



## RFP #21-2211 Intercom and Digital Signage Systems

### Addendum #3: Clarification and updated appendices

October 8, 2021

#### NOTE:

- The District will be salvaging the clocks, speakers and zone controllers that are removed from the schools. This equipment will be used as spare parts to replace any failed equipment in the schools until the project is completed. The District reserves the right to indicate when this equipment can be discarded. A bin will be provided by the District to store this equipment.
- Two schools, Belleview and Finlay Road Elementary were omitted from the cost proposal. Appendix C has been updated to include these schools.
- Appendix D: Add Alternate Pricing Form has been revised and must be submitted back with your response.
- Appendix G: Optional Services has been added and must be submitted back with your response.

#### Clarification Questions and Answers:

1. Answer to Question 11 states testing procedure for Digital Signage. That part of the SOW has been taken out. Will that testing be by others?  
**ANSWER: The Contractor shall be responsible for the installation and CAP integration. Testing will not be required.**
2. Answer to Question 19 outlines requirements for maintaining the legacy AtlasIED system but the RFP asks only for an hourly rate associated with that work. Does the District want a price for a complete maintenance program or just the hourly rate?  
**ANSWER: The Contractor will perform service to the existing system based on an hourly rate. The equipment that was removed from the schools will be used. In the event new equipment is needed it will be reimbursed at cost plus a 10% markup. The original supplier invoice must be submitted when requesting payment.**

3. Will Moves, Adds and Changes be completed on a Time and Material basis?  
**ANSWER: See response to question 2.**
4. Should the contractor provide for pre-testing the legacy system before taking over the maintenance of it?  
**ANSWER: No pre-testing will be required. Any work performed will be performed on an hourly basis.**
5. What quantity of the listed required spare parts does the District require the contractor to have on hand?  
**ANSWER: The Contractor is not required to have spare parts on hand. The salvaged equipment can be used as spare parts.**
6. In the event that a required replacement part is not available from the manufacturer(Atlas), will the Liquidated Damages be waived?  
**ANSWER: Liquidated damages have been removed from this service.**
7. How does the District currently track Serial Numbers on the existing equipment?  
**ANSWER: The District track the serial numbers for the servers only.**
8. Answer to Question 20 references secondary speakers. Will that cabling be a free run cable when it goes from a two-way speaker to a one-way speaker in classrooms where a second speaker is required?  
**ANSWER: Yes, the cable can be free run, but shall be properly supported.**
9. Are there any areas in the schools that will require conduit?  
**ANSWER: Yes. Conduit and or plastic raceway shall be provided and installed wherever there are exposed cables for aesthetics and protection of the cable. The installation shall be coordinated with the District.**
10. Will asbestos location reports be provided to contractor before system installation starts?  
**ANSWER: Yes. These reports are located in the front office at each location.**
11. Can the work be performed during school hours?  
**ANSWER: No. This is for the safety of students, daily school operations and testing.**
12. Addendum two includes plans for Belleview Elementary; Finley Elementary; Rosewood Elementary and Sylvia Elementary. This four schools are not listed on Appendix C – Cost Proposal (Revised) Form.  
Are Belleview Elementary; Finley Elementary; Rosewood Elementary and Sylvia Elementary included in the project?

**ANSWER: Belleview and Finlay Road Elementary Schools will be a part of this contract.**

Question 2 – Will Rock Hill School provide a new Appendix C – Cost Proposal (Revised) Form?

**ANSWER: Appendix C: Cost Proposal has been updated to include these locations.**

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**APPENDIX C – COST PROPOSAL (UPDATED)**- This form must be submitted back with your response.

Facility	Total Valcom System Cost and Installation	Allowance
Applied Technology Center		
Aquatic Center		\$10,000
Bellevue Elementary School		
Castle Heights Middle School		
Carroll School		\$10,000
Central Child Development Center		
Centralized Command and Control Center (C4)		
Central Office		
Cherry Park Elementary School		
District Three Stadium		\$10,000
District Three Stadium South		\$10,000
Dutchman Creek Middle School		
Ebenezer Elementary School		
Ebinport Elementary School		
Finlay Road Elementary School		
Flexible Learning Center		
Independence Elementary School		
India Hook Elementary School		
Lesslie Elementary School		
Mt Gallant Elementary School		
Mt Holly Elementary School		
Northside Elementary School		
Northwestern High School		
Oakdale Elementary School		

Old Pointe Elementary School		
Operations Center		
Rawlinson Road Elementary School		
Richmond Drive Elementary School		
Rock Hill High School		
Saluda Trail Middle School		
South Pointe High School		
Sullivan Middle School		
Sunset Park Elementary School		
Transportation Services		
York Road Elementary School		
Sub-total		
Contingency - 2% of total IP Intercom System value		
Total		\$40,000
*This amount will be evaluated.		

