal**"):

- i. one (1) printed copy.
- ii. one electronic copy in Adobe PDF format on CD or flash drive.
Proponents are requested to deliver proposals in a sealed envelope clearly marked with the RFP Number, RFP Title and Proponent's name and address. Emailed or faxed Proposals will not be received or considered.

C.3 Mandatory Requirements

Proponents must include in their proposals, the following information:

- i. Completed and signed Form of Proposal set out in Schedule A.
- ii. Proponent's Experience - list of completed or current work requiring services comparable to the services sought in this RFP, including a brief description of the work, approximate contract value and references (with phone numbers) for each work that the FVRD may contact as set out in Schedule B.
- iii. Costs - details costs for the Proponents provision of the Services in Canadian Dollars, inclusive of all costs, expenses, and charges, but exclusive of GST and Provincial Sales Tax; and
- iv. sufficient detail to allow the FVRD to determine the Proponent's position from the documents received, such as, details of the Proponent's team, including their roles and responsibilities and reporting relationships, understanding of the Project and proposed work plan for carrying out the Services.
- v. Commercial General Liability (CGL) insurance \$5M coverage.
- vi. Be registered and provide WorkSafeBC clearance.

C.4 Information Meeting

An [optional meeting ("**Information Meeting**") for Proponents will be held at the following time and location:

Date: December 14, 2022

Time: 1:00 PM

Location: 45950 Cheam Avenue, Chilliwack BC V2P 1N6

The Information Meeting will include information regarding an overview of the project and RFP requirements and an overview of the background documents.

Proponents are not required to pre-register but are requested to contact the Contact Person by the end of business day 24 hours before the scheduled date for the Information Meeting to provide details on the number and names of individuals attending.

A written summary of the responses to questions raised during the Information Meeting will be distributed to all Proponents at the discretion of the FVRD through BC Bid.

C.5 Enquiries

All enquiries and notices related to this RFP, including any requests for information and clarification, are to be directed in writing to the contact person ("**Contact Person**") indicated below.

Contact Person: Yader Wong, Manager of Information Technology, GIS, and FDM

Address: 1 - 45950 Cheam Avenue
Chilliwack, BC V2P 1N6

Email: RFP-22013-AV@fvrd.ca

Enquiries and responses will be recorded and may be distributed to all Proponents at the discretion of the FVRD. Clarifications, comments, revisions, or any other information regarding this RFP obtained by a Proponent from any source other than from the Contact Person is not authorized and should not be relied upon.

Part D - TERMS AND CONDITIONS OF RFP

D.1 General

The terms and conditions in this Part D will apply to this RFP. Submission of a Proposal in response to this RFP indicates acceptance of all the terms and conditions contained herein and included in any addenda issued by the FVRD for this RFP. Proposals that contain provisos which contradict or alter any of the terms and conditions of this RFP will be disregarded and deemed to have not been written in the Proposal.

D.2 Proposal Validity

Proposals will be open for acceptance by the FVRD for at least 90 days after the date of Closing.

D.3 Addendum

All subsequent information regarding this RFP including changes made to this document will be posted on BC Bid for Proponents to access. It is solely the responsibility of the Proponents to check BC Bid from time to time to ensure that they have all amendments to this RFP in the form of addenda and to ensure that they have obtained, read, and understood the entire RFP including all addenda that may have been issued prior to Closing.

D.4 Evaluation and Selection Method

The evaluation of the RFP will be conducted by a committee formed by the FVRD and may include, at the FVRD's sole discretion, employees, consultants, and contractors. Proposals will be evaluated based on the overall best value to the FVRD based on quality, service, past performance, price, and any other criteria set out herein including, but not limited to:

- i. financial terms including but not limited to hourly and weekly rates and payment terms.
- ii. financial capabilities of the Proponent.
- iii. corporate and technical capability of the Proponent to provide the Services.
- iv. experience and performance of similar projects.
- v. history of past performance and dealings with the FVRD; and
- vi. references.

