



REQUEST FOR PROPOSALS

Boardroom Audio/Visual Systems and Web Streaming Upgrade Project

ISSUED: March 27, 2019

CLOSING DATE AND TIME:

Proposals are requested to be received at the Closing Location prior to:
3:00 PM (15:00 hrs) Atlantic Time on April 26, 2019

Doctors Nova Scotia (DNS) Contact for Questions:

Cat Henderson, Information Technology & Project Manager

Telephone: (902) 452-8946

Email: cat.henderson@doctorsns.com

Deadline for questions is five (5) business days before the closing date.

Scheduled Site Visit:

A non-mandatory site visit will be held on April 10, 2019 at the DNS office at 25 Spectacle Lake Drive, Dartmouth, NS. This will allow Proponents to view the site, take measurements and ask any questions.

Seven (7) appointments of one (1) hour length will be made between 08:00 to 17:00 and will be provided on a first come, first served basis. Please contact Ms. Henderson to schedule an appointment.



Preamble

Doctors Nova Scotia (DNS) is the oldest medical association in Canada. Its membership represents more than 3,500 physicians, including practising and retired physicians, medical students and residents.

On behalf of the province's doctors, the association is committed to working with all partners in health-care delivery to ensure Nova Scotia is positioned to recruit and retain talented and skilled doctors, introduce new and innovative ways to deliver health care, and to continuously look for ways to improve patient care and access.

Given our membership is geographically located across the province, virtual meetings are a key component of the association's operation. As such, DNS is seeking experienced and qualified Proponents to design, supply, and install Audio Visual equipment as per the technical specifications contained herein at the DNS office located at 25 Spectacle Lake Drive, Dartmouth, NS B3B 1X7. The completion date of the work is on or before July 31, 2019.

Instructions to Proponents

Article I. Closing Date/Time/Location

Proponents are requested to submit their Proposal prior to the closing time of 3:00 PM (15:00 hrs), Atlantic Time, April 26, 2019. Select one (1) of the Submission Methods below:

1. By Email: With "Boardroom Audio/Visual Systems Upgrade Project" as the subject line at this electronic address:

cat.henderson@doctorsns.com

Please note: Maximum email file size limit is 10MB. If proposals are larger, please contact Ms. Henderson in advance of the deadline for instructions.

2. By hand/courier delivery: One (1) copy of the Proposal along with one (1) electronic copy of the Proposal on a USB stick should be enclosed and sealed in an envelope clearly marked: "Boardroom Audio/Visual Systems Upgrade Project" delivered to:

Doctors Nova Scotia
25 Spectacle Lake Drive
Dartmouth, NS B3B 1X7
Attention: Cat Henderson



Should there be any differences between the hard copy and the electronic copy, the hard copy will prevail. Proposals received by facsimile are not accepted.

Article II. Examine Documents

The Proponent must carefully examine all documents with the option to examine the site of the proposed works, judging for and satisfying themselves as to the probable conditions to be encountered. If a Proponent find discrepancies in, or omissions from the documents, or is in doubt as to their meaning, they should, prior to submitting the proposal, notify DNS in writing. The Proponent may not claim, after the submission of a proposal, that there was any misunderstanding with respect to the conditions imposed by the documents. No verbal agreement or conversation made or had at any time with any officer, agency or employee of DNS shall affect or modify any of the terms or obligations herein stated.

Article III. Addenda

If DNS determines that an addendum is required for this proposal (which may include responses to other proponents' questions), DNS will post the addendum on DNS website at doctorsNS.com/RFP_addendum. Each addendum will be incorporated into and become part of the proposal. No amendment of any kind to the proposal is effective unless it is contained in a written addendum issued by DNS. It is the sole responsibility of the Proponent to check and ensure any and all addendums are included prior to submitting their final Proposal submission.

Article IV. Proposal Pricing

All pricing should be in Canadian dollars and should exclude all applicable fees, taxes and levies which should be listed and shown separately. In the event of a price extension discrepancy when calculating the total contract value, DNS reserves the right to correct the totals.

Article V. Revisions to Proposals

Any revision to the proposal by the Proponent must be in writing, properly executed and received prior to the posted closing date and time as per the submission instructions outlined in Article 1.



Article VI. Proposal Withdrawal

A Proponent may, without prejudice to themselves, withdraw their proposal on written request received prior to the posted closing date and time as per the submission instructions outlined in Article 1.

Article VII. Proposal Rejection

Section VII.01 DNS reserves the right to reject any or all proposals or accept other than the lowest priced proposal and to accept the proposal which it deems most advantageous.

Section VII.02 DNS may reject a proposal if:

- (a) After investigation and consideration, DNS concludes that the Proponent is not qualified to do the work and/or cannot do the work in a manner satisfactory to DNS.
- (b) A proposal contains qualifying conditions or otherwise fails to conform to these Instructions to Proponents.
- (c) A proposal is incomplete.
- (d) DNS may, in its absolute discretion, reject a Proposal submitted by a Proponent if the Proponent, or any officer or director of the Proponent is or has been engaged either directly or indirectly through another corporation in a legal action against DNS, its elected or appointed officers and employees in relation to:
 - (i) any other contract for works or services; or
 - (ii) any matter arising from DNS's exercise of its powers, duties, or functions under the Doctors Nova Scotia Act or another enactment within five years of the date of this Call for Proposals.

In determining whether to reject a proposal under this clause, DNS will consider whether the litigation is likely to affect the Proponent's ability to work with DNS, its consultants and representatives and whether DNS's experience with the Proponent indicates that DNS is likely to incur increased staff and legal costs in the administration of this contract if it is awarded to the Proponent.



