



# Request for Proposal

## Town of Golden Council Chamber AV Upgrades

The Town of Golden is seeking proposals from professional, experienced, and qualified firms to provide and install audio-visual (AV) equipment in the Council Chambers with compatible meeting recording and live streaming capabilities.

Proposals clearly marked “Request for Proposal – Town of Golden Council Chambers AV Upgrades” will be accepted until 2 p.m. (MDT) on Wednesday, January 31, 2024, at the address below by hand, post, or email attention to:

David Hedges, IT Network Programmer/Analyst  
810 9th Avenue South, Box 350,  
Golden, BC, V0A 1H0  
Email: david.hedges@golden.ca  
Phone: 250-344-2271 ext. 242

Late proposals will not be accepted. Proposals must be submitted in accordance with the terms and conditions specified in the information package.

The Town of Golden reserves the right to accept or reject any or all proposals and to waive any informality in the proposals received, in each case without giving any notice. The Town of Golden reserves the right to accept the proposal which is deemed most advantageous.

The lowest or any proposal will not necessarily be accepted.

# Table of Contents

- 1. Introduction.....3**
  - 1.1 Form of Contract..... 3
  - 1.2 Definitions..... 3
- 2. Background.....3**
- 3. Purpose .....4**
- 4. Existing Environment .....4**
- 5. Scope of Work.....5**
- 6. Functionality Requirements.....5**
- 7. Timeline .....6**
- 8. Budget .....6**
- 9. Instructions to Proponent .....6**
  - 9.1 Closing Time and Address for Proposal Delivery ..... 6
  - 9.2 Number of Copies..... 7
  - 9.3 Late Proposals ..... 7
  - 9.4 Amendments to Proposals ..... 7
  - 9.5 Inquiries ..... 7
  - 9.6 Addenda..... 8
  - 9.7 Examination of Documents ..... 8
- 10. Proposal Submission Form and Contents .....8**
  - 10.1 Package ..... 8
  - 10.2 Form of Proposal ..... 8
  - 10.3 Signature ..... 8
- 11. Evaluation and Selection.....9**
  - 11.1 Evaluation ..... 9
  - 11.2 Evaluation Criteria ..... 9
  - 11.3 Additional Information ..... 9
  - 11.4 Municipality’s Discretion in Evaluation ..... 9
  - 11.5 Selection of Proponent ..... 10
  - 11.6 Good Faith Negotiations ..... 10
  - 11.7 Negotiation of Contract and Award ..... 10
- 12. General conditions ..... 11**
  - 12.1 No Municipality Obligation ..... 11
  - 12.2 Proponent’s Expenses ..... 11
  - 12.3 No Contract..... 11
  - 12.4 Conflict of Interest ..... 11
  - 12.5 Confidentiality ..... 11
  - 12.6 Insurance ..... 11
- Appendix 1 ..... 12**
  - Proposal Submission Format (Mandatories) ..... 12
- Appendix 2 ..... 13**
  - Proposal Evaluation Format..... 13
- Appendix 3 ..... 15**
  - Photos of Council Chambers ..... 15

# 1. Introduction

The Town of Golden is seeking proposals from professional, experienced, and qualified firms to provide and install audio-visual (AV) equipment in the Council Chambers with compatible meeting recording and live streaming capabilities.

## 1.1 Form of Contract

The successful Proponent will enter into a form of contract for the delivery of the services based on the Proponent's proposal, the terms within this RFP and negotiations with the Preferred Proponent and the Municipality.

## 1.2 Definitions

In this RFP the following definitions shall apply:

**“Closing Time”** has the meaning set out in Section 9.1;

**“Contract”** means a formal written contract between the Municipality and a Preferred Proponent to undertake the services;

**“Office”** means the office of the Town of Golden located at 810 9<sup>th</sup> Avenue South, Box 350, Golden, BC V0A 1H0;

**“Preferred Proponent(s)”** means the Proponent(s) selected by the Municipality to enter into negotiations for a Contract;

**“Proponent”** means an entity that submits a Proposal;

**“Proposal”** means a proposal submitted in response to this RFP;

**“Municipality”** means the Town of Golden;

**“Municipal Representative”** means the individual or position identified in section 2.5 hereof;

**“RFP”** means this Request for Proposal.

# 2. Background

Golden's Council Chambers are located on the lower level of Town Hall located at 810 9<sup>th</sup> Ave South, Golden, B.C.