D.5 Acceptance and Rejection of Proposals

This RFP shall not be construed as an agreement to purchase goods or services. The FVRD is not obligated to enter into an Agreement (defined herein) with the Proponent who submits the lowest priced Proposal or with any Proponent.

D.6 Late Proposals

Proposals will be marked with their receipt time at the Closing Location. Only complete Proposals received and marked by the Closing time will be considered to have been received on time. Late proposals will not be considered or evaluated and may be returned to the Proponent.

D.7 Amendment or Withdrawal of Proposals

Proponents may amend or withdraw their Proposal in writing any time prior to Closing. Upon Closing, all Proposals become irrevocable in accordance with section D.2. The FVRD will be under no obligation to receive further information after Closing, whether written or verbal, from any Proponent.

D.8 FVRD's Rights and Reservations

The FVRD reserves the right to:

- i. reject any or all Proposals.
- ii. reject any Proposal that is incomplete, that contains erasures or corrections that is not signed by an authorized signatory of the Proponent or that fails to comply with the mandatory requirements of this RFP.

- iii. in the event that only one proposal is submitted, to return the Proposal unopened.
- iv. modify the terms of this RFP at any time in the FVRD's sole discretion.
- v. to require clarification of the information set out by one or more of the Proponents in respect of the Proposals submitted; and
- vi. communicate with, meet with, or negotiate with any one or more of the Proponents respecting their Proposals or any aspect of the proposed work.

D.9 Cancellation of RFP

The FVRD may cancel this RFP at any time prior to or after Closing. In the event the FVRD cancels this RFP, the FVRD shall have the right to seek to procure the same services or similar services at any time through any means the FVRD deems appropriate. No Proponent shall acquire any rights or interests in any subsequent procurement process undertaken by the FVRD.

D.10 Waiver of Non-Compliance

The FVRD may waive any non-compliance with the RFP and may elect to retain for consideration Proposals which are non-conforming, which do not contain the content or form requested by this RFP or which have not strictly complied with the process for submission set out herein.

D.11 Proponent's Costs

Each Proponent is solely responsible for its own costs and expenses associated with its participation in this RFP, including but not limited to, conducting investigations, attending briefings, preparing, and delivering its Proposal, communicating with the Contact Person prior to Closing and during Proposal evaluation, and for any subsequent processes or negotiations with the FVRD that may occur.

D.12 Network and Cybersecurity Requirements

The FVRD ensures that its internal and public facing cyber/network systems are protected by industry standard technologies and best practices. Each Proponent agrees to restrict and protect any and all system access provided by the FVRD to access these network resources. Proponent representatives must be identified in writing prior to being given any access to FVRD network resources both remotely and onsite. Any access given can be revoked at any time. Upon completion of this project, any network access tokens, or security fobs must be returned. Proponents are responsible to keep passwords secure and do not share account information. Proponents and associates shall not affect security breaches or disruptions of network communication. Security breaches include, but are not limited to, accessing data of which the Proponent is not an intended recipient or logging into a server or account that the

Proponent is not expressly authorized to access unless these duties are within the scope of regular duties.

D.13 Limitation of Liability

By submitting a proposal, each Proponent irrevocably agrees that the FVRD shall not be liable to any Proponent or any person whatsoever, for any claims of any nature (in contract, in tort, or otherwise), for any costs, expenses, compensation, damages, or anything whatsoever, including without limitation, costs and expenses associated with the Proponent's preparation and submission of their Proposal, their participation in this RFP, for loss of revenue, opportunity or anticipated profit, arising in connection with its Proposal, this RFP, any subsequent processes or opportunity, any contract, or any matter whatsoever.

D.14 Negotiation

The FVRD reserves the right to negotiate with the preferred Proponent, or any Proponent, on any details, including changes to specifications and price. If specifications require significant modification, all Proponents shall have the opportunity to adjust their Proposals or re-submit altogether, as determined by the FVRD in its sole discretion.

D.15 Errors and Omissions

While the FVRD has used considerable efforts to ensure information in this RFP and otherwise provided directly in association with this RFP is accurate, the information is supplied solely as a guideline for Proponents. The information is not guaranteed or warranted to be accurate by the FVRD, nor is it necessarily comprehensive or exhaustive. Nothing in this RFP is intended to relieve Proponents from the responsibility for conducting their own investigation and forming their own opinions with respect to the subject matter of this RFP.