Section VII.03 DNS may reject all proposals if for any reason DNS considers it to be in its best interest to do so, including without limitation for any of the following reasons:

- (a) proposals that DNS considers otherwise acceptable are higher than the funds budgeted or otherwise available for the project;
- (b) DNS decides not to proceed with the project or to defer the project;

Section VII.04 In no event will DNS be responsible for a Proponent's costs of preparing or submitting a proposal.

Article VIII. Award

A budget for this project has not been established. Award shall be made on the proposal that gives the greatest value based on the evaluation criteria and not necessarily on the lowest price. DNS will, following receipt of an acceptable proposal, issue in writing a Notice of Award to the successful Proponent.

Article IX. Form of Agreement

The successful Proponent shall be required to enter into an Agreement with DNS in a form as set out by DNS.



TECHNICAL SPECIFICATIONS

SCOPE OF SERVICE – Boardroom Audio/visual Systems and Web Streaming

The work is to be completed on, or before July 31, 2019.

DNS requires the following elements as part of the service to be provided:

1. Design – Proponent must submit a design detailing all audio/visual components required as well as optional components if desired.
2. Hardware - Remove and legally dispose of all equipment scheduled for replacement, exploring resale on DNS's behalf if that is an option.
3. Hardware - Supply of all required audio/visual/web streaming equipment including any wiring and electrical additions or modifications. Note that the Web Streaming component of this project is listed as optional and appears in the "Optional Items" section.
 - a. Control system – Wired and wireless touch-screen control systems capable of controlling all the audio/visual, lighting systems, and inputs in the Boardroom.
 - b. Microphone system – the Proponent should present a design that includes ceiling mounted and/or delegate units (combination if determined that is the best solution).
 - i. *Delegate Unit Requirements*
 1. To allow Board Members, Staff and a Presentation Lectern the capability to broadcast over the Boardroom speaker system. The Chairperson's microphone should have a microphone unit capable of overriding other microphones when required.
 2. Microphone units to have the capability to participate in teleconferences as well as web meeting hosting services (see section 8. B. for more details).
 3. If the Proponent proposes a wireless delegate solution, access points (APs) must automatically make channel adjustments (across multiple channels) or broadcast using a RF signal.
 - ii. *Ceiling Array Microphone Unit Requirements*
 1. To allow Board Members and Staff the capability to broadcast over the Boardroom speaker system regardless of the configuration of the room

(see diagrams at Appendix B for the room configurations).

2. Microphone array to have the capability to integrate with DNS's web meeting hosting system.
 3. Microphone array must have a high degree of directionality to allow voice lift levels from far away without causing feedback issues.
 4. A minimum of four (4) loadable templates for room layouts that work with the microphone array if applicable.
- c. Wireless Microphone – Three (3) wireless microphones required for mobility.
 - d. Sound equipment – Equipment required allowing microphone systems and computers to broadcast audio on the Boardroom speaker system and integrate with teleconference system (via landline calling or USB connection for use of software teleconferencing). Sound equipment should be rack mounted in an enclosure capable of being locked. Proponents should highlight if systems are portable such that they can be used at offsite events (e.g. DNS's Annual General Meeting).
 - e. Speaker system – Evaluation and/or replacement of all existing speaker equipment in the Boardroom.
 - f. Equipment area (Boardroom) – A centralized equipment area housing portable rack mounted audio/visual systems controls required such as sound system mixer, amplifiers, rack-mounted audio/visual equipment, switch, etc.
 - g. Lighting controls – If deemed necessary, new lighting for the projector screen should be installed, and controls for that lighting should be integrated into the control system.
 - h. Acoustic panelling - if deemed necessary, installation of materials to reduce noise issues in the Boardroom (e.g. acoustical absorbing materials for the walls/ceilings/etc.).
 - i. Ease of use – DNS does not have dedicated resources available nor in house expertise in audio visual systems. The overall design and the technology chosen must be such that end users can easily use the system.
4. An Electrical Permit will be required for this project and is the responsibility of the successful Proponent.
 5. Software licensing and maintenance fees – Supply cost information for all required software licenses & maintenance for all aspects of this project, including the optional components.



6. Training - The Proponent is required to train key staff at DNS in the basic operation and support of the implemented systems and provide guidance/materials to support ongoing training of staff.
7. Implementation schedule – The Proponent is required to submit a proposed implementation schedule.
8. Proponent must be qualified to install, configure, service and train DNS staff on equipment/software installed.
9. System expandability – There may be an addition of 2 – 4 delegate seats in the Boardroom in the future. The audio/visual system must be capable of expansion if required. Additionally, the design offered must have the ability to be reconfigured per the layouts provided in appendix B.
10. Support – Support of the proposed solution should be detailed in your proposal.
11. Support escalation procedures – Detail on escalation procedures in place for issues unresolved within 4, 8 and 24 hours where applicable.

12. ***Optional Items***

- a. Web Streaming – Equipment required to stream meetings including cameras, video production equipment, software and encoder (e.g. Sony AnyCast or other). Due to the size of the Boardroom and number of Board members, a multiple camera system should be considered. These Web Streaming components should be able to be added at a later date (possibly 1 – 3 years), if not given priority in the initial purchase.
- b. Web Streaming hosting service - Please indicate if your firm provides or recommends a hosting service for Web Streamed meetings for on-line access and retrieval. DNS currently uses GoTo Meeting and GoTo Webinar but is open to switching products based on the successful Proponent’s recommendation. Please see appendix C for requirements around web streaming hosting.
- c. Electronic voting system – voting by use of delegate units or other electronic devices. Preference will be given to any system that can integrate with DNS’s web meeting hosting system.
- d. Microphone queuing system - if the Proponent proposes delegate units, they should include the ability of the Chairperson to have a display unit that shows a list of delegates requesting to speak. All microphone units should have the ability for the delegates to



press a button in order to request to speak. The Chairperson's unit should have the capability to allow delegate microphones to be activated for speaking.