**Other Costs:**

**Please include other costs below and describe what costs are included below.**

\$ \_\_\_\_\_

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**Price per single Category 6 drop to add or replace cables in support of the IP intercom system:**

\$ \_\_\_\_\_

**APPENDIX D – ADD ALTERNATE PRICING FORM (REVISED)**

The Contractor shall provide pricing for the Extended Service Agreement for IP Intercom and Digital System for Years 2-5. Service shall include the following:

- Service will include labor and materials to facilitate replacement of failed pieces of hardware for the intercom or digital signage systems.
- Includes any software updates and/or operating system updates for servers, appliances, and all other devices.
- Includes an annual preventative maintenance visit to all locations with a full system functionality check. Preventative maintenance visits are to be conducted at the customer’s direction during the summer break from school.
- During active service period, all equipment replacement costs for failing equipment are to be covered, with the exception of missing or damaged equipment. Costs of repair or replacement of missing or damaged materials will be the responsibility of the customer.
- Warranty or service items submitted by Rock Hill Schools must be responded to within one business day.

Year 2 Price: \_\_\_\_\_  
Year 3 Price: \_\_\_\_\_  
Year 4 Price: \_\_\_\_\_  
Year 5 Price: \_\_\_\_\_

## APPENDIX G – OPTIONAL SERVICES

Provide pricing to assume support of the existing AtlasLED/Atlas Sound IP Intercom System until such time that the new IP Intercom System is operational and the existing system is removed. The Contractor will perform service to the existing system based on an hourly rate.

The equipment that was removed from the schools will be used. In the event new equipment is needed it will be reimbursed at cost plus a 10% markup. The original supplier invoice must be submitted when requesting payment.

**Hourly Rate:** \_\_\_\_\_

Service to the existing system includes:

Contractor shall perform all ongoing preventative maintenance, repair and support services including “Moves, Adds, and Changes” for the emergency alert and intercom systems and to ensure the systems are fully functional 24-hours per day, 7 days a week. Preventative maintenance shall include but not be limited to server, software, speakers, call stations, two-way communication devices, amplifiers, master panel, all other associated peripherals and equipment.

The Contractor shall be required to physically visit each location to provide preventative maintenance. The District will determine the dates. In addition to the physical visits, the Contractor will also provide remote check-ins on applicable systems. The Contractor will be required to provide a comprehensive service report after each visit and check-in. The report will detail all maintenance performed and provide a variety of information including, but not limited to:

- Equipment usage reports
- Equipment cleaning and preventative maintenance
- Firmware upgrades
- Software upgrades
- Tracking of serial numbers and warranty information by location
- Recommendations for equipment replacements, missing parts, etc.

It is the Contractor’s responsibility to provide all equipment, tools and labor to provide the necessary to provide the preventative maintenance. Contractor must maintain adequate hardware inventory to replace, repair and/or maintain each system at the time dispatched. Contractor must be prepared to provide an immediate replacement for defective equipment, to include hardware, and shall not remove a defective unit without an immediate replacement. The District will purchase a server if it is determined that the existing equipment cannot be repaired and is out of warranty.

## EQUIPMENT LIST

### 1. AtlasIED School Intercom Equipment

#### Server:

AtlasIED 1200ACS. Announcement Control Module

#### Software:

GCK 3.0

#### Zone Control Module:

AtlasIED ZCM-V2+t. IP to Analog Zone Control Module

#### Amplifier:

QSC 108V. 70-volt line amplifier

#### IP Speakers:

AtlasIED IP Loudspeakers

AtlasIED I8SCM+. Ip Loudspeaker with LED display.

#### Strobe light:

Revere RV-RSTB

2. UPS Power supply: Smart Online UPS
3. Grandstream phone at front desk
4. Polycom VOIP phone system is connected as well.
5. S2 system is wired into the intercom system for activation of the lockdown alert.

\*Some existing equipment from the previous intercom system (Rauland, Dukane, Telecor, and Bogan) may still be connected to the system.

## REMOVAL OF EQUIPMENT

Any old or unusable equipment relating to the existing systems that is not being reused must be removed (speakers, phones, amps, switches, call buttons, etc...) and becomes the property of the Contractor and must be disposed of by them. Any equipment that is removed from the ceiling must have the ceiling tiles replaced by the Contractor to match existing if necessary. For example, if a ceiling mounted speaker is removed and a hole is created the Contractor. The Contractor must replace the ceiling tile with a matching tile. Any surfaced mounted equipment that is removed must be patched and painted to match existing wall color. The district will not provide any supplies for tile replacement or paint. Additionally, the district will not provide any equipment needed for disposal or installation such as a lift.

## WORK ORDERS

All service calls will be entered into the District's work order system (School Dude). The awarded Contractor will have access to the system and receive notice of all work orders. All work orders and service requests shall be completed in the manner indicated below. It shall be the Contractor's responsibility to have any additional equipment on standby if necessary, to resolve any emergency system wide failure needs.



<b>Issue</b>	<b>Response Time</b>
Server Issue	Four (4) hours
Speaker not working	Twelve (12) to Twenty-Four (24) hours
System wide intercom failure	Two (2) hours, Operational in eight (8)
Service Call	Twelve (12) to Twenty-Four (24) hours
Work Order	Twelve (12) to Twenty-Four (24) hours

The responding service technician will contact the facility and begin troubleshooting and gathering information/details from the District's representative to determine the appropriate response. Non-Emergency service shall be scheduled and coordinated with the facility during normal business hours.