# City of Belle Isle

# Proposal for RFP No. 2026-06: Modernizing the Audiovisual System for Council Chambers

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Lic # ES12001999

November 5, 2026

City of Belle Isle
Attn: Yolanda Quiceno, City Clerk
1600 Nela Avenue
Belle Isle, FL 32809

Subject: Letter of Intent – Proposal for RFP No. 2026-06: Modernizing the Audiovisual System for the Council Chambers

Dear Ms. Quiceno and Selection Committee,

Infinity AV and Security is pleased to submit our proposal in response to Request for Proposal (RFP) No. 2026-06 to design, furnish, install, configure, test, commission, and support the audiovisual system modernization for the City of Belle Isle Council Chambers. As a local Florida-based systems integrator specializing in municipal technology, public meeting presentation environments, and professional audiovisual solutions, Infinity AV and Security possesses the technical capability and field experience necessary to execute a seamless, turnkey modernization tailored specifically to the operational scale, staffing, and budget of the City

Our technical design prioritizes intuitive ease of operation for City staff during live meetings, pristine speech intelligibility, and reliable, native streaming integration with YouTube Live and Facebook. We understand that the City's primary objective is a reliable, turnkey system that functions smoothly from day one while remaining effortless for staff to operate. Our proposal directs our engineering focus into deploying high-reliability video-over-network routing, centralized digital audio processing, and clean equipment integration while respecting the existing chamber layout to deliver a professional and dependable council chamber environment. As your local integration partner, Infinity AV and Security assumes total responsibility for delivering a manufacturer-supported solution—complete with comprehensive staff training, system documentation, and ongoing post-installation support.

Please direct all official correspondence, technical inquiries, and project communications regarding this proposal to our designated primary contact person:

Firm Name: Infinity AV and Security
Contact Person: Ken Briggs, Sr. Technologist
Mailing Address: 2890 W. Airport Blvd. Sanford, FL 32771
Telephone Number: (407) 878-4283
Email Address: kbriggs@infinityavsecurity.com

Infinity AV and Security acknowledges receipt of all solicitation documents and issued addenda. We appreciate the opportunity to partner with the City of Belle Isle on this vital facility modernization.

Sincerely,

Ken Briggs
Sr. Technologist

11/5/26 Quote # 3388

City of Belle Isle
Attn: Yolanda Quiceno, City Clerk
1600 Nela Avenue
Belle Isle, FL 32809
Re: RFP No. 2026-06: Modernizing the Audiovisual System for the Council Chambers

Ms. Quiceno,

Infinity AV & Security is pleased to submit this proposal in response to City of Belle Isle RFP No. 2026-06 for Modernizing the Audiovisual System for the Council Chambers. Our submittal is designed to fulfill the functional and operational requirements set forth in Exhibit A (Scope of Work), incorporating site conditions observed during the pre-proposal walkthrough and formally acknowledging Addenda Nos. 1 and 2.

***Scope of Work***

Infinity AV & Security will furnish, install, program, test, commission, and support a complete, turnkey audiovisual system for the City of Belle Isle Council Chambers. This project provides a full replacement of obsolete audiovisual equipment, establishing a modern system for local sound reinforcement, meeting presentation, camera capture, live streaming to YouTube Live and Facebook, meeting recording, and assistive listening. The system is appropriately scaled to the physical dimensions, operational needs, and administrative staffing of the City.

**Video Distribution & Presentation Subsystem**

The video distribution infrastructure utilizes an advanced video-over-network architecture managed centrally at the City Clerk workstation. Dedicated video transmitters ingest local presentation sources and streaming feeds, while video receivers deliver uncompressed, high-definition video across all chamber display endpoints. Primary room viewing is provided by a new 6,400-lumen bulb less laser projector mounted via a white Chief universal bracket to a ceiling extension pipe, projecting onto the existing 110-inch 16:10 motorized projection screen. Secondary room viewing and sightline optimization are provided by a new 75-inch commercial display installed on a heavy-duty tilting wall mount along the left chamber wall. The dais confidence display feed, preview monitoring at the Clerk workstation, and broadcast streaming capture are driven directly via dedicated video network receivers and an Epiphan Pearl Mini hardware recording and live-streaming encoder. Presentation inputs support hardwired HDMI, dedicated USB-C, and wireless presentation via the AirMedia gateway, which accommodates physical presenter connection via wireless USB or browser-based casting from mobile and laptop devices anywhere within the chamber.

**Audio DSP, Amplification, & Local Reinforcement**

Audio processing and room acoustic management are handled by a centralized digital audio processor that automatically balances microphone levels, prevents audio feedback, and distributes clear sound throughout the room. Shure gooseneck condenser microphones at each dais position and the City Clerk workstation connect directly into networked audio input units. Podium speech capture is handled via a dedicated Shure gooseneck microphone connected to a wireless bodypack transmitter, supplemented by a dual-channel Shure digital wireless microphone kit featuring one rechargeable lavalier and two rechargeable handheld transmitters. Executive mute control at the mayor position is provided via a dedicated keypad with custom engraved buttons ("Mute" for global room mute and "Podium" for dedicated podium mute). Universal accessibility compliance is maintained through a turnkey radio-frequency assistive listening system with personal bodypack receivers and neck loops.

**Live Streaming, Control, & Automation**

Live broadcast capabilities are driven by a dedicated Epiphan Pearl Mini hardware encoding engine capable of single-touch, simultaneous dual-destination streaming to YouTube Live and Facebook alongside local high-definition recording. Two remotely controlled PTZ cameras with programmable presets provide comprehensive coverage of the dais, podium, staff, and audience areas. Control logic, power sequencing, display routing, camera selection, and streaming start/stop functions are centralized at a 10.1-inch tabletop touch screen at the City Clerk workstation, providing an intuitive, one-touch operational interface requiring minimal staff intervention.

*Continued*

**System Power, Networking, & Infrastructure**
All internal audiovisual control, video streaming, and digital audio traffic operate on an isolated, dedicated network managed by a professional-grade network switch. Equipment protection and automated system power sequencing are provided by intelligent power distribution units installed within a new headend equipment rack with locking casters positioned in the adjacent equipment closet. AV cabling within the headend equipment room will be bundled, dressed, and labeled

Upon completion of physical installation, programming, and system testing, Infinity AV & Security will execute a structured operational handover. This includes comprehensive system training delivered in accordance with RFP requirements, covering day-to-day operation, administrator controls, and a mock-meeting exercise for City staff. The project concludes with the provision of all required closeout documentation, operational guides, and warranty support terms.

***Warranty***
Infinity AV and Security provides a one year warranty on all products, equipment, and services installed under this proposal.

