



**Nevada Administrative Office of the Courts**  
**Request for Proposal No.: 26-006**  
***Request for Proposal (RFP) for Conference Room Audiovisual  
Modernization and Courtroom Compatibility Solution (Phase II)***

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**Release Date: 06/23/2026**

**Deadline for Submission: 07/28/2026 @ 12:00 pm Pacific Time (PT)**

**Single point of contact for the solicitation:  
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## **Section 1. Purpose of RFP and Procurement Rules**

### **1.0 Purpose and Structure of the RFP**

#### **1.0.1 Purpose of RFP**

The Nevada Administrative Office of the Courts (AOC) is a judicial branch department that supports the Supreme Court of Nevada and promotes the effective functioning of the state’s judicial system. The AOC strives to serve as an influential and respected voice for the Nevada Judiciary.

This procurement is a continuation of the Nevada Judiciary's audiovisual modernization initiative. Phase I successfully completed courtroom audiovisual upgrades within the appellate court facilities. Phase II focuses on modernizing conference and meeting spaces in Carson City and Las Vegas to provide a consistent, reliable, and user-friendly audiovisual experience that supports daily operations, training, collaboration, and remote participation.

The successful bidder shall provide conference room audiovisual solutions that support Bring Your Own Device (BYOD). Microsoft Teams, and Zoom meetings, courtroom overflow viewing, and authorized remote witness participation. Conference rooms must be capable of accessing and displaying authorized courtroom audio and video feeds when needed for observation, overflow proceedings, training, or other approved purposes. Phase II does not require integration with courtroom audiovisual systems, controls, or technology infrastructure. Instead, conference room systems shall operate independently while providing flexibility to access and participate in courtroom proceedings through approved audio and video streaming methods.

#### **1.0.2 Definitions**

- “Offeror” refers to an entity that submits an offer in response to this RFP.
- “Contractor” refers to the Offeror that is selected for contract award.

#### **1.0.3 Guiding Principles**

The following are the guiding principles of the Audiovisual System Solutions:

- User-Centered Design: Conference room technology shall provide a simple, intuitive, and consistent user experience that enables staff, judges, and visitors to conduct meetings with minimal training and minimal reliance on technical support.
- Professional Meeting Experience: Systems shall deliver high quality audio and video suitable for executive meetings, judicial conferences, training events, presentations, and remote participation.
- Intelligent Automation: Solutions should leverage intelligent camera tracking, automatic speaker framing, and other smart technologies to create a seamless and engaging meeting experience for both in-person and remote participants.
- Operational Efficiency: Technology shall minimize ongoing support requirements through standardized equipment, simplified controls, automation, and reliable system performance.

- Flexible Collaboration: Conference rooms shall support BYOD, Microsoft Teams, Zoom, presentation sharing, courtroom overflow viewing, and authorized remote witness participation while maintaining independent operation from courtroom audiovisual systems.
- Standardization and Sustainability: Solutions should establish a consistent technology platform across conference room types while maximizing the use of existing equipment where appropriate and supporting long term maintenance and lifecycle management.
- Future Readiness: Systems shall be scalable and adaptable to evolving technology needs, meeting platforms, and operational requirements while protecting the Court's investment over time.
- Privacy-Preserving Collaboration: Due to the sensitive nature of judicial, administrative, and case-related discussions that may occur in conference and meeting spaces, AOC strongly prefers solutions that do not provide, enable, or rely upon room-based recording, transcription, meeting summarization, artificial intelligence analysis, or similar content-capture functionality. To the extent recording, transcription, captioning, or meeting-summary functionality is required for an authorized meeting, AOC prefers that such functionality be provided through approved meeting platforms, such as Microsoft Teams or Zoom, or through applications operating on a user's authorized BYOD, rather than through the installed conference room audiovisual system.

#### 1.0.4 Structure

This RFP states the overall scope of services desired, procurement terms and conditions, and the format for response submission by an Offeror.

The RFP structure is organized into the following main RFP sections and supporting Attachments:

<b>Section 1</b>	<b>Purpose of RFP and Procurement Rules</b> Provides an overview of the RFP and its intended outcomes, as well as general guidelines, dates, and eligibility rules.
<b>Section 2</b>	<b>Offeror Submission Instructions</b> Overview of the format requested by AOC for RFP responses, as well as directions for the submission of responses.
<b>Section 3</b>	<b>Scope of Work</b> Description of scope of work, including project background information and project scope, current state environment, and desired future state capabilities.
<b>Section 4</b>	<b>Offer Response</b> Information regarding expectations for specific sections of the RFP requested by AOC, including the Implementation and Production Services.