The Town of Golden introduced virtual Council meetings and subsequently hybrid meetings (a mix of in-person and virtual attendance) and live streaming in 2020 as a result of the COVID-19 pandemic and it has become a standard practice for open Council meetings since. This has provided Town Council with flexibility in holding meetings as well as increasing access for the public to attend and promoting transparency. Currently, the Town is live streaming public meetings via Zoom. In April 2023, Town Council directed staff to proceed with audiovisual upgrades to Council Chambers and to implement the recording of open Council meetings to be posted online for viewing.

Through the implementation of virtual meetings and consideration of recording meetings for publishing, it has been determined that the current audio-visual (AV) equipment in Council

Chambers is no longer meeting expectations and is not sufficient to provide acceptable sound, video and presentation quality.

### 3. Purpose

The purpose of this Request for Proposal (RFP) is to solicit proposals from professional, experienced, and qualified firms to provide and install audio-visual (AV) equipment in the Council Chambers with compatible meeting recording and live streaming capabilities.

The AV upgrades will improve the Town's ability to provide access to open Council meetings, improving the experience of both those attending in-person and virtually.

Access to live-streamed and video-recorded meetings not only promotes transparency, public participation and access to municipal decision-making, but also provides more accessible options for equity-seeking groups who face difficulties in attending in-person or at the time of a meeting.

Overall, providing this service can contribute to a better understanding of Council business, with recording providing additional context to meeting minutes by providing the public and staff not in attendance with the opportunity to view the discussion and deliberation around.

### 4. Existing Environment

#### **Audio Visual Equipment**

Inside the Council Chambers, a large u-shaped dais that faces an open area, the gallery, where delegates and members of the public are seated and may make presentations or ask questions (see *Appendix 3*).

There are 14 spaces around the dais for council members and staff.

The current equipment includes:

- There are two large pull-down projector screens in the room, one behind the dais and one next to the gallery space.
- Logitech Group Video Conference system, 1 Camera, 2 Microphones, Base station with mic/speaker.
- 2 Epson MODEL projectors, connected in series to a VGA feed. These are regarded as very bright, but text can be difficult to read on the screens.
- 4 House Speakers mounted to the ceiling with a small mixer.
- 1 Small Form Factor PC (Windows 10/11), this system is used to broadcast staff and council meetings using the town's Zoom subscription and for presenting A/V materials to meeting attendees.
- There are two large pull-down projector screens in the room, one behind the dais and one next to the gallery space.

## Live Streaming

The current live stream set up includes pre-existing equipment that is connected to a computer to offer a virtual option via Zoom. Comments and questions are accepted via Zoom and in writing.

Although this system generally works reliably, the audio and video quality are not at a professional level. The audio is very challenging for viewers online hear and the video is static and does not provide visuals of the entire room or presenters.

## 5. Scope of Work

The Town would like to implement an AV solution that will provide a professional level of audio and video for attendees both in person and virtually. The solution must be reliable and stable, easy to administer by non-technical staff, and compatible with live-streaming and recording.

The Town prefers to have the selection and installation completed within 30-90 days of project award. Proposals are invited that meet the criteria set out in this Request for Proposal (RFP). The Scope of Work will include but is not limited to the following:

- The Preferred Proponent will review the Town's Council Chamber and Functionality Requirements as outlined in this RFP to determine the most appropriate audio-visual equipment that will provide a high-quality audio visual experience for participants attending meetings in person and virtually, or viewing a recording of the meeting.
- Work collaboratively with relevant Town staff to install and implement the new equipment.
- Manage the project to ensure that all deliverables and timelines are reasonable and achievable.
- Provide a project plan and timeline outlining the installation.
- Provide training and support materials such as "how to's" or manuals for using the equipment.