***Pricing***
Our pricing for the above scope of work including all labor, programming, materials, terminations, testing is:
Materials: $49,977.00 Labor: $21,995.00 Estimated Sales Tax: *Exempt* Sub-total: **$71,972.00**

***Additions/Options or Alternates***

_____ Approved

**Alternate – Dais Confidence Monitors:** Install ten (10) small confidence monitors at the dais seats. This alternate removes the 75-inch commercial display from the left chamber wall included in the base proposal. Monitors feature HD resolution, integral speakers, and headphone jacks for audio foldback. ADD: $1,607.00 to the base subtotal.

_____ Approved

**Add – Additional Wireless Lavalier:** Add one (1) Shure SLXD1 wireless bodypack transmitter with dedicated receiver channel, and one (1) WL-185 cardioid lavalier microphone, integrated to operate on an independent channel within the sound reinforcement system. ADD: $1,068.00 to the base subtotal.

_____ Approved

**Add – Document Camera:** Add one (1) commercial 4K desktop document camera as an integrated video presentation source. ADD: $2,485.00 to the base subtotal.

_____ Approved

**Option –Annual Preventive Maintenance & Support Agreement:** Extension of the included one-year term maintenance and technical support package inclusive of remote diagnostics, emergency on-site response commitments, annual system health checks, and ongoing firmware/configuration management commencing on the first-year anniversary date of acceptance/completion and continuing for 12 consecutive months. Renewable for up to three additional consecutive annual terms. ADD: $6,600.00 to the base subtotal.

***Qualifications Specific to this Proposal***

- Per Section 5.8.9 of the RFP, facility electrical additions or branch-circuit upgrades fall outside the low-voltage AV scope. Infinity AV & Security's turnkey scope assumes standard 120V AC duplex outlets at all headend rack and display locations. For the vendor-recommended left-wall confidence display, the City of Belle Isle shall engage a licensed electrical contractor to install one (1) dedicated 120V AC duplex receptacle behind the designated display location prior to system mounting. High-voltage electrical permits, panel modifications, and branch line extensions are excluded from this proposal.
- Due to current supply chain lead times, all equipment will be ordered upon receipt of submittal approvals and an executed contract, purchase order, or signed proposal. Materials will be billed upon arrival at our warehouse (proof of receipt available upon request).
- Full access to the Council Chambers and equipment room is required during normal business hours (8:00 AM – 5:00 PM, Monday through Friday) to complete the installation within the estimated schedule.
- If required, any supplemental structural support or backing for any device proposed shall be provided & installed by others, and not included herein.
- All existing cabling retained from the current installation is presumed to be fully operational, properly terminated, and in good working order. Per the RFP, any required testing, troubleshooting, re-termination, or replacement of defective existing cable runs identified during installation will be brought to the City's attention and addressed via a separate, mutually agreed-upon scope modification.

- Because Infinity AV did not perform projection studies or dictate architectural room dimensions, we cannot be held accountable for environmental factors impacting the projection system, including ambient lighting, throw distance, aspect ratio, image fill, or viewing sightlines.
- This proposal assumes that the City (or others) shall be responsible for any necessary management, configuration, security, and internet connectivity concerning the data network and/or cloud storage that may be required or elected regarding the content streaming and/or archiving.
- This proposal assumes that the City will configure and maintain all required content streaming and/or cloud storage accounts or related options (such as AWS, S3, Azure, or an SFTP server). The IT team will shall supply Infinity AV with any necessary folder names, web links, and login keys as needed for initial commissioning.
- This project includes the ability to stream to YouTube and Facebook platforms (or others) ALL accounts, subscriptions, licensing, and/or management shall be the sole responsibility of the owner, and are not included herein. Furthermore, Infinity AV is not responsible for any issues associated with any software accounts, subscriptions, settings, or licensing and is simply providing the hardware platform and AV integration that those platforms listed in the RFP require. In the event there are any issues during commissioning, configuration, and/or operation of the proposed equipment, Infinity AV will advise you or your IT team to correct and/or communicate directly with your platform provider (if needed) for resolution of any such issues. Please note that we are responsible only for hardware and peripheral devices that are provided & installed by Infinity AV. It is also understood that the end user is solely responsible for ensuring that their chosen social media platform supports any of their desired requirements as it pertains to the system performance.
- Optional dais monitors will require 120V AC power at the dais, owner shall provide a minimum of a single duplex 110 outlet to the dais. cgOptional Annual Preventive Maintenance & Support Agreement includes up to 40 hours per year of coverage for removal, reinstallation, configuration, testing and alignment of repaired equipment. Should additional hours be necessary they can be provided at our normal rates.
- Any shipping charges necessary to facilitate a manufacturer warranty claims shall be the responsibility of the owner.
- For remote diagnostics the owner is to supply a dedicated PC with an active internet connection and ability to access the AV network.
- Infinity AV & Security has included full manufacturer hardware warranties, contractor labor/programming warranties, and all comprehensive Year 1 service support and preventive maintenance provisions directly within the base proposal cost. To satisfy municipal long-term operational planning requirements, the proposal separately itemizes continuing support pricing beyond the first year for up to five years, available as an annual service adder exercisable at the City's discretion.

***Terms and Conditions***

- All pricing is valid for 30 days of date provided.
- Terms of Payment: Payment shall be billed as follows: 40% Upon Acceptance, 35% upon delivery or storage of materials, 25% upon completion, all invoices are due, NET 30 days.
- Installation/As-built drawings will be provided (if required) as long as AutoCAD .DWG files are made available to Infinity AV at no additional cost to us.
- All typical electrical requirements such as conduit, pull boxes, junction boxes, back boxes, mud rings, pull string, penetrations, sleeves, stub-ups, bushings, core drills, cable tray, power, grounding, bonding, busses, backboards, etc. (if required) are to be provided and installed by others.
- All firestop, fire caulking, flame retardant, and associated materials and services (if required) are to be provided by others.
- All proposals and estimates are subject to internal engineering review and oversight prior to release of any shop drawings and/or material specification package; adjustments to the proposed design may be necessary during the engineering review process.
- Due to the recent volatile supply and/or logistical chains (product availability, shipping, etc.) not within our control, Infinity AV cannot be held responsible for any delays caused in the project timeline by such circumstances. Infinity AV and Security will exercise every remedy available to overcome any such instances if they arise, including product substitution requests, alternate carries, etc.
- No refunds or exchanges of special order items unless approved in writing by Infinity AV and Security.
- *Sales Tax total stated above is based on our best estimate. Minor adjustments may need to be made at time of invoicing due to periodic changes to the sales tax rates.
- If Infinity AV is required to sign any contracts for award of this project, the terms and conditions, scope, and qualifications listed within this proposal shall still be in effect.
- Sales tax will be added to all invoices at time of billing unless a valid tax-exempt certificate is provided.
- All invoices will be billed on NET 30 day terms unless noted otherwise in this document; all invoices/balances not paid within these terms are subject to a 2% monthly finance charge. In addition, any unpaid balances owed to Infinity AV and Security is subject to collection. Any reasonable costs incurred by Infinity AV and Security is association with the collection of outstanding debt (including collection and/or attorney's fees) will be fully reimbursable by the debtor or as allowed by Florida law.
- All invoices/balances not paid within these terms are subject to a 2% monthly finance charge. In addition, any unpaid balances owed to Infinity AV and Security is subject to collection. Any reasonable costs incurred by Infinity AV and Security is association with the collection of outstanding debt (including collection and/or attorney's fees) will be fully reimbursable by the debtor or as allowed by Florida law.
- Warranty covers the warranty repair of all new equipment provided by Infinity AV and Security under this proposal. It does not cover repairs to previously installed equipment, equipment installed or modified by others, or equipment damaged due to misuse, abuse, neglect, or Acts of God.