- e. Projector capable of minimum of high definition (1080p) resolution and widescreen formats for Boardroom.
- f. Computer connections: three (3) connection stations are required for audio/visual presentations in the Boardroom. One connection for staff, one at the front of the room for presentations and one at the lectern. Connections should have the capability to allow inputs for industry standard audio, VGA, mini Display Port and HDMI connections. Alternatively (or in addition), the Proponent may proposed a solution that allow wireless connection from anywhere in the room.
- g. Automated Projection screen (Boardroom) – Currently the Boardroom uses a projection screen that can be lowered and raised by a switch on the wall, but this screen does not accommodate for widescreen use. A new solution should allow for remote control of the raising/lowering of the screen.

Successful Proponent's (Contractor) responsibilities:

- 1. Unless otherwise indicated, the Contractor shall at its own expense, obtain all applicable permits, certificates and licenses required by law for the conduct of the work and shall comply with all Federal, Provincial and Municipal Laws, Regulations, Building Codes and Ordinances affecting the execution of the work. The Contractor will be responsible for the coordination of all inspections required under the permits, if required.
- 2. Maintain the working area in an orderly manner and that shall not be encumbered with equipment, materials or debris.
- 3. The Contractor must have the necessary qualifications and be willing to accept the responsibilities as Prime Contractor for the project. They will be required to coordinate the safety of all workers on the work site, including their employees, their subcontractors, and DNS staff.

Good standing with the Worker's Compensation Board of Nova Scotia

The Proponent must have an account in good standing with the Workers' Compensation Board of Nova Scotia (WCBNS).

The Proponent must submit with RFP responses a certificate or letter from the WCBNS confirming the



Proponent's good standing account. Failure to comply with the request may result in the bid being declared non-responsive.

DNS's responsibilities:

1. Provide unimpeded access to the site so the work is performed in an efficient and expedient manner.

Hours of Work:

No work will be permitted outside the hours of 8:30 a.m. and 4:30 p.m. Monday to Friday (excluding holidays), unless agreed upon in writing by DNS.



SUBMISSION REQUIREMENTS AND EVALUATION CRITERIA

The following information should form part of the Proposal and will be used as the basis for evaluation. Failure to provide the following information may result in the Proposal not being scored favourably. Proponents are asked to structure proposals in sequential order as listed below.

No assumptions should be made that information regarding the Proponent or its participants, their experience, expertise and performance on other projects is known, other than the documentation and responses submitted by the Proponent.

1. Cover Letter

The Proposal should include a cover letter containing the following information:

Company name, address, website address, telephone number, fax number, email address and primary contact person.

- Signed by the person or persons authorized to sign on behalf of the company.
- Acknowledgment of any addenda issued for this RFP.
- Highlights of the Proposal and why DNS should select the Proponent's company.

2. Experience and Qualifications of the Firm

Provide a description of the company, including the following:

- A general statement of competence and expertise.
- Overview of the company, with a profile and brief history of the Proponent.
- The business carried out by the office and the company in terms of similar clients, and other similar work undertaken.

3. Solution, Approach and Methodology

The Proposal should:

- Briefly set out the Proponent's understanding of DNS's requirements.
- describe the proposed AV solution for DNS.
- Set out in a summary fashion how the proponent intends to implement the proposed solution (i.e. project plan).
- Focus on ease of use for end users as well as why this solution meets the general requirements.
- Identify any challenges or constraints with the project and include recommendations on how they can be mitigated.
- Identify any resources required from DNS to ensure project success.



- Include a detailed schedule of the work plan. The work must be completed on, or, July 31, 2019. Proponents may be evaluated more favourably if they indicate they can complete the work sooner.

4. Experience, Depth and Breadth of Project Team

The Proposal should provide:

- A list of staff who will be assigned to this project and their qualifications and certifications (project manager, installers, etc). Please include an Organizational Chart.
- A list of similar projects that the assigned staff members have completed.
- Years of experience of the assigned staff in providing the identified services to similar clients.

5. References

The Proposal should include:

- Contact names and telephone numbers of the four (4) most recent clients whom received similar systems to and that are of a similar size and/or complexity to DNS.
- The project title, value of the work, contact name, telephone number, and email address.

Any or all references provided by Proponent may be contacted by DNS to confirm the information provided in the proposal and the nature and quality of the services provided.

After the initial evaluation of: the Qualifications and Experience of the firm; Solution, Approach and Methodology; Project Team and Pricing, DNS will create a shortlist of only the proponents that have a mathematical chance of being the highest ranked proponent (shortlisted).

Shortlisted proponents:

- Will be notified by DNS and will make arrangements for an on-site demonstration of their proposed solution.
- References will be checked at DNS's sole discretion.

6. Cost of Solution and Warranty (Pricing)

Provide costs with the following information in sections as per below.

- a. Hardware costs – provide main component cost breakdown
- b. Software costs
- c. Training costs
- d. Implementation costs



- e. Optional items costs – provide optional items cost breakdown
- f. Warranty information on equipment and workmanship
- g. Ongoing technical support costs

Evaluation Criteria

The following criteria identify the key components on which Proposals to this RFP will be evaluated.

Evaluation Criteria	Point Value	Rating	Total Score
Qualifications and Experience	10		
Solution, Approach and Methodology	30		
Experience, Depth, and Breadth of Project Team	20		
References	10		
Pricing	30		
Total	100		

RATING	DESCRIPTION
5	Exceeds Expectations, Proponent clearly understands the requirement, Excellent Probability of success
4	Somewhat Exceeds Expectations,
3	Meets Expectations, Proponent demonstrates a good understanding of the requirement. Good probability of success
2	Somewhat meets Expectations, Minor weakness and/or deficiencies. Fair probability of success
1	Does not meet expectations, does not demonstrate a good understanding of the requirements, low probability of success
0	Response indicates a complete misunderstanding of the requirements, very low probability of success.



