

REQUEST FOR EXPRESSION OF INTEREST "RFEI" NO. PS20201110
PROVISION OF COUNCIL CHAMBERS AND PARKS' BOARDROOM
AV SYSTEMS UPDATE AND SUPPORT

QUESTIONS AND ANSWERS NO. 3

ISSUED ON: October 26, 2020

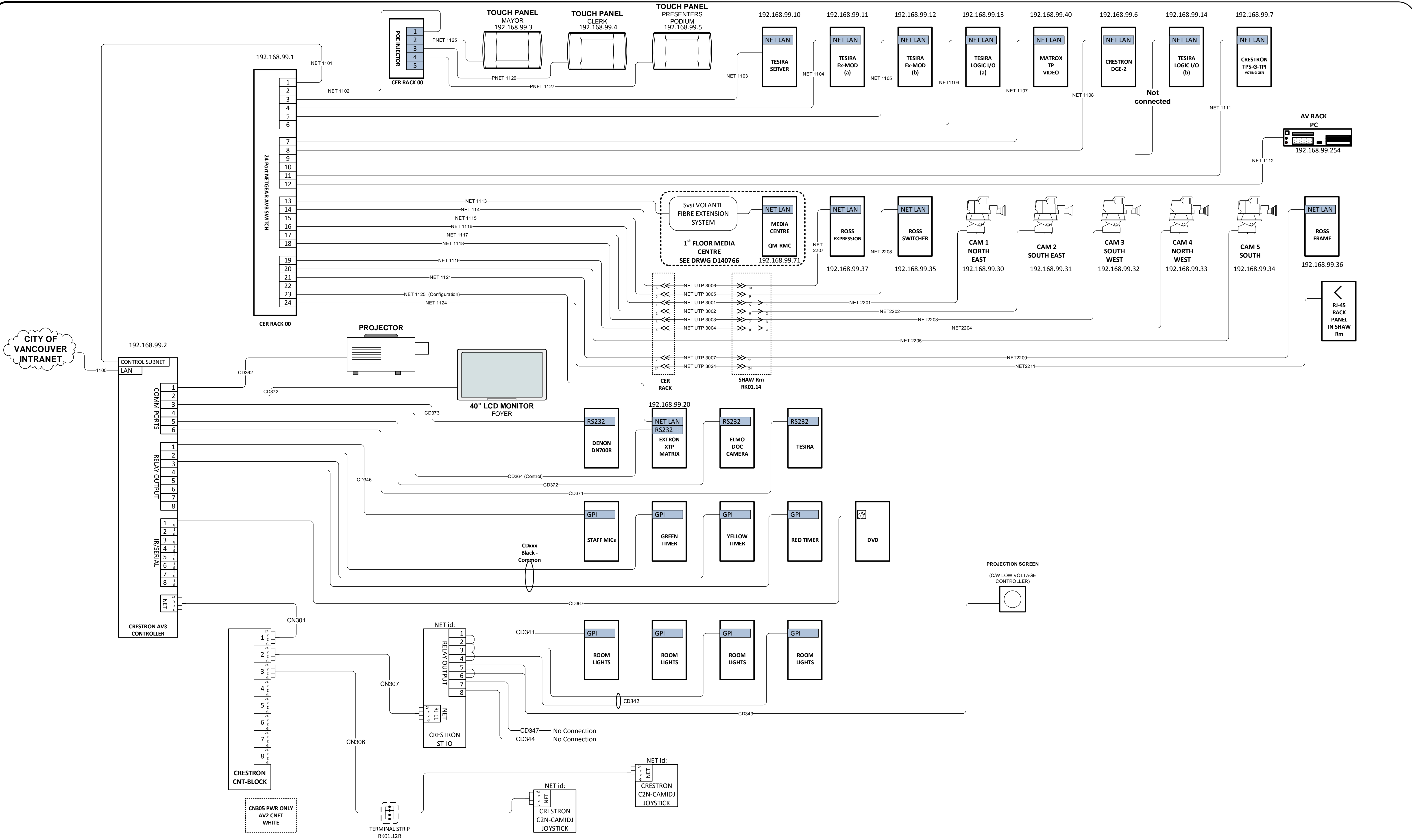
Q1	Could you please provide the size of the park boardroom?
A1	The Parks' Boardroom is 27.8ft x 37.3ft = 1036.94 square feet
Q2	Please provide a copy of the control system drawing(s) for Council Chambers. This drawing will be needed to assess the control system and make recommendations for changes.
A2	Please see the page following the end of this Q&A for the Council Chambers control system drawings.
Q3	It will be necessary for us to have some idea what the City would like to see improved. Please provide a list of pain points of the existing system. This list should include any issues that staff or council has with the system that they would like to have changed and how they should be changed.
A3	<p>Following are the current pain points by location:</p> <p>Council Chambers</p> <ul style="list-style-type: none"> - Audio quality with echo/feedback - Vote Result are being recorded correctly but when uploading the data to the OpenData website sometimes it shows as no vote and the Meeting Coordinator will have to update it manually <p>Parks' Boardroom</p> <ul style="list-style-type: none"> - Only one Crestron panel at the staff/clerk table. The current layout requires regularly switching between tabs to control audio and switch between video - Limited view options with 3 cameras - Poor quality display with the projector/screen - No display monitor in the boardroom on the window side of the room - No display monitor in the NE lobby area when there is additional overflow - NW lobby monitor is outdated - Wireless microphone is unreliable - Room speaker positioning picks up on microphones/looping audio - Lobby speakers audio volume controls are currently tied to the boardroom gallery controls