Thank you for this opportunity & we look forward to providing you with unparalleled service. If you have any questions please feel free to contact us anytime at 407-878-4283.

Kenneth Briggs
Infinity AV & Security

_____ _____

Authorized Signature by Client Date

**2890 W. Airport Boulevard, Sanford, FL 32771**
**Phone: 407-878-4283 Fax: 407-878-4391**
**FL. Licensed Contractor # ES12001999**
**www.InfinityAVandSecurity.com**

**Firm Qualifications & Key Personnel**
Infinity AV and Security is a commercial systems integration firm based in Seminole County, Florida, specializing in public meeting broadcast engineering, municipal commission chamber modernizations, and low-voltage systems architecture. Our team manages the complete project lifecycle, from pre-award engineering and technical scope development to detailed AutoCAD shop drawings, system programming, site execution, and long-term service support. We maintain dedicated expertise in touch-panel control programming, automated PTZ camera tracking, digital signal processing (DSP), broadcast video distribution, live web streaming, and ADA-compliant assistive listening systems.

Our key project personnel bring extensive technical capability and industry certifications to every deployment:

- **Kenneth Briggs, Senior Technologist:** Kenneth Briggs leads pre-award technical evaluations, site surveys, scope development, system design proposals, bill of materials preparation, and technical qualifications. Serving as the primary technical contact during the pre-contract phase, he ensures all proposed systems align with municipal operational goals and facility standards.

- **James Carl, CTS, MCP, A+, NET+, Systems Engineer:** James Carl serves as Systems Engineer, bringing over two decades of technical experience encompassing complete system engineering, AutoCAD shop drawings, custom programming (Crestron, Kramer, ClearOne, Biamp), and quality control oversight. Certified as an InfoComm Certified Technology Specialist (CTS), Microsoft Certified Professional (MCP), CompTIA A+, CompTIA Network+, and Crestron programmer, he oversees technical design integrity, network integration, and system commissioning.

- **Matt Pagliarulo, Project Manager:** Matt Pagliarulo manages post-award field execution, site coordination, trade scheduling, installation quality, and final client handoff deliverables. He ensures projects are delivered safely, on schedule, and in full compliance with project specifications.

- **Field Installation & Service Technicians:** Infinity AV and Security utilizes factory-trained field technicians certified across core control, audio DSP, and structured cabling platforms to perform physical installation, rack assembly, cable termination, and ongoing preventative maintenance.

**Similar Project Profiles & Performance Data**

**Osceola County – Board of County Commissioners' Chambers (Kissimmee, FL)** Infinity AV and Security executed a complete digital AV overhaul and ongoing system modernization for the Osceola County Board of County Commissioners' Chambers, with project performance spanning from August 2019 to the present. The scope has encompassed Crestron system control and custom programming, AV production mixing, PTZ camera automation, live web streaming integration, DSP audio distribution, custom speaker timer integration, press feed distribution, and boardroom recording systems. The initial overhaul was completed within budget and on schedule prior to the county's fall commission cycle. Project success was measured by passing 100% of final system acceptance testing on the first pass, achieving total broadcast reliability across subsequent public meetings, and maintaining zero service calls during the initial 90-day post-commissioning period. Based on our sustained performance, Osceola County continues to directly engage Infinity AV and Security for periodic infrastructure modernizations and technology upgrades as their operational needs evolve.

**City of Winter Garden – City Hall Commission Chambers (Winter Garden, FL)** Infinity AV and Security completed a turnkey AV presentation and broadcast system installation for the City of Winter Garden City Hall Commission Chambers between January 2021 and April 2021. The system features automated PTZ camera tracking, digital audio processing, acoustic sound reinforcement, touch-panel control programming, and live web streaming distribution. Performance quality was verified through full user acceptance sign-off by city IT leadership, zero disruption to scheduled public commission hearings during cutover, and achieving crystal-clear speech intelligibility ratings across both in-person and web broadcast feeds.

**City of Orange City – Commission Chambers (Orange City, FL)** Between October 2021 and January 2022, Infinity AV and Security delivered a comprehensive AV system modernization for the City of Orange City Commission Chambers. The project scope encompassed AV control and programming, acoustic sound reinforcement, audio mixing, zone distribution, PTZ camera controls, live streaming hardware integration, and public presentation displays. Success was demonstrated by a seamless integration that preserved existing architectural finishes while modernizing core digital infrastructure, meeting all target dates, and delivering simplified touch-panel controls that eliminated staff technical support calls during live sessions.

**City of St. Augustine Beach – City Hall Commission Chambers (St. Augustine Beach, FL)** From March 2023 to June 2023, Infinity AV and Security designed and installed a hybrid digital AV integration for the City of St. Augustine Beach City Hall Commission Chambers. The installation included production video mixing, PTZ cameras and control, client-server live and on-demand streaming, public video displays, cable TV distribution, press feed connections, and assistive listening systems. Quality and project performance were evaluated by zero downtime during live streaming transitions, full ADA-compliance verification for assistive listening coverage, and completing the installation ten days ahead of the contracted deadline.

**City of Lake Helen – Commission Chambers (Lake Helen, FL)** Infinity AV and Security completed a modernization of the City of Lake Helen Commission Chambers between February 2022 and April 2022. The scope included AV system control and programming, sound reinforcement, audio mixing and zone distribution, live web streaming integration, public video displays, and digital audio recording hardware. Project performance was measured by achieving 100% target audio clarity across all dais and audience positions, flawless integration with municipal recording systems, and formal client endorsement upon final project handoff. As of November 2026 we are in the process of commencing the continuation of this project by initiating a live streaming solution scope.