## 6. Functionality Requirements

Please note that this is not an all-inclusive list. Additional functionality may be required or added.

- The preferred design must include 14 desk microphones with muting features, located around the dais. Wired option is preferred for around the dais due to its reliability; however, wireless options with demonstrated consistent performance may be considered.
- The design must include at least one additional wireless/portable microphones to be used for the presenters.
- The design must denote new or the reuse of existing speakers that will be distributed and installed around the room to ensure sound is delivered effectively.
- Purchase and install cameras that will adequately capture the entire dais and the option to switch views (e.g. zoomed in on a specific speaker, etc.) is preferable. The specific number of cameras is at the proponent's discretion. Images must be captured in high definition (1080p) or higher.

- The proposal will include all equipment (hardware and/or software) necessary for capturing the audio and video feeds from the Council Chambers and the connection to a computer for broadcast via Zoom.
- The proposal will include an option to add the replacement of the two current projectors as part of the project.
- A user-friendly system that is easy to administer by non-technical staff.
- All AV equipment must be serviceable by the provider. Warranty information must be provided with the supplied proposal.
- Equipment supplied must integrate with the current system in the Council Chambers or the proposal will include the replacement of the existing equipment with new products that are compatible.
- Equipment must be able to be uninstalled and reinstalled in the future if renovations or the space changes.

## 7. Timeline

The project is to be completed no later than 90 days after the contract has been executed.

## 8. Budget

The total maximum budget for this project is \$65,000.

## 9. Instructions to Proponent

### 9.1 Closing Time and Address for Proposal Delivery

Proposals must be received on or before the following date and time (the “Closing Time”):

**Time:** 2 p.m. (Mountain Time)

**Date:** Wednesday, January 31, 2024

All proposals are to be submitted and clearly marked “Request for Proposal – Town of Golden Council Chamber AV Upgrades” to:

- (a) The Town Office:  
Town of Golden  
Attention: David Hedges, IT Network Programmer/Analyst  
810 9<sup>th</sup> Avenue South  
PO Box 350  
Golden, BC  
V0A 1H0

**AND/OR**

- (b) Electronic submission via email in PDF format to:  
[david.hedges@golden.ca](mailto:david.hedges@golden.ca)

It is the Proponent's sole responsibility to ensure its Proposal is received at the address set out above by the Closing Time.

Proposals will be accepted by either drop off, general mail delivery or email only. Proposals received by fax will not be accepted.

Proposals will be opened in private by the Municipality after the Closing Time.

## 9.2 Number of Copies

Proposals submitted by mail should include the original plus two hard copies (three in total).

## 9.3 Late Proposals

Extensions to the Closing Time will not be considered. Proposals received after the Closing Time will not be accepted or considered and will be returned upon the Proponent's request and at the Proponent's expense.

## 9.4 Amendments to Proposals

Proposals may be revised by written amendment, delivered to the location set out above, or submitted electronically via email in PDF format, at any time before the Closing Time but not after. Amendments received by fax will not be accepted.

## 9.5 Inquiries

**All inquiries related to this RFP will be directed in writing to the email address below** (the "Municipality Representative"):

David Hedges, IT Network Programmer/Analyst  
Town of Golden  
[david.hedges@golden.ca](mailto:david.hedges@golden.ca)

Information obtained from any person or source other than the Municipality Representative may not be relied upon.

Inquiries will be made no later than three (3) days before the Closing Time. The Municipality reserves the right not to respond to inquiries made within three (3) days of the Closing Time. Inquiries and responses will be recorded and may be distributed to all Proponents at the discretion of the Municipality.

Proponents finding discrepancies or omissions in the RFP, or having doubts as to the meaning or intent of any provision, will immediately notify the Municipality Representative. If the Municipality determines that an amendment is required to this RFP, the Municipality will issue an addendum in accordance with Section 8.6. Amendments to this RFP or any of the requirements stipulated hereunder must be in writing issued in accordance with Section 8.6 hereof to be effective.