NOTES:

1. A score of ZERO (0) on ANY of the Rated Criteria items MAY result in disqualification of a Submission.
2. These are the ONLY factors which will be used to evaluate the submission.
3. The highest scoring or any submission will not necessarily be accepted.
4. The lowest price proposal will receive a rating of 5. Other proposals will receive reduced ratings based on the proportion higher than the lowest price. i.e. Rating = (Min Cost x 5)/Cost

Proposals submitted should be in enough detail to allow DNS to determine the Proponent's qualifications and capabilities from the documents received. Every effort should be made to include complete details of the proposed work. The selection committee, formed at DNS's sole discretion, will score the Proposals in accordance with the criteria provided.

The selection committee will proceed with an award recommendation and DNS may proceed to enter into negotiations with the highest evaluated proponent with the intent of developing an agreement. If the parties after having bargained in good faith are unable to conclude a formal agreement, DNS and the Proponent will be released without penalty or further obligations other than any surviving obligations regarding confidentiality and DNS may, at its discretion, contact the Proponent of the next best rated Proposal and attempt to conclude a formal agreement with it, and so on until a contract is concluded.

DNS reserves the right to award the assignment in whole or in part or to add or delete any portion of the work.

Throughout the evaluation process, the evaluation committee may seek additional clarification on any aspect of the Proposal to verify or clarify the information provided.



GENERAL TERMS AND CONDITIONS

1. Competency and Qualifications

The Contractor must have the necessary competence, experience, qualified personnel and equipment to carry out all aspects of the work of the Contract. The Contractor will employ properly licensed, trained and unimpaired workers throughout the duration of the contract. Failure to do so could result in termination. Copies of certifications may be requested by DNS. Smoking is not permitted. Alcohol and Drug consumption is not permitted on DNS property.

2. Invoicing

The Contractor will be solely responsible for invoicing DNS to assure timely payment.

All invoices are subject to prior review and approval by DNS and approved invoices will be paid on a net 30-day basis unless otherwise negotiated and agreed to in writing.

If DNS does not approve of the services or part of them which are the subject of the invoice, DNS shall advise the Contractor in writing of the reasons for non-approval and the Contractor shall remedy at no additional cost to DNS before DNS shall be obliged to pay the invoice or any part of it, as the case may be.

3. Force Majeure (Act of God)

Neither party shall be responsible for any delay or failure to perform its obligations under this Agreement where such delay or failure is due to fire, flood, explosion, war, embargo, governmental action, Act of Public Authority, Act of God or to any other cause beyond its control, except labour disruption.

In the event Force Majeure occurs, the party who is delayed or fails to perform shall give prompt notice to the other party and shall take all reasonable steps to eliminate the cause.

Should the Force Majeure event last longer than 30 calendar days, DNS may terminate this Agreement immediately by written notice to the Contractor without further liability, expense, or cost of any kind.

4. Collusion

The Proponent shall not engage in collusion of any sort and shall ensure that no person or other legal entity, other than the Proponent has an interest in the Proponent's submission and prepare the submission without any knowledge of, comparison of figures with, or arrangement with any other person



or firm preparing a Submission for the same work.

5. No Claim for Compensation

Except as expressly and specifically permitted in the Instructions, no Contractor shall have any claim for any compensation of any kind whatsoever, as a result of participating in the proposal, and by submitting a proposal each Proponent shall be deemed to have agreed that it has no claim.

6. Solicitation of Board Members/Staff Members

If a member of the DNS Board or DNS staff or a person who was a member of the DNS Board or DNS staff in the previous twelve (12) months has a direct or indirect interest in the contract, then the Proponent shall report this to DNS upon being notified of the award of the contract.

The Proponent warrants and represents that it has not received any information or a record from any DNS Board member, DNS staff member, or former DNS Board member or former DNS staff member. The successful Proponent will be required to direct all communications related to their contract through the staff members responsible for the project.

7. Privacy

All documents submitted to DNS become the property of DNS and will be held in confidence by DNS.

8. Builder's Lien Holdback

If applicable, payments will be subject to a 10% holdback as per the Province of Nova Scotia's Builder's Lien Act.

9. RFP Timeline

The dates set out herein are tentative may be changed by DNS in its sole discretion at any time prior to the Proposal submission deadline. Any such changes will be posted as an addendum as per Article III.

APPENDIX A: Existing boardroom floor plan and pictures

Note: the floorplan diagrams are not to scale.