**Primary Client References**

**Osceola County Board of County Commissioners**

- **Contact:** Brandon Pritchett, IT Enterprise Security Architect
- **Phone:** (407) 742-5795
- **Email:** brandon.pritchett@osceola.org
- **Address:** 1 Courthouse Square, Kissimmee, FL 34741

**City of St. Augustine Beach**

- **Contact:** Anthony Johns, Technology Manager
- **Phone:** (904) 471-2122
- **Email:** ajohns@cityofsab.org
- **Address:** 2200 A1A South, St. Augustine, FL 32080

**Florida Municipal Power Agency (FMPA)**

- **Contact:** Jeff Hanson, Information Technology Manager
- **Phone:** (407) 355-7767
- **Email:** Wayne.Koback@fmpa.com
- **Address:** 8553 Commodity Circle, Orlando, FL 32819

**City of Winter Garden**

- **Contact:** David Livingston, IT Director
- **Phone:** (407) 656-4111 ext. 5472
- **Email:** CMorrill@cwgdn.com
- **Address:** 300 W. Plant St., Winter Garden, FL 34787

**City of Orange City**

- **Contact:** Matthew Place, City IT Administrator
- **Phone:** (386) 775-5467
- **Email:** mplace@orangecityfl.gov
- **Address:** 205 E. Graves Ave., Orange City, FL 32763

# RFP# 2026-06 City of Belle Isle Council Chambers Audio Visual Upgrade project

## PROPOSED INSTALLATION NARRATIVE

Infinity AV & Security will furnish, install, program, test, commission, and support a complete, modern audiovisual architecture for the City of Belle Isle Council Chambers, utilizing an advanced video-over-network design that integrates high-performance core switching, pristine digital audio processing, and reliable operator control.

**Video Architecture & Distribution** The video distribution infrastructure utilizes an advanced video-over-network architecture, routing high-definition video signals seamlessly across standard network wiring. Presentation inputs accommodate standard wired HDMI and USB-C connections, the live-streaming recording encoder, and wireless presentation via a Crestron AirMedia kit. Video signals are routed to both the new laser projector (mounted via a professional bracket secured to the existing overhead drop) and the 75-inch commercial display positioned to the left of the dais, ensuring clear presentation visibility for the audience, council members, and staff.

**Audio DSP & Reinforcement** Central audio processing and mixing are handled by a high-performance digital audio processor, providing advanced acoustic cancellation, automatic microphone balancing, and feedback suppression to ensure pristine audio clarity during live proceedings. Audio signals are amplified to drive the chamber ceiling speaker layout for local sound reinforcement. Twelve gooseneck microphones—including ten for the council dais, one for the clerk workstation, and one at the podium—alongside wireless microphones ensure clear, intelligible speech capture. A turnkey assistive-listening system is fully integrated to guarantee accessibility and full compliance for all meeting attendees.

**Streaming, Control, & Automation** Simultaneous dual-destination streaming to platforms such as YouTube Live and Facebook is managed by a dedicated hardware encoding engine, featuring local recording and simple one-touch operation for City staff. Primary system control is executed through a 10.1-inch tabletop touch screen at the Clerk workstation, providing intuitive preset management for routine meetings, presentations, and system shutdown, supported by a dedicated Crestron Cameo keypad at the Mayor's seating position featuring engraved buttons for "Mute All" and "Podium" control.

**Project Approach & Execution** Upon contract execution and receipt of the written Notice to Proceed, our project approach for the City of Belle Isle Council Chambers Modernization initiates with a formal kickoff meeting alongside the City Clerk and designated project stakeholders. This collaborative session establishes detailed logistical considerations, project scope expectations, critical milestones, and firm execution timeframes within the required completion window. Core operational workflows—including control, audio processing, camera presets, and streaming—are systematically aligned with City requirements. Infinity AV performs all low-voltage integration directly while coordinating with the City and its IT consultant (Eola Technology) on network parameters and power requirements.

**Pre-Installation & Field Engineering** Field engineering execution prioritizes systematic quality control and efficient site deployment. Physical evaluation of the Council Chambers establishes precise component placement, structural mounting parameters, and low-voltage pathway routing. System hardware undergoes preliminary staging, control and audio processor configuration, and network routing validation prior to field integration. On-site activities—including legacy equipment decommissioning, cabling, equipment mounting, and field terminations—are executed efficiently during standard business hours based on full site access. Following physical installation, end-to-end commissioning validates system functionality, acoustic performance, signal routing, and streaming workflows ahead of owner orientation and final closeout.

**System Commissioning, Training, & Closeout Deliverables** Following system integration, Infinity AV conducts comprehensive commissioning to validate all control functions, audio processing performance, and live streaming workflows. To ensure City staff are fully empowered, we provide hands-on operational training covering routine meeting workflows, touch panel controls, microphone management, and system shutdown procedures, along with structured user guides. Upon project completion, we deliver a complete closeout package to the City, including as-built system documentation, manufacturer equipment manuals, uncompiled Crestron control source code and audio configuration files, manufacturer warranty documentation, and our standard one-year workmanship warranty.

## Project Implementation Schedule (90 Calendar Days Post-NTP)

The complete installation, testing, commissioning, and training of the modernized Council Chambers audiovisual system will be executed within ninety (90) calendar days following receipt of the formal written Notice to Proceed (NTP). Per company policy, equipment procurement and fabrication will not commence until formal written approval of shop drawings and submittals is received from the City.

- **Weeks 1–6 (Engineering, Shop Drawings, & City Coordination)** Initiate comprehensive engineering review and develop detailed AutoCAD shop drawings, signal-flow diagrams, and equipment submittals for owner review and written approval. Coordinate network architecture, static IP allocations, VLAN parameters, and cybersecurity protocols with the City.

- **Weeks 4–7 (Procurement & Staging)** *Initiated upon receipt of written submittal approval* Receive hardware; assemble rack infrastructure; pre-program Q-SYS DSP, Crestron control processor, and touch panel UI; set streaming workflows and dual-RTMP encoding off-site.

- **Weeks 8–10 (On-Site Installation & Field Cabling)** Execute physical installation of the primary projection display, dais confidence monitors, clerk workstation touch panel, gooseneck microphones, and equipment rack. Perform low-voltage cable pulling, dressing, re-termination, and labeling within existing pathways, ensuring all work is coordinated around scheduled City activities.

- **Week 11 (Commissioning & System Testing)** Conduct comprehensive end-to-end testing of acoustic echo cancellation (AEC), automatic microphone gating, matrix video switching, and dual-destination streaming to YouTube Live and Facebook. Finalize security hardening, administrative credential handoffs, and system sign-offs.

- **Week 12 (Training, Closeout, & 30-Day Acceptance Start)** Deliver hands-on operational training for City staff (up to the 16-hour allowance), including routine meeting workflows and quick-reference guides. Provide complete closeout documentation, including as-built drawings, cable schedules, equipment inventories, and uncompiled control source code. Initiate the formal 30-day system acceptance period.