**Attachment 1      Master Services Agreement (MSA)**

The agreement to be signed by the selected Offeror and AOC. This agreement includes terms and conditions.

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**Attachment 2      Requirements Response Workbook**

AOC’s detailed functional and technical specifications for the Solution. Offerors are required to provide coded responses to identify how the requirements will be met.

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**Attachment 3      Cost Workbook**

Template for Offerors to use in submitting proposed Solution costs.

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**1.0.5      Contract Term**

The contract term shall begin on the Effective Date as defined in the Master Services Agreement and shall end no later than 12-months from the date of equipment installation and acceptance of all deliverables. AOC may, in its sole and absolute discretion, extend a maintenance agreement for the Contract for up to five (5) twelve-month extension periods.

**1.0.6      Schedule**

The anticipated schedule of events for this procurement is outlined below.

*Table 1: Anticipated Procurement Event Schedule*

<b>Activity</b>	<b>Date/Time</b> All times PT
Publish Solicitation	June 26, 2026
In-person vendor visits to conference rooms	Week of July 6, 2026
Deadline for Submission of Questions	July 14, 2026
Responses to Questions Posted	July 17, 2026
Proposal Submission Deadline	July 28, 2026, by 12:00 PM PST
Evaluation of Proposals	July 29-31, 2026
Potential Vendor Interviews	Week of August 3, 2026
Contract Negotiations	August 2026
<b>Expected Award of Contract</b>	<b>September 2026 (Estimated)</b>

AOC reserves the right, at its sole discretion, to change the dates in the Anticipated Procurement Event Schedule above upon notice to prospective Offerors through an Addendum posting on the AOC procurement page at <https://nvcourts.gov/AOC/Procurements/>. Respondents should check the AOC procurement page frequently for updates. It is the responsibility of interested parties to periodically check the AOC procurement page for updates to the RFP prior to submitting an offer.

## **1.1 Procurement Rules**

### **1.1.1 Designated Contact**

Any notice or communication required by this RFP is to be sent via email to AOC's Designated Contact. AOC's Designated Contact for this procurement is Tracy Worrell, [contracts@nvcourts.nv.gov](mailto:contracts@nvcourts.nv.gov).

### **1.1.2 Obtaining Copies of the RFP**

This RFP is available in electronic format only on the [AOC](#) procurement webpage. Mandatory addenda must be requested by emailing [contracts@nvcourts.nv.gov](mailto:contracts@nvcourts.nv.gov) with the subject line "RFP 26-006 Request for Addenda". Offerors with a disability may receive accommodation regarding the means of participating in the procurement process. For more information, contact the Designated Contact.

### **1.1.3 Offeror Questions**

All questions must be submitted by email to the AOC Designated Contact. Answers to questions will be posted to the AOC procurement webpage at <https://nvcourts.gov/aoc/procurements> each Friday during the question submission period. All questions must be received by the date and time specified in the Anticipated Procurement Event Schedule. A final compilation of all questions and answers will be available in the form of an addendum to this RFP and will be posted to AOC procurement webpage within five days after the Deadline for Submission of Questions.

### **1.1.4 Contact with Procurement Team Members**

Other than AOC's Designated Contact, a prospective Offeror may not directly contact anyone involved in this procurement process to discuss this RFP. Doing so risks elimination of the Offeror from consideration.

Prospective Offerors currently doing business with any Nevada court or clerk's office who require contact in the normal course of doing that business may continue such contact but may not discuss this RFP with any court clerk or staff involved with the preparation of this RFP or the evaluation of any offers received in response to this RFP.

### **1.1.5 No Late Offers**

Offers received after the date and time specified per the Deadline for Submission of Offers in the Anticipated Procurement Event Schedule will be rejected.

### **1.1.6 Non-Conforming Offers**

Offers must be submitted as described in Section 2: Offer Submission Instructions.

Non-conforming offers will not be considered. Non-conforming offers are defined as those that do not meet the requirements of this RFP, including the format for the response.

### **1.1.7 Cost of Preparation of Offer**

Offerors are responsible for their own costs to participate in this solicitation. AOC will not pay any costs incurred by any Offeror for any aspect of responding to this solicitation.

### **1.1.8 No Copyrights**

AOC will not consider any offer that bears a copyright.