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Q4	<p>We can see that both systems are very complex and we suspect that the great system complexity might be causing system reliability issues that might need addressing. It would be good for us to know if this is the case or not. If you feel that the system is reliable enough, then this means that the current system design is OK and that it will not require significant re-design. The bottom line here is that systems CAN be designed to be inherently more reliable and we need to know if we should incorporate this into our recommendations to you or not.</p>
A4	<p>The reliability of the environment is a key driver behind this RFEI exercise. Our desire is to understand what will be required to achieve greater reliability whether it be minor tweaks to the environment to a wholesale redesign, and the attendant costs and effort. We will evaluate based on the degree of reliability we can achieve against the cost, time and effort identified to determine the best value for the City.</p> <p>Reliability issues include: livestream drops; phone line drops; audio quality with varying degrees of cutouts, static and other interference. There is a desire to introduce more video feed (i.e. from the public channel) into the mix but environment complexity and reliability issues suggest there would be risk in doing so. While we have continued regular reviews and implemented fixes since the start of the virtual meetings, there remain instances of problems where we cannot identify the root cause. The age of the Parks' environment is also older and likely less stable than that of the Council Chambers, and may require a greater degree of update.</p>
Q5	<p>Are there any features that the system does not have that the City would like to have incorporated or added to the systems?</p>
A5	<p>Please see Section 1.4.3 and 1.4.4 for value-added enhancements that the City is interested in.</p> <p>The City is also interested in the following for the Parks' Boardroom:</p> <ul style="list-style-type: none"> - Explore wireless/or wired lapel microphone options for Commissioners - Install hearing assisted audio-loop (old system stolen and never replaced) - Increase input/source options to include another PC - Integrate cameras with system to support video conferencing <p>The City is looking to the vendors to inform us about the features that are available and relevant to our particular environments.</p>
Q6	<p>Can you please provide a list of those who attended the mandatory site visits?</p>
A6	<p>The following companies attended the mandatory information meetings:</p> <ul style="list-style-type: none"> - Applied Electronics Limited - AV Solutions - CustomWorks - Evolution AV - Genesis Integration - McSquared System Design Group, Inc. - Microserve - PJS Systems Inc.

END OF Q&A No. 3



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Control Council Chambers Upgrade

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