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## City Staff Involvement & Coordination

Successful execution of the Council Chambers modernization relies on structured, collaborative engagement with City staff at key project milestones:

- **Project Kickoff & Logistics:** A formal initial meeting with the City Clerk and designated stakeholders to establish communication channels, review submittals, and confirm logistical expectations.
- **IT & Infrastructure Coordination:** Collaborative review with City staff and their IT consultant (Eola Technology) regarding network parameters, static IP allocations, VLAN assignments, and streaming credentials.
- **Training & Mock Meeting Execution:** Delivery of comprehensive, hands-on operational training (up to the 16-hour allowance) covering routine meeting workflows, touch panel controls, and system management, followed by a collaborative mock meeting and final system acceptance.
- **Initial Meeting Support:** Provision of a qualified technician on-site for the first live City Council meeting utilizing the new system to ensure seamless operation and provide immediate support.

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# Support Agreement with Preventative Maintenance

## Included support agreement with preventative maintenance for RFP 2026-06

Infinity AV & Security provides comprehensive warranty coverage and support to ensure the City of Belle Isle's Council Chambers audiovisual system performs reliably and without operational disruption. All newly installed equipment is backed directly by original manufacturer warranties, covering hardware repair or replacement for defect-free operation. Complementing hardware coverage, Infinity AV & Security warrants all contractor-performed labor, installation workmanship, system programming, and DSP/control configuration for a full initial term commencing immediately upon final system acceptance per the RFP. Under this baseline coverage, any physical component repair or replacement includes complete turnkey field service—encompassing equipment removal, reinstallation, re-configuration, operational testing, and signal alignment at no additional labor cost to the city. Baseline warranty claims specifically cover standard hardware and installation failures in support of the manufacturer warranty; damages resulting from operator misuse or abuse, unauthorized system modifications, lightning, utility power surges, or severe acts of nature are excluded.

All first-year comprehensive warranty support, remote diagnostic assistance, and preventive maintenance services are fully included within the base contract price of the proposal. Per the RFP provisions evaluating proposed warranty coverage, Infinity AV & Security has structured this initial plan to provide complete peace of mind for the first operational year. To ensure long-term budget predictability beyond Year 1, the renewal or extension of this included one-year plan—as detailed in the Additions/Options/Alternates section of the proposal—is eligible for consecutive annual renewals for up to a total of five years from the installation completion/acceptance date. Subscribing to this ongoing maintenance program provides the City with dedicated priority support, including unlimited telephone technical assistance (Monday through Friday, 8:30 AM – 5:00 PM EDT) and a guaranteed response time initiating diagnostic and corrective action within four (4) hours of a service request. The program includes two (2) annual scheduled on-site preventive maintenance visits to inspect, clean, calibrate, and adjust all cameras, displays, sound reinforcement hardware, and rack infrastructure, alongside checking system terminations and connections. Furthermore, the service contract delivers specialized municipal support—including remote streaming diagnostics, YouTube Live and Facebook integration troubleshooting, and an annual review of firmware, software, and streaming settings to ensure continuous, high-quality meeting broadcasts. To maximize long-term fiscal value, active maintenance subscribers also receive discounted service call rates, discounted materials pricing, and discounted labor rates on all non-covered repairs as detailed in the PMC/Service Rates document accompanying this proposal.

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# LIFECYCLE ANALYSIS & RATE SCHEDULE

**1. Capital Expenditure (CapEx) Summary**

- Total Turnkey CapEx (Equipment, Freight & Engineering): $49,977.00

**2. Warranty & Ongoing Maintenance Structure**

Per the RFP provisions allowing vendors to establish warranty durations, Infinity AV & Security includes a comprehensive 1-year baseline warranty and maintenance plan directly in the base proposal price. To provide long-term budget predictability, the renewal or extension of this plan is offered as an annual service adder, eligible for consecutive annual renewals for up to five (5) total years at the City's discretion.

**3. Five-Year Lifecycle Cost Analysis & Rate Schedule**

| Lifecycle Period / Support Year | Description & Scope of Coverage | Annual Firm Price |
|---|---|---|
| **Year 1 (Initial Term)** | **Turnkey System Installation & Commissioning**, backed by full manufacturer warranties, contractor labor/programming warranty, unlimited phone support, 4-hour response window, and two (2) annual preventive maintenance visits. | **Included in Base Proposal** ($49,976.99 Total CapEx) |
| **Year 2 (Support Renewal)** | Comprehensive Annual Preventive Maintenance & Support Contract (2 PM visits, remote streaming support, firmware reviews, priority response). | **$6,600.00** / year |
| **Year 3 (Support Renewal)** | Comprehensive Annual Preventive Maintenance & Support Contract (2 PM visits, remote streaming support, firmware reviews, priority response). | **$6,600.00** / year |
| **Year 4 (Optional Renewal)** | Comprehensive Annual Preventive Maintenance & Support Contract (Mutually agreed annual renewal; limited price escalation). | **$6,600.00** / year |
| **Year 5 (Optional Renewal)** | Comprehensive Annual Preventive Maintenance & Support Contract (Mutually agreed annual renewal; limited price escalation). | **$6,600.00** / year |
| **5-Year Cumulative Lifecycle Investment** | **Complete Turnkey CapEx + 4 Years of Optional Maintenance Coverage** | **$76,376.99** |

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# PMC/Service Rates

**Field Service Rates**
**Normal Hours (Monday-Friday 8AM-5PM) Excludes Holidays and after Hours**
***(3-5 Business days response time)***

| w/PMC | Non PMC Rate | |
|---|---|---|
| $50.00 | $75.00 | Service Call Charge (Includes Trip Charges) |
| $80.00 hr. | $95.00 hr. | Hourly Rate (1 hour Minimum) |

**Priority Services (Monday-Friday 8am-5pm) Excludes Holidays**
**(1-2 Business days response time)**

| w/PMC | Non PMC Rate | |
|---|---|---|
| $85.00 | $150.00 | Service Call Charge (Includes Trip Charges) |
| $100.00 hr. | $135.00 hr. | Hourly Rate (2 Hour Minimum) |

**After Hours (Monday-Friday 5PM-8AM and Weekends) Excludes Holidays**
***(4 Hour response time)***

| w/PMC | Non PMC Rate | |
|---|---|---|
| $85.00 | $150.00 | Service Call Charge (Includes Trip Charges) |
| $105.00 hr. | $135.00 hr. | Hourly Rate (2 hour Minimum) |