### **1.1.9 Concise Offers**

AOC's desires thorough, concise, and responsive offers and discourages overly lengthy responses, elaborate brochures, or other promotional materials beyond those necessary to present a complete and effective offer.

### **1.1.10 Realistic Offers**

Offers must be realistic and must represent the best estimate of time, effort, and other costs including the impact of inflation and any economic or other factors. AOC expects that Offerors can fully satisfy the obligations of their offers in the manner and timeframe defined therein.

AOC shall bear no responsibility or increased obligation for an Offeror's failure to accurately estimate the costs or resources required to meet the obligations defined in the offer.

### **1.1.11 Multi-Contractor Solutions (Joint Ventures)**

Multi-Contractor (e.g., joint ventures) responses will be allowed only if one party is designated as the Prime Contractor. If a Solution is proposed by more than one party, Offeror must list the parties and information regarding each party's organization. Additionally, a copy of the agreement between the parties clearly describing the responsibilities of each party must be submitted with the offer. Services specified in the offer shall not be subcontracted without prior written approval of AOC, and approval of a request to subcontract shall not in any way relieve the Prime Contractor of responsibility for the accuracy and adequacy of the work.

Multi-Contractor offers must be a consolidated response with all cost items included in Attachment 3: Cost Workbook.

### **1.1.12 Multiple Offers**

An Offeror may not submit more than one offer as a Prime Contractor in response to this RFP. However, sub-contracting contractors may participate in multiple offers.

### **1.1.13 Discrepancies and Omissions**

Offeror is fully responsible for the completeness and accuracy of its offer and for examining this RFP and all addenda. Failure to do so will be at the sole risk of the Offeror. Should an Offeror find discrepancies, omissions, unclear or ambiguous intent or meaning, or should any question arise concerning this RFP, Offeror shall notify AOC's Designated Contact by email following instructions and timing for questions. All unresolved issues should be addressed in the offer.

#### **1.1.14 Confidentiality of Documents, Proprietary Information, Public Information**

All documents submitted as part of the Offeror's submission will be deemed confidential during the evaluation process. There will not be a public opening of Offeror submissions. Offeror submissions will not be reviewed by anyone other than the AOC's evaluation team or its designated agents.

Following the award of a final contract, responses to this RFP may be subject to release under the Supreme Court's Administrative Records Request Policy. If an Offeror believes that any portion of the offer is confidential, then Offeror must indicate the specific part or page of the offer which Offeror believes to be confidential and provide a separate copy of the offer that has this information redacted. All Offerors are advised to consult with their legal counsel regarding disclosure issues and to take the appropriate precautions to safeguard trade secrets or other proprietary information. AOC is not responsible for discerning confidential or proprietary information within an offer.

If a requestor appeals AOC's withholding of any information designated by Offeror as confidential, AOC will notify Offeror whose offer is the subject of the request so Offeror may have the opportunity to submit any authority for withholding the information.

AOC assumes no obligation or responsibility relating to the disclosure or nondisclosure of information submitted by Offeror.

#### **1.1.15 Collusion or Fraud**

Any evidence of agreement or conspiracy among Offeror(s) and prospective Offeror(s) to illegally restrain trade or competition by engaging in bid-rigging or price-fixing, or otherwise, will render the offers of such Offeror(s) void.

By submitting an offer, Offeror represents that its offer is not made in coordination with any competing offer submitted in response to this RFP and is fair and without collusion or fraud; that Offeror did not participate in the RFP development process and had no knowledge of the specific contents of the RFP prior to its issuance; and that no one involved in the procurement process participated directly or indirectly in Offeror's offer preparation.

#### **1.1.16 Lobbying and Gratuities**

Lobbying or providing gratuities to anyone acting on behalf of AOC or participating in the preparation of this RFP or evaluating offers submitted in response to the RFP is strictly prohibited. If an Offeror (or its representatives) violates this prohibition its offer will be rejected. A person who violates this provision may not serve as part of a joint venture, be retained as a subcontractor, or otherwise participate in the preparation of an offer in response to this RFP. All contacts with AOC employees, contractors, or agents concerning this RFP must be conducted in strict accordance with the manner, forum, and conditions set forth in this RFP.

#### **1.1.17 No Communication with Media**

Offerors may not, at any time, issue or disseminate any media release, public announcement or public disclosure (whether for publication in the press, on the radio, television, internet or

any other medium) in relation to this RFP or any subsequent agreement entered into pursuant to this RFP without first obtaining the written permission of AOC.