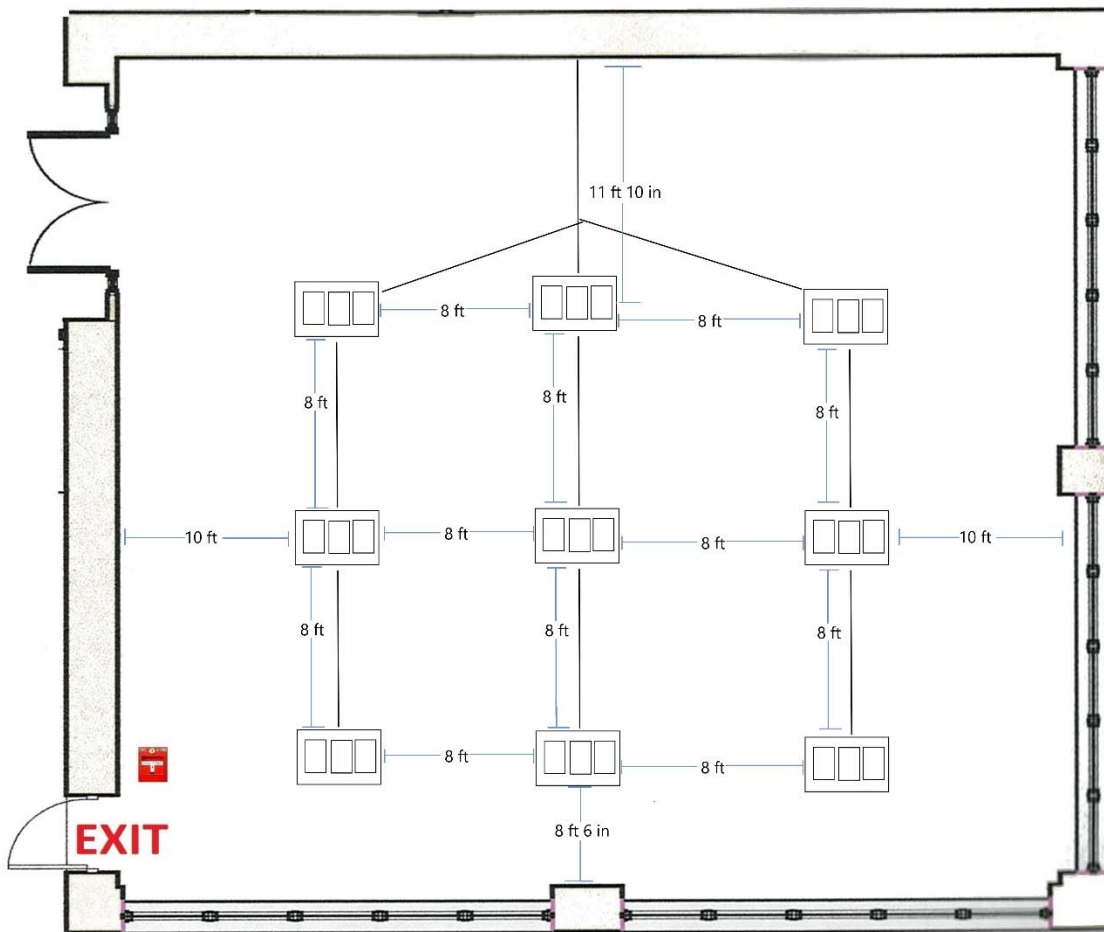


Figure 1 - Building Floor Plan

In figure 1, proponents will see that the floor in the boardroom contains eight (8) three gang boxes (see figure 2 for picture). The far-right gang houses one (1) duplex outlet. The other two remain empty for future use. The black lines represent wire channels with room for other cabling.