**Holidays (Actual Days that offices are closed in observance of Federal Holiday)**
***(4 Hour response time)***

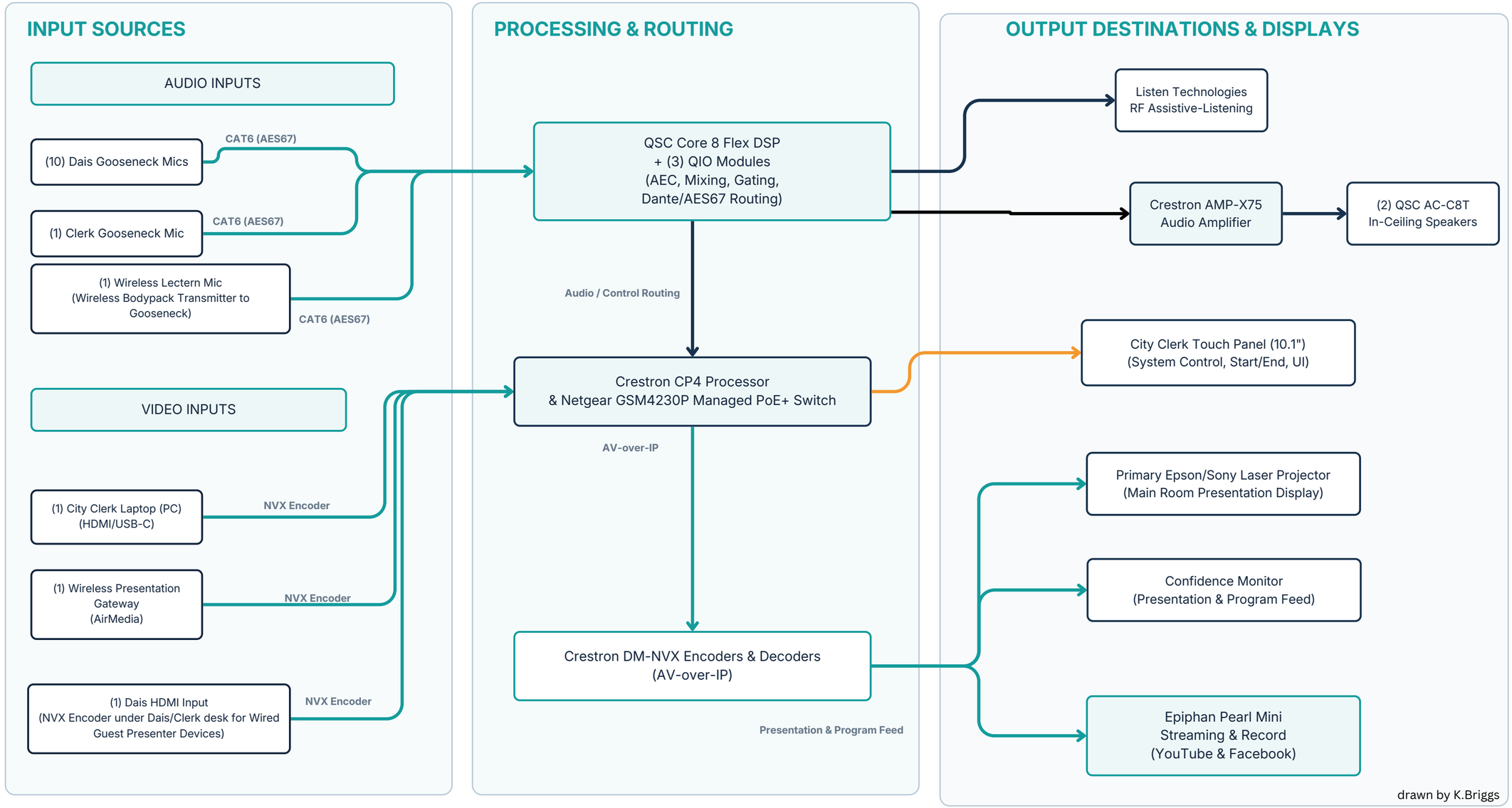
| w/PMC | Non PMC Rate | |
|---|---|---|
| $125.00 | $200.00 | Service Call Charge (Includes Trip Charges) |
| $125.00 hr. | $155.00 hr. | Hourly Rate (4 Hour Minimum) |

| w/PMC | Non PMC Rate | |
|---|---|---|
| $75.00 hr. | $95.00 hr. | **Engineering** |
| $75.00 hr. | $95.00 hr. | **Programming** |
| $55.00 hr. | $65.00 hr. | **Project Management** |
| INCLUDED | $40.00 hr. | **Telephone Tech Support** |

*All labor hours are billed in quarter hour increments.

# CITY OF BELLE ISLE - COUNCIL CHAMBERS AV SYSTEM

ONE-LINE SYSTEM ARCHITECTURE & SIGNAL FLOW DIAGRAM (BASE SCOPE)