D.16 Conflict of Interest

Proponents shall disclose any potential conflict of interest and existing business relationship they may have with the FVRD, its elected or appointed officials or employees.

D.17 Confidentiality

All Proposals become the property of the FVRD and will not be returned to the Proponents, except as expressly provided for herein. All Proposals will be held in confidence by the FVRD unless disclosure is otherwise required by law.

D.18 No Lobbying

Proponents and their agents are not permitted to contact any member of the FVRD Council or staff with respect to this RFP, except as expressly provided for herein. Proponents will not offer entertainment, gifts, gratuities, discounts, or special services, regardless of value, to any

employee or elected official of the FVRD. The FVRD reserves the right to disqualify any Proponent from participation in this RFP that acts in contravention of this requirement.

D.19 Contract Award

This RFP should not be construed as an agreement to purchase goods or services. By submitting a Proposal, the Proponent agrees that should it be identified as the preferred Proponent, it will enter into negotiations, if required, for the purpose of concluding a Contract.

If a written Contract cannot be negotiated and executed by both parties within 90 days of notification of the successful Proponent, or such longer period as the parties may mutually agree, the FVRD may, at its sole discretion at any time, thereafter, terminate negotiations with that Proponent, enter into negotiations with any other Proponent or terminate the RFP process and not enter into a Contract with any of the Proponents.

At its sole discretion, the FVRD may divide any Contract for goods or services between two or more proponents.

D.20 Definition of Contract

Notice in writing to a Proponent that it has been identified as the preferred Proponent and the subsequent full execution of a written contract will constitute a contract for the goods and/or services contemplated by this RFP, and no Proponent will acquire any legal or equitable rights or privileges relative to the goods or services until the preferred Proponent and the FVRD have both executed a written Contract.

D.21 Form of Contract

The Contract will comprise a form of written agreement based on the FVRD's standard form document, as may be amended by mutually agreed supplementary conditions, and incorporate the FVRD's conditions and specifications, if any, set out within this RFP.

SUMMARY OF PROPOSAL

Name: _____

Address: _____

Name and title of Representative: _____

Telephone: _____ Email: _____

Form of Business Organization

Sole Proprietorship

Partnership Date of Establishment _____

Corporation Date of Incorporation _____ Business No. _____

We hereby offer to perform the Services required by this RFP for the stipulated price of:

Hourly Rate for Non-Contracted Services	\$_____/hr
Yearly Proposed Price for Contracted Goods/Services	\$_____
Plus G.S.T.	\$_____
TOTAL	\$_____

I/We the undersigned authorized representatives of the Proponent, having received and carefully reviewed the RFP, including without limitation, the General Conditions and Specifications (if any), submit this Proposal in response the RFP.

Dated this ___ day of _____, 202__.

Signature of Authorized Signatory

Signature of Authorized Signatory

Name & Tile/Position:

Name & Title/Position:

PROPONENTS EXPERIENCE

Proponent Name: _____

Experience:

Dates: _____

Project Name: _____

Responsibility: _____

References: _____

(incl. telephone)

Experience:

Dates: _____

Project Name: _____

Responsibility: _____

References: _____

(incl. telephone)

Experience:

Dates: _____

Project Name: _____

Responsibility: _____

References: _____

(incl. telephone)

Schedule C

BOARDROOM AUDIO/VIDEO INVENTORY

The Boardroom AV system is built with the following major components:

- Q-SYS Core 110f
- QSC PTZ-IP Cameras x 3
- QSC Amplifier
- QSC Speaker x 7
- CLICKSHARE X30
- Extron DSP
- Shure / Microflex Complete Wireless conference system
- Shure Wireless Conference Unit x 32
- Crestron Lighting Relay
- 65" Sharp Floor Monitors x 5
- 55" Flatscreen Wall Monitor x 2
- Hitachi HPCPW8255 Projector x 1