**No oral conversation will affect or modify the terms of this RFP or may be relied upon by any Proponent.**

## 9.6 Addenda

If the Municipality determines that an amendment is required to this RFP, the Municipality will post a written addendum on the Municipality's website at [golden.ca/bidsandtenders](http://golden.ca/bidsandtenders) that will form part of this RFP. No amendment of any kind to this RFP is effective unless it is posted in a formal written addendum on the Municipality's website.

Upon submission of a Proposal, Proponents will be deemed to have received notice of all addenda that have been issued by the Municipality.

## 9.7 Examination of Documents

Proponents will be deemed to have carefully examined the RFP, including all attached and relevant documents, prior to preparing and submitting a Proposal with respect to any and all facts which may influence a Proposal.

# 10. Proposal Submission Form and Contents

## 10.1 Package

Proposals should be submitted in the Proposal Format as outlined in *Appendix 1: Proposal Submission Format*. Proposals should be submitted in a sealed package, marked on the outside with the Proponent's name and title of the project.

## 10.2 Form of Proposal

The Municipality reserves the right to waive any informality in Proposals, or non-compliance with any formality required under this RFP (whether or not material), reject any or all Proposals or accept the Proposal deemed most favorable in the interests of the Municipality, in the Municipality's sole discretion. Furthermore, the Municipality reserves the right to negotiate with any proponent in its discretion.

## 10.3 Signature

The Proposal should be signed by a person authorizing to sign on behalf of the Proponent and include the following:

- (a) If the Proponent is a corporation then the full name of the corporation should be included, together with the names of authorized signatories. The Proposal should be executed by all of the authorized signatories or by one or more of them provided that a copy of the corporate resolution authorizing those persons to execute the Proposal on behalf of the corporation is submitted;
- (b) If the Proponent is a partnership or joint venture then the name of the partnership or joint venture and the name of each partner or joint venture should sign personally (or, if one or more person(s) have signing authority for the partnership or joint venture, the partnership or joint venture should provide evidence to the satisfaction of the Municipality that the person(s) signing have signing authority for the partnership or joint venture). If a partner or joint venture is a corporation then such corporation should sign as indicated in subsection (a) above; or

- (c) If the Proponent is an individual, including a sole proprietorship, the name of the individual should be included.

## 11. Evaluation and Selection

### 11.1 Evaluation

The Municipality will evaluate the Proposals by applying the evaluation criteria described below to identify the Proponent(s) that the Municipality determines is the most advantageous to the Municipality.

The criteria will be applied without priority or weighting established in advance of the evaluation, and in particular, the Proponent whose Proposal has the lowest price will not necessarily be selected as the Preferred Proponent. The Municipality will apply the criteria evenly and fairly to all Proposals.

### 11.2 Evaluation Criteria

In order to determine the Proposal(s) that is most advantageous to the Municipality, the Municipality will compare and evaluate all Proposals to determine the Proponent's strength and ability to provide the Services as described in this RFP. The Municipality will use the Proposal Evaluation Format as outlined in *Appendix 2 (attached)*.

### 11.3 Additional Information

The Municipality may, at its discretion, request clarifications or additional information from a Proponent with respect to any Proposal, and the Municipality may make such requests to only selected Proponents without advising other Proponents or providing them with an opportunity to respond to such questions or to provide additional information. The Municipality may consider such clarifications or additional information in evaluating a Proposal.

### 11.4 Municipality's Discretion in Evaluation

The Municipality may, in its sole discretion, take any one or more of the following steps, at any time and from time to time, in connection with the review and evaluation, including ranking of any aspect of a Proposal, including if the Municipality considers that any Proposal or any part of a Proposal requires clarification or more complete information, contains defects, ambiguities, alterations, qualifications, omissions, inaccuracies or misstatements, or does not for any reason whatsoever satisfy the Municipality that the Proposal meets any requirements of this RFP at any time, or for any other reason the Municipality in its discretion deems appropriate and in the interests of the Municipality and this RFP, or either of them:

- (a) waive any such defect, ambiguity, alteration, qualification, omission, inaccuracy, misstatement or failure to satisfy and any resulting ineligibility on the part of the Proponent;
- (b) independently consider, investigate, research, analyse, request or verify any information or documentation whether or not contained in any Proposal;
- (c) request interviews, presentations or demos with any, all or none of the Proponents to clarify any questions or considerations based on the information included in Proposals during the evaluation process, with such interviews or presentations conducted in the

discretion of the Municipality, including the time, location, length and agenda for such interviews or presentations;

- (d) conduct reference checks relevant to the Proponent to verify any and all information regarding a Proponent and to conduct any background investigations that it considers necessary in the course of the RFP process, and rely on and consider any relevant information in the evaluation of Proposals;
- (e) conduct credit, criminal record, litigation, bankruptcy, taxpayer information and other checks;
- (f) seek Proposal clarification with Proponents to assist in making its evaluation;
- (g) not proceed to review and evaluate, or discontinue the evaluation of any Proposal, and disqualify the Proponent from this RFP; and
- (h) request clarifications or additional information from a Proponent with respect to any Proposal, and consider such clarifications or additional information in evaluating a Proposal.

### **11.5 Selection of Proponent**

The Municipality will select the Proponent which it determines is the most advantageous to the Municipality based on the Evaluation Criteria. The Municipality is not bound to accept the lowest priced Proposal. The Municipality reserves the right to accept or reject any Proposal in whole or in part. The Municipality's ratings of Proponents may be subjective and it is the Municipality's intent that the evaluation of each criteria will be relative to the strength of the other Proposals received. A Contract may or may not take place as a result of Proposals received.

### **11.6 Good Faith Negotiations**

By submission of its Proposal, the Proponent agrees that if at any time in the 60 days from the Closing Time it is selected by the Municipality to enter into negotiations for a Contract, the Proponent will, in good faith, participate in negotiations with the Municipality and use reasonable commercial efforts to reach agreement and finalize a Contract with the Municipality based on the Proponent's Proposal.

### **11.7 Negotiation of Contract and Award**

If the Municipality selects a Preferred Proponent(s), then it may:

- (a) Invite the Preferred Proponent(s) to enter into discussions with the Municipality to reach agreement on a final Contract with the Preferred Proponent(s); or
- (b) Enter into discussions with the Preferred Proponent(s) to clarify any outstanding issues and attempt to finalize the terms of the Contract(s), including financial terms. If discussions are successful, the Municipality and the Preferred Proponent(s) will finalize the Contract(s);
- (c) If at any time the Municipality in its sole discretion, forms the opinion that an agreement acceptable to the Municipality is not likely to be reached within a reasonable time, give the Preferred Proponent(s) written notice to terminate discussions, in which

event the Municipality may then either open discussions with another Proponent or terminate this RFP and retain or obtain the services in some other manner.

## 12. General conditions

### 12.1 No Municipality Obligation

This RFP is not a tender and does not commit the Municipality in any way to select a Preferred Proponent, or to proceed to negotiations for a Contract, or to award any Contract, and the Municipality reserves the right in its sole discretion to at any time reject all Proposals, and to terminate this RFP process. The project is subject to funding approval by Council.

### 12.2 Proponent's Expenses

Proponents are solely responsible for their own expenses in preparing, and submitting Proposals, and for any meetings, negotiations or discussions with the Municipality relating to or arising from this RFP. The Municipality and its representatives, agents, consultants and advisors will not be liable to any Proponent for any claims, whether for costs, expenses, losses or damages, or loss of anticipated profits, or for any matter whatsoever, incurred by the Proponent in the preparation and submission of a Proposal, or the participation in negotiations for a Contract, or any other activity related to or arising out of this RFP.

### 12.3 No Contract

By submitting a Proposal and participating in the process as outlined in this RFP, Proponents expressly agree that no contract of any kind is formed under or arises from this RFP prior to the signing of a formal written Contract.

### 12.4 Conflict of Interest

A Proponent shall disclose in its Proposal any actual or potential conflicts of interest and existing business relationships it may have with the Municipality, its elected or appointed officials or employees. The Municipality may rely on such disclosure.

### 12.5 Confidentiality

All submissions become the property of the Municipality and will not be returned to the Proponent. All submissions will be held in confidence by the Municipality unless otherwise required by law. Proponents should be aware the Municipality is a "public body" defined by and subject to the Freedom of Information and Protection of Privacy Act of British Columbia.

### 12.6 Insurance

The Preferred Proponent will, in the event of award, be required to provide to the Municipality, within ten (10) days of award:

- (a) proof of professional liability insurance in an amount of not less than **FIVE HUNDRED THOUSAND (\$500,000) DOLLARS**; and
- (b) proof of registration with WorkSafe BC.

# Appendix 1

## Proposal Submission Format (Mandatories)

Proposals should contain sufficient information to demonstrate to the Municipality that the Proponent is qualified to provide the specified services within the identified timeline at the most suitable cost. All Proposals will include at minimum, the following:

- An Executive Summary of the Proponent's company and the key personnel assigned to the project.
- A methodology that describes the key elements of the Proponents approach to providing the Deliverables.
- A proposed work plan and schedule.
- A detailed budget of the fees including all expenses and taxes related to the delivery of the Scope of Work.
- References for which the Proponent has provided similar services with an emphasis on similar work over the past five (5) years. Reference contact information must be included.

## Appendix 2

### Proposal Evaluation Format

1. All qualified Proposals will be reviewed by an Evaluation Team, which will consist of select Municipality staff members and other appropriate participants, if warranted. The Municipality Project Representative (Project Representative) will appoint a minimum of three (3) members to the Evaluation Team.
2. The Project Representative will verify all Proposals against the mandatory criteria. Proposals that do not meet all mandatory criteria will be rejected without further consideration. Proposals that do meet the mandatory criteria will be assessed and scored against using the Evaluation Criteria. Each member of the evaluation team will then independently complete the attached Proposal Evaluation Form.
3. Proponents that are shortlisted may be invited to make a presentation which will be part of the evaluation. The demonstration will allow shortlisted Proponents to present their proposal to the Evaluation Team.
4. Proposals will be evaluated based on the Best Value Method. All factors, except cost, will be considered and scored according to the established criteria. Once this is completed, the cost evaluation will be completed by dividing the total points awarded to each proposal by its proposed cost. In this method, a value is presented in the form of a cost per point. The proposal with the lowest cost per point would represent the best value to the municipality and would likely receive the award, subject to any and all applicable clauses in s.10 above.
5. Evaluation team members will use the following Proposal Evaluation Form (page 14) to guide the completion of the RFP Evaluation.

**Proposal Evaluation Form**

<b>STEP ONE:</b>		<b>YES</b>	<b>NO</b>
<b>Mandatory Criteria:</b>	Proposal received prior to closing (includes acknowledgement of all addendums)		
	Executive summary and key personnel		
	Methodology outline/key approach		
	Work plan, schedule, and fees/expenses		
	Reference list		
<b>STEP TWO:</b>		<b>Maximum Points</b>	<b>Points</b>
	General		
	<ul style="list-style-type: none"> <li>Past performance and references demonstrating experience with development and successful implementation(s) of similar size, scope and complexity.</li> </ul>	40	
	<ul style="list-style-type: none"> <li>Qualifications of personnel</li> </ul>	30	
	<ul style="list-style-type: none"> <li>Completeness, clarity and organization of proposal</li> </ul>	10	
	<ul style="list-style-type: none"> <li>Customer service</li> </ul>	35	
	Technical		
	<ul style="list-style-type: none"> <li>Project approach and methodology</li> </ul>	35	
	<ul style="list-style-type: none"> <li>Functional requirements</li> </ul>	40	
	<ul style="list-style-type: none"> <li>Project schedule</li> </ul>	10	
	<ul style="list-style-type: none"> <li>Value added propositions to proposal</li> </ul>	25	
<b>TOTAL SCORE</b>		<b>225</b>	

# Appendix 3

## Photos of Council Chambers