drawn by K.Briggs

## CITY OF BELLE ISLE - RFP NO. 2026-06

### APPENDIX: ITEMIZATION & BILL OF MATERIALS (BOM) WITH PRICING

*Vendor: Infinity AV and Security | Council Chambers AV System Modernization*

| Item # | Manufacturer | Part / Model Number | Equipment Description & Function | Qty | Unit Price | Extended Total | Scope Category |
|---|---|---|---|---|---|---|---|
| **AUDIO PROCESSING & MICROPHONES** | | | | | | | |
| 1 | QSC | Core 8 Flex | Networked Digital Signal Processor (DSP) | 1 | $3,372.30 | $3,372.30 | Base Scope |
| 2 | QSC | QIO-ML4I | 4-Channel Mic/Line Input Modules | 4 | $596.82 | $2,387.28 | Base Scope |
| 3 | Shure | MX418D/C | 18" Cardioid Gooseneck Microphones (Dais & Clerk) | 12 | $375.15 | $4,501.74 | Base Scope |
| 4 | Shure | SLXD14+/85M-G57 | Wireless Bodypack System for Mobile Lectern | 1 | $845.25 | $845.25 | Base Scope |
| 5 | Shure | SLXD24D+/58-G57 | Dual-Channel Wireless Handheld System | 1 | $1,515.33 | $1,515.33 | Base Scope |
| 6 | Shure | SBC200-US | Dual-Bay Docking Charger | 1 | $253.58 | $253.58 | Base Scope |
| 7 | Shure | SBC10-100-US | Single-Bay Battery Charger | 1 | $64.93 | $64.93 | Base Scope |
| 8 | Shure | SB900C | Rechargeable Li-Ion Batteries | 3 | $111.48 | $334.44 | Base Scope |
| **AUDIO REINFORCEMENT & ASSISTIVE LISTENING** | | | | | | | |
| 9 | QSC | AC-C8T | 8" AcousticDesign In-Ceiling Speakers | 2 | $198.45 | $396.90 | Base Scope |
| 10 | Crestron | AMP-X75 | Modular Commercial Audio Amplifier | 1 | $492.00 | $492.00 | Base Scope |
| 11 | Listen Technologies | LKS-8 | Assistive Listening System Package (7 Receivers) | 1 | $1,618.30 | $1,618.30 | Base Scope |
| **VIDEO DISPLAYS, CAMERAS & PROJECTOR** | | | | | | | |
| 12 | AVer | CAM520PRO3 | Enterprise PTZ Video Cameras | 2 | $1,593.28 | $3,186.56 | Base Scope |
| 13 | Sony | VPL-PHZ61 | High-Lumen Laser Projector | 1 | $3,640.29 | $3,640.29 | Base Scope |
| 14 | LG | 75PK340S0UA | 75" Commercial LCD Monitor (Dais Confidence Display) | 1 | $1,302.64 | $1,302.64 | Base Scope |
| 15 | Avarro | NXTL4290 | Heavy-Duty Commercial Wall Mount Bracket | 1 | $75.94 | $75.94 | Base Scope |
| 16 | Chief | RPAUW | Universal Projector Ceiling Mount | 1 | $207.25 | $207.25 | Base Scope |
| 17 | Draper | 121222 | LVC IV Low-Voltage Motorized Screen Controller | 1 | $207.03 | $207.03 | Base Scope |
| **AV-OVER-IP ROUTING & STREAMING** | | | | | | | |
| 18 | Crestron | AM3-111kit | AirMedia Wireless Presentation Gateway w/ USB Dongle | 1 | $1,590.50 | $1,590.50 | Base Scope |
| 19 | Crestron | DM-NVX-E30 | DM NVX 4K60 4:4:4 HDR Network AV Encoder | 3 | $1,110.63 | $3,331.89 | Base Scope |
| 20 | Crestron | DM-NVX-D30 | DM NVX 4K60 4:4:4 HDR Network AV Decoder | 4 | $1,110.63 | $4,442.53 | Base Scope |
| 21 | Crestron | DM-NVX-370 | DM NVX 4K60 4:4:4 HDR Network AV Transceiver (Dual Input) | 1 | $1,610.88 | $1,610.88 | Base Scope |
| 22 | Epiphan | ESP1440 | Pearl Mini Live Streaming & Hardware Recorder | 1 | $3,972.98 | $3,972.98 | Base Scope |
| 23 | Netgear | GSM4230P | M4250 30-Port PoE+ AV Line Managed Network Switch | 1 | $1,342.44 | $1,342.44 | Base Scope |
| 24 | QSC | QIO-PSU | Power Supply Module | 2 | $151.41 | $302.82 | Base Scope |
| **CONTROL SYSTEM & USER INTERFACES** | | | | | | | |
| 25 | Crestron | CP4 | 4-Series Control System Processor | 1 | $1,654.25 | $1,654.25 | Base Scope |
| 26 | Crestron | TS-1080-B | 10.1" Tabletop Touch Screen | 1 | $2,676.63 | $2,676.63 | Base Scope |
| 27 | Crestron | CM2-KPCN ENGRAVED | Cameo Keypad for Mayor Mute Control | 1 | $196.00 | $196.00 | Base Scope |
| 28 | Crestron | DIN-CENCN-2-POE | ethernet to cresnet bridge | 1 | $410.38 | $410.38 | Base Scope |
| 29 | Crestron | CM2-BTNLG--B-S- ENGRAVED | Engraved "Mute All" & "Podium" Large Button Caps | 2 | $12.25 | $24.50 | Base Scope |
| **RACK INFRASTRUCTURE, CABLING & ACCESSORIES** | | | | | | | |
| 30 | West Penn | 254264EZGY1000 | Category 6 Plenum-Rated Low-Voltage Cable (1,000 ft Spool) | 2 | $289.10 | $578.20 | Base Scope |
| 31 | West Penn | 25292BGY1000 | 20/2 Shielded Plenum Audio Cable (1,000 ft Spool) | 1 | $175.18 | $175.18 | Base Scope |
| 32 | Trendnet | TPE-TG51G | POE+ Switch | 2 | $54.95 | $109.90 | Base Scope |
| 33 | Furman | CN-1800S | 15A Smart Sequencer & Surge Protector | 1 | $523.11 | $523.11 | Base Scope |
| 34 | Strong | SR-FS-System-DC-15U | 15U Floor-Standing Equipment Rack w/ Caster Base | 1 | $808.49 | $808.49 | Base Scope |
| 35 | Strong | DR-Drawer-2 | 2RU Lockable Rack Storage Drawer | 1 | $124.24 | $124.24 | Base Scope |
| 36 | Strong | SR-BLNK-1U | 1RU Rack Blank Panel | 1 | $9.07 | $9.07 | Base Scope |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| 37 | Tether Ties | PN:645497700414 | Dongle Tether Security Device Package | 1 | $35.50 | $35.50 | Base Scope |
| 38 | MISC | MISC | Misc parts/hardware, connectors, supplies | 1 | $595.66 | $595.66 | Base Scope |
| 39 | Ship | Ship | Shipping & Freight Charges (One-Time) | 1 | $1,060.09 | $1,060.09 | Base Scope |
| **TOTAL EQUIPMENT & INFRASTRUCTURE CAPEX** | | | | **66** | **Total CapEx:** | **$49,977.00** | **Base Scope** |

**Engineering Qualification Notes:**

*1. Equipment Procurement : All hardware procurement is contingent upon final written approval of submittals and shop drawings by the City of Belle Isle.*

*2. One-time freight charges are fully itemized under Line Item 39.*

ATTACHMENT A

NON-DISCRIMINATION AFFIDAVIT

I, the undersigned, hereby duly sworn, depose and say that the organization or business entity represented herein shall not discriminate against any person in its operations, activities, or delivery of services under any agreement it enters into with the City of Belle Isle. The same shall affirmatively comply with all applicable provisions of federal, state, and local equal employment laws and shall not engage in or commit any discriminatory practice against any person based on race, age, religion, color, gender, sexual orientation, national origin, marital status, physical or mental disability, political affiliation or any other factor which cannot be lawfully used as a basis for service delivery.

It is the City of Belle Isle's policy that Minority/Women-Owned Business Enterprises (MWBE) shall have the maximum opportunity to participate in all contracts. The City of Belle Isle will accept MWBE certifications from Orange County and any State of Florida certification.

Further, the City of Belle Isle requires that all contracting agencies of the City, or any department thereof, acting for or on behalf of the City, shall include in all contracts and property contracts hereinafter executed or amended in any manner or as to any portion thereof, a provision obligating the Contractor not to unlawfully discriminate (as proscribed by federal, state, county, or other local law) on the basis of the fact or perception of a person's race, color, creed, religion, national origin, ancestry, age above the age of 21, sexual orientation, gender identity or expression, marital status, pregnancy, familial status, veterans status, political affiliation, or physical or mental disability and such person's association with members of classes protected under this chapter or in retaliation for or opposition to any practices forbidden under this chapter against any employee of, any City employee working with, or applicant for employment with such Contractor and shall require such contractor to include a similar provision in all subcontracts executed or amended there under.