#### **1.1.18 AOC's Right to Reject Offers**

AOC reserves the right to reject any and all offers or any part thereof, to waive defects, technicalities or any specifications (whether they be in AOC's specifications or the Offeror's response), to sit and act as sole judge of the merit and qualifications of each product offered, or to solicit new offers on the same scope of work or on a modified scope of work that may include portions of the originally proposed project as AOC may deem necessary.

#### **1.1.19 AOC's Right to Cancel Solicitation**

AOC reserves the right to cancel this RFP for any or no reason at any time during the procurement process. AOC makes no commitments, expressed or implied, that this process will result in a business transaction with any organization.

This RFP does not constitute an offer by the AOC. An Offeror's participation in this process may result in AOC selecting the Offeror to engage in further discussions and negotiations toward execution of a contract. The commencement of such negotiations does not, however, signify a commitment by AOC to execute a contract nor to continue negotiations. AOC may terminate negotiations at any time and for any or no reason.

#### **1.1.20 Amendment or Withdrawal of Offer**

An Offeror may modify or withdraw its offer by written request before the offer deadline. Offers cannot be revised or withdrawn after the offer deadline. Offers become the property of AOC at the offer deadline.

#### **1.1.21 Organizations Ineligible to Propose**

Any individual, business, organization, corporation, consortium, partnership, joint venture, or other entity currently debarred or suspended is ineligible to submit an offer. Any entity ineligible to conduct business in the State of Nevada for any reason is also ineligible.

AOC reserves the right to refuse to consider an offer if AOC determines the Offeror has a record of criminal convictions, civil judgments, regulatory noncompliance, and/or violations of contractual provisions such that AOC deems the Offeror ineligible to provide the services specified in this RFP.

#### **1.1.22 Protests**

Protests after award must be submitted within ten calendar days after notification of award. AOC shall rule on the protest in accordance with its procurement protest procedures. Protests based on the content of the solicitation will be disallowed if these faults have not been brought to the attention of the Designated Contact in writing by the due date for final questions.

## 1.2 Offer Evaluation

AOC will use a formal evaluation process to select the successful Offeror team. AOC will consider capabilities or advantages that are clearly described in the offer, which may be confirmed by oral presentations, demonstrations, and references contacted by AOC. AOC reserves the right to contact individuals, entities, or organizations that have had dealings with the Offeror or proposed staff, whether or not identified in the offer.

### 1.2.1 Evaluation Criteria

*Table 2: Evaluation Criteria*

<b>Evaluation Criteria</b>	<b>Weight</b>
Ease of Use and User Experience	15%
Quality and Functionality of Proposed Solution	15%
Existing Equipment Assessment and Lifecycle Strategy	15%
Installation Deployment, and Transition Plan	15%
Staff Training and Knowledge Transfer Approach	10%
BYOD, Teams, Zoom, and Courtroom Feed Access Capabilities	10%
Warranty and Post-Implementation Support	10%
Cost Proposal	10%
<b>Total</b>	<b>100%</b>

### 1.2.2 References

AOC may contact any customer of the Offeror, whether included in the Offeror’s reference list or not, and use such information in the evaluation process. AOC may additionally choose to visit existing installations of comparable systems, which may or may not involve the Offeror’s personnel. If the Offeror is involved in such site visits, the Offeror is responsible for its own travel costs.

### 1.2.3 Offer Clarification

AOC may contact an Offeror to clarify uncertainties or eliminate confusion concerning the contents of an offer. However, Offerors will not be able to modify offers due to, or because of, any such clarification request.

### 1.2.4 Exceptions to the RFP

Any exceptions to the RFP or any attachment thereto must be highlighted and included in writing in the offer as described in Section 4. This is inclusive of any exceptions to Attachment 1: Master Services Agreement, Section 4.3 Implementation Services, Section 4.4 Production Services, Section 4.4.2 Service Level Agreement and Service Level Requirements, Section 4.5 Master Services Agreement, Section 4.6 Pricing, and Section 4.7 Exceptions and Assumptions. Acceptance of RFP exceptions is within the sole discretion of AOC.

### 1.2.5 System Demonstrations

Offerors may be invited to conduct an in-person or virtual presentation and demonstrate aspects of the proposed Solution. Such demonstrations may include scripted scenarios provided in advance by AOC and non-scripted events requested at the time of the demonstration.

### **1.2.6 Best and Final Offers**

Offerors are expected to submit their Best and Final Offer (BAFO) as part of their initial proposal. The AOC does not anticipate conducting a separate BAFO round. Therefore, proposals should be complete and reflect the most favorable terms the