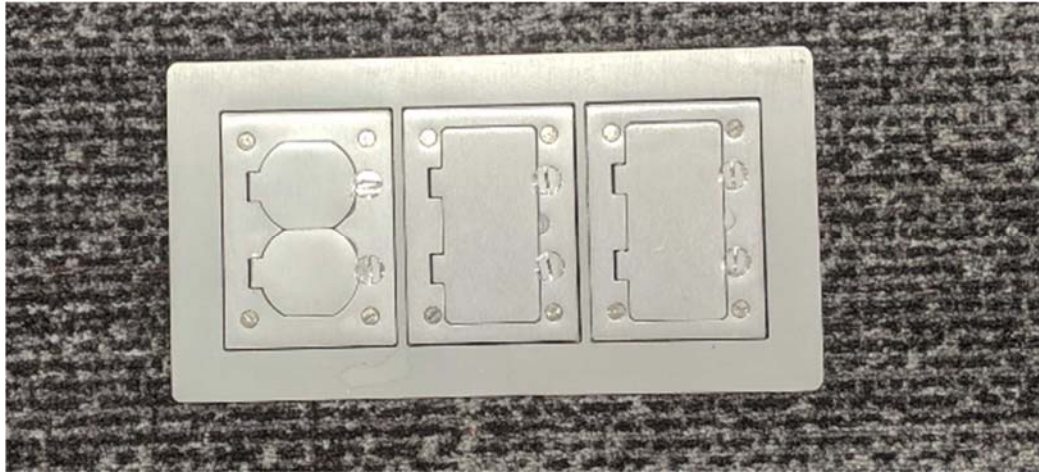


Figure 2 – Floor panel



Figure 3 – Boardroom view from main entrance



Figure 4 – Boardroom view from front

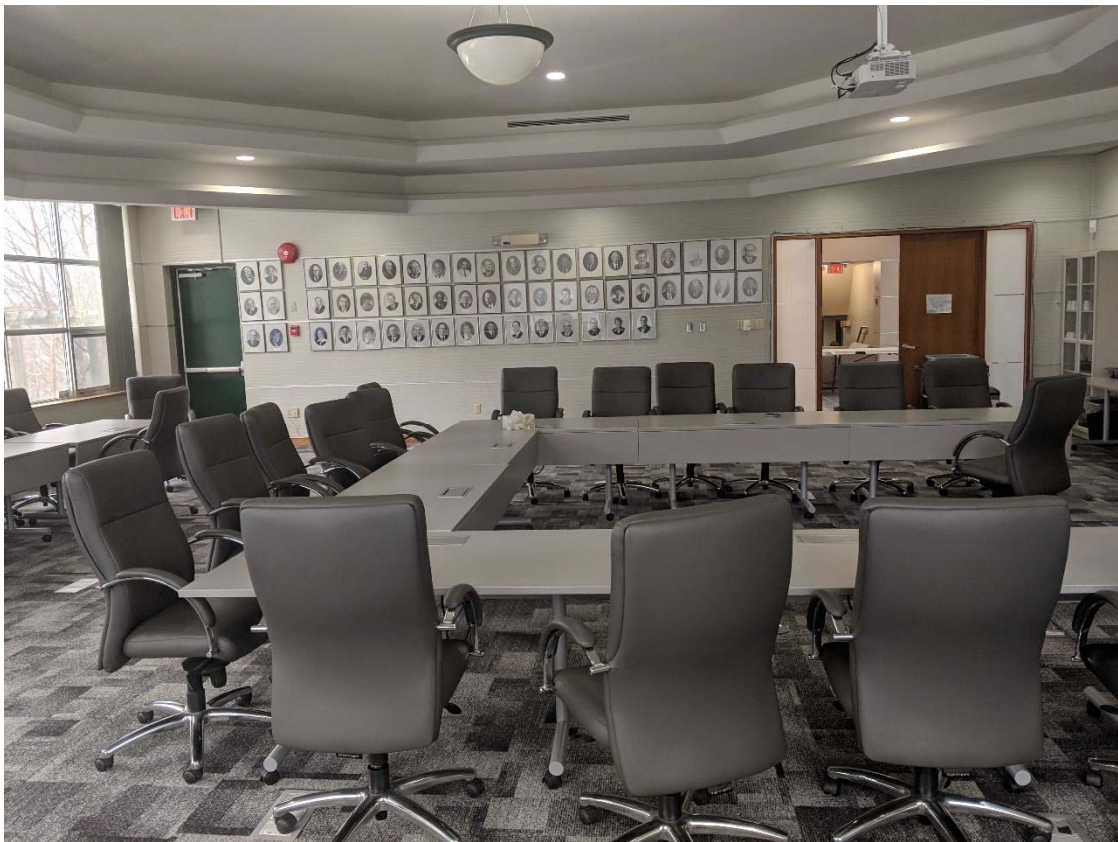


Figure 5 – Boardroom view facing entrance



Figure 6 – Boardroom view from back



Figure 7 - Boardroom ceiling



Figure 8 - Projector screen and access panels



Figure 9 – Existing AV rack

APPENDIX B: Table configurations for boardroom

DNS has fourteen (14) boardroom tables that are configured in four (4) basic layouts. The tables are 60" x 30", with available power connections that can be daisy chained together. The receptacle on the tables is shown in Figure 10 and contains an empty space for future use.



Figure 10 – Flip up table sockets

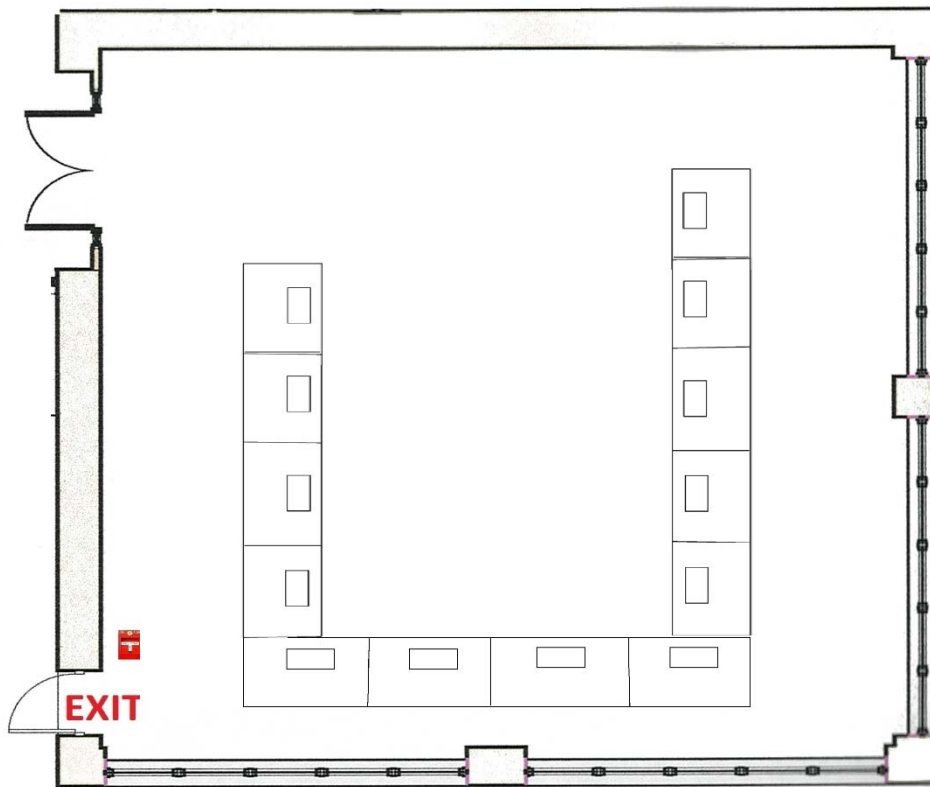


Figure 11 - Board meeting table layout (additional table added if guests attend)