By: _____

Title: Sr. Technologist

STATE OF FLORIDA
COUNTY OF Seminole

Sworn to and subscribed before me this 3rd day of November, 2026, by Kenneth Briggs

_____

Signature of Notary Public

LAURA MARIE PAGLIARULO
MY COMMISSION # HH 579577
EXPIRES: December 3, 2028

ATTACHMENT B

NON-DEBARMENT AFFIDAVIT

Kenneth Briggs Being first duly sworn, deposes and says that:

He/She is Kenneth Briggs of Infinity Corporation of Central FL the Proposer ("Respondent") who has submitted the attached Proposal. By offering a submission to this RFP, the Respondent certifies and affirms that, to the best of his/her knowledge and belief, that:

1. The Respondent is not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in any transaction of any Federal, state, or local agency; and
2. The Respondent has not within a three-year period preceding this Proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records; making false statements; or receiving stolen property; and
3. The Respondent is not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State, or local) with commission of any of the offenses enumerated in paragraph 2 of this affidavit; and
4. The Respondent has not, within a three-year period preceding this Proposal, had one or more public transactions (Federal, State, or local) terminated for cause or default; and
5. The Respondent will submit a revised Debarment Affidavit immediately if the status changes.

If the Respondent cannot certify that he/she is not debarred, he/she shall provide an explanation with this submittal. An explanation will not necessarily result in the denial of participation in a contract. Failure to submit a debarment affidavit will disqualify the Contractor from being awarded any contract.

_____Check here if an explanation is attached to this affidavit.

By: _____

Print Name: Kenneth Briggs

Title: Sr. Technologist

Date: 11/5/2026

STATE OF FLORIDA

COUNTY OF Seminole

The foregoing Agreement was acknowledged before me this 3rd day of November, 2026, by Kenneth Briggs, who has affirmed that he/she has been duly authorized to execute the above document. He/she is personally known to me or has produced _____ as identification.

NOTARY'S SEAL:

NOTARY PUBLIC, STATE OF FLORIDA

_____

LAURA MARIE PAGLIARULO
MY COMMISSION # HH 579577
EXPIRES: December 3, 2028

Name of Acknowledger, typed, printed, or stamped

ATTACHMENT D

NON-COLLUSIVE AFFIDAVIT

State of Florida

County of Seminole

Kenneth Boggs being first duly sworn, deposes and says that:

(1) He/she is the Representative (Owner, Partner, Officer, Representative or Agent) of Infinity Corporation of Central Florida, INC The Proposer that has submitted the attached Proposal;

(2) He/she is fully informed respecting the preparation and contents of the attached Proposal and all pertinent circumstances respecting such Proposal;

(3) Such Proposal is genuine and is not a collusive or sham Proposal;

(4) Neither the said Proposer nor any of its officers, partners, owners, agents, representatives, employees or parties in interest, including this affiant, have in any way colluded, conspired, connived or agreed, directly or indirectly, with any other Proposer, firm, or person to submit a collusive or sham Proposal in connection with the Work for which the attached Proposal has been submitted; or to refrain from proposing in connection with such Work; or have in any manner, directly or indirectly, sought by Agreement or collusion, or communication, or conference with any Proposer, firm, or person to fix the price or prices in the attached Proposal or of any other Proposer, or to fix any overhead, profit, or cost elements of the Proposal price or the Proposal price of any other Proposer, or to secure trough any collusion, conspiracy, connivance, or unlawful Agreement any advantage against (Recipient), or any person interested in the proposed Work;

(5) The price or prices quoted in the attached Proposal are fair and proper and are not tainted by any collusion, conspiracy, connivance, or unlawful Agreement on the part of the Proposer or any other of its agents, representatives, owners, employees, or parties in interest, including this affiant.

By: _____

Title: SR. Technologist

Company: Infinity AV and Security

STATE OF FLORIDA

COUNTY OF Seminole

Sworn, to and subscribed before me this 3rd day of November, 2026,

By _____

Signature of Notary Public

LAURA MARIE PAGLIARULO
MY COMMISSION # HH 579577
EXPIRES: December 3, 2028

ATTACHMENT C

DRUG-FREE WORKPLACE CERTIFICATION

Preference must be given to vendors submitting a certification with their bid/proposal certifying they have a drug-free workplace in accordance with Section 287.087, Florida Statutes. This requirement affects all public entities of the State and becomes effective January 1, 1991. The special condition is as follows:

IDENTICAL TIE BIDS - Preference shall be given to businesses with drug-free workplace programs. Whenever two or more bids that are equal with respect to price, quality, and service are received by the State or by any political subdivision for the procurement of commodities or contractual services, a bid received from a business that certifies that it has implemented a drug-free workplace program shall be given preference in the award process. Established procedures for processing tied bids will be followed if none of the tied vendors have a drug-free workplace program; a business shall:

1. Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.

2. Inform employees about the dangers of drug abuse in the workplace, the business's policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for drug abuse violations.

3. Give each employee engaged in providing the commodities or contractual services that are underbid a copy of the statement specified in subsection (1).

4. In the statement specified in subsection (1), notify the employees that, as a condition of working on the commodities or contractual services that are underbid, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any violation of chapter 893 or any controlled substance law of the United States or any state, for a violation occurring in the workplace no later than five (5) days after such conviction.

5. Impose a sanction on, or require the satisfactory participation in a drug abuse assistance or rehabilitation program if such is available in the employee's community, on any employee who is so convicted.

6. Make a good faith effort to continue to maintain a drug-free workplace through implementation of this Section.

As the person authorized to sign the statement, I certify that this firm complies fully with the above requirements.

Infinity Corporation of Central Florida, INC
COMPANY NAME
VENDOR'S SIGNATURE _____

**Must be executed and returned with the attached Proposal to be considered.**

**BIDDERS CHECKLIST**

| | | Initial |
|---|---|---|
| 1. | Letter of intent | KB |
| 2. | Firm's official contact information and firm's billing information | KB |
| 3. | Proposal Introduction, background, and objectives statement. | KB |
| 4. | Qualifications and experience. | KB |
| 5. | Proposed project approach. | KB |
| 6. | Completely addressed each applicable requirement in Exhibit A, Project Objectives and Scope of Work, and identified all deviations, assumptions, exclusions, options, and recurring costs. | KB |
| 7. | At least three (3) customer references enclosed (preferably governmental). | KB |
| 8. | Completed Supplemental Forms in Exhibit C. | KB |
| 9. | Information concerning system requirements and capabilities enclosed | KB |
| 10. | All questions concerning implementation and support were answered and enclosed. | KB |
| 11. | Components and Ongoing Support Costs break down all cost information for the entire system. | KB |
| 12. | Complete and enclose "Bidder's Checklist." | KB |