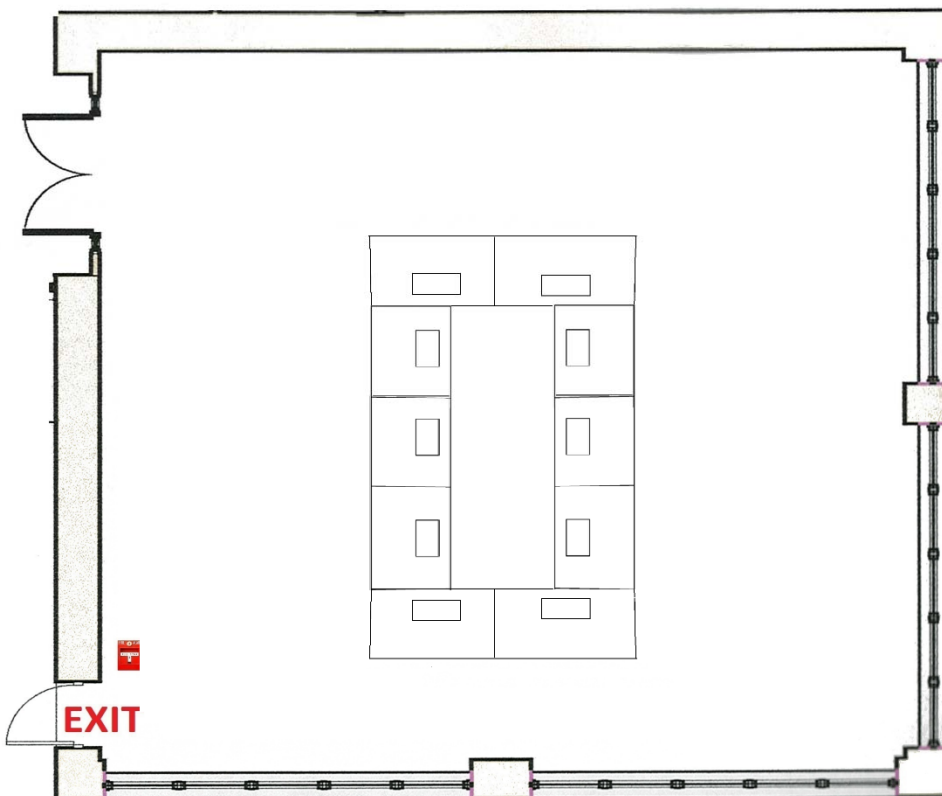


Figure 12 - Small rectangle meeting table layout

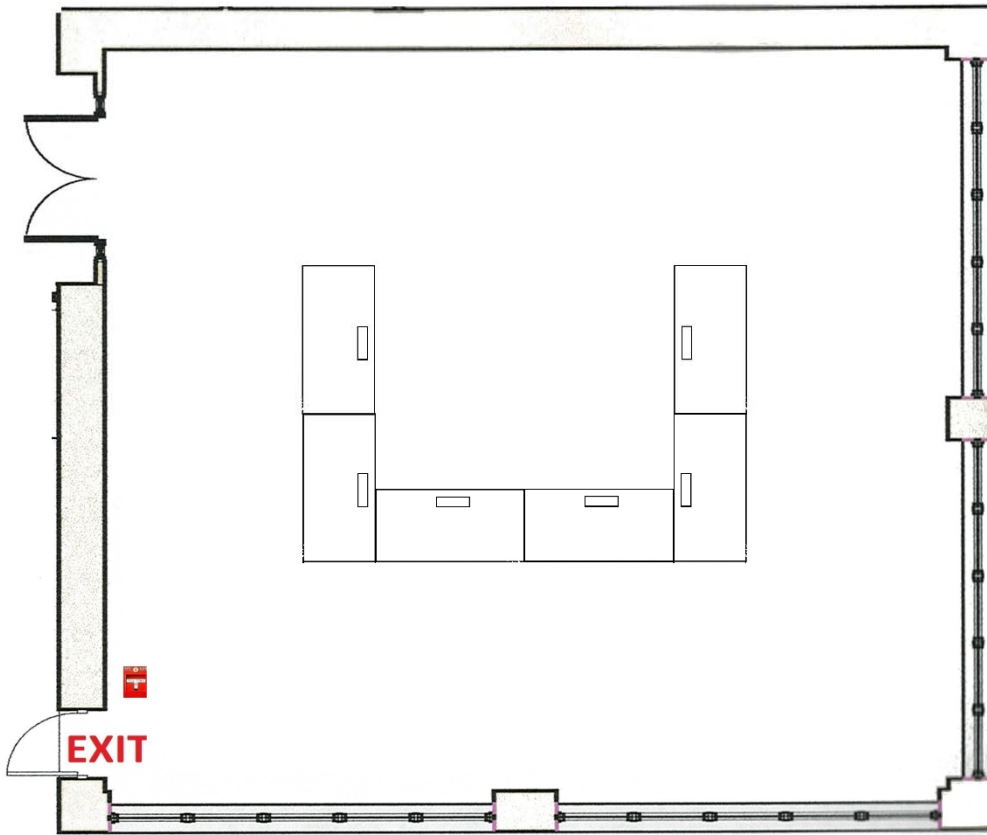


Figure 13 - Small u shape layout

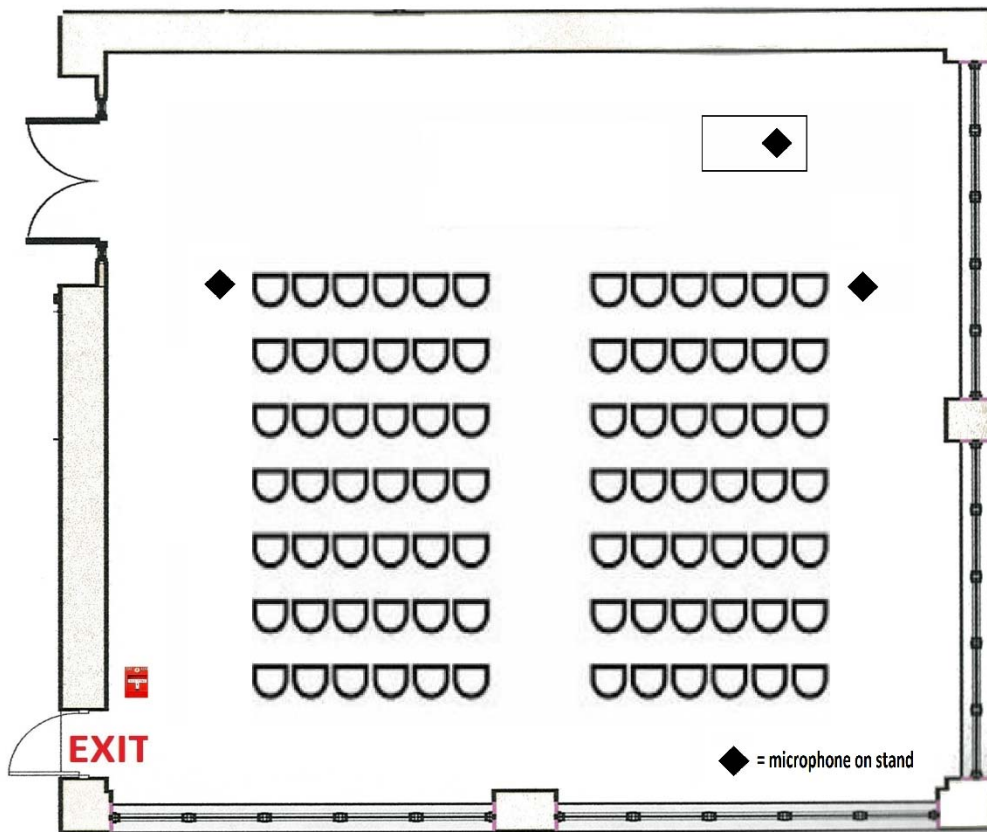


Figure 14 - theatre style (tables & chairs moved out, folding chairs used)

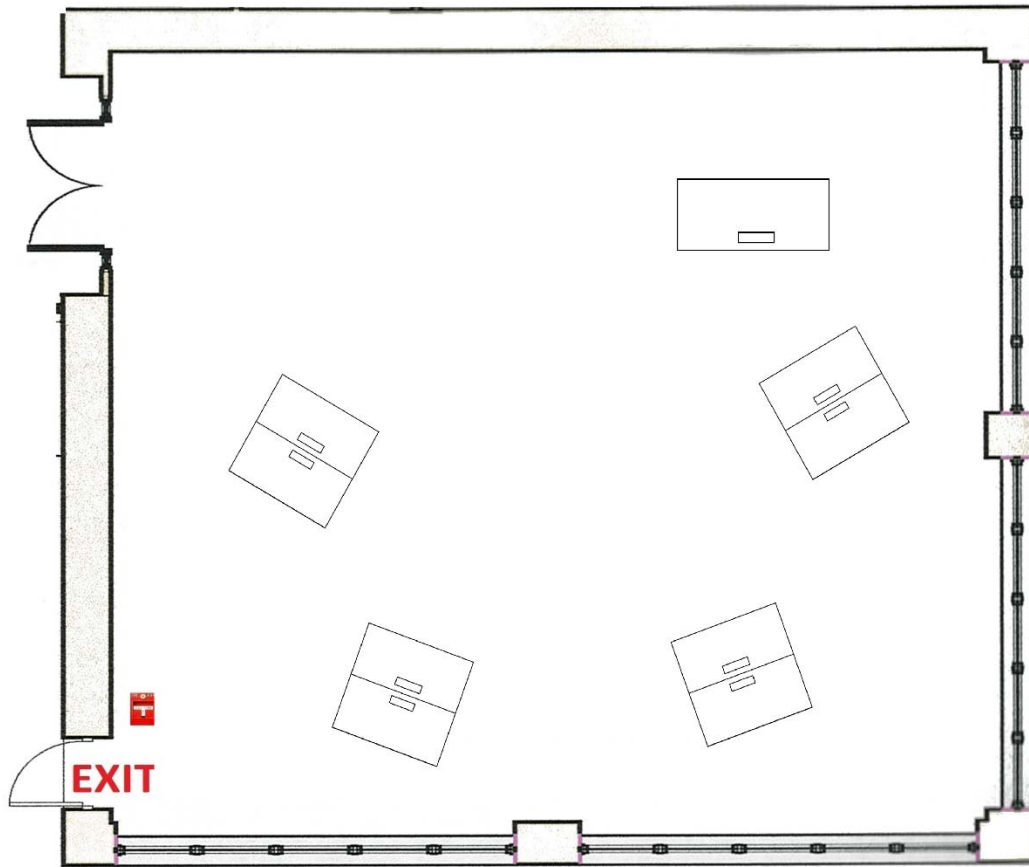


Figure 15 - Classroom style meeting



APPENDIX C: Requirements for web hosting software

1. Provides toll free teleconference numbers for attendees to dial in from anywhere in the world.
2. Ability to use only teleconference (not logon to computer and start meeting) and still provide toll free.
3. Share presentations with users and ability to grant users access to become presenters.
4. Chat with attendees
5. Attendees can ask question over a chat/question feature.
6. All attendees muted unless unmuted by organizer for webinars (26+ participants).
7. Regular meetings (25 or less attendees) attendees are not muted unless muted by organizer.
8. Attendees can request to speak (organizer can see requests in order of time and unmute accordingly).
9. Organizer can share multiple webcams from the same account.
10. Attendees can share single web-cam.
11. Organizer can create polls.
12. Attendees can be excluded from polls by organizer.
13. Organizer can share results of polls to attendees during the webinar.
14. Organizer can upload handouts to share with attendees.
15. Ability to record meeting/webinar and convert to sharable file format.
16. Can be branded.
17. Can schedule recurring meetings.
18. Accessible via computer, web, and other devices like phones (may require using USB headsets or device headsets with microphones)
19. Reports are available of who registered, who attended, how long they were on, what questions they asked, how they voted on polls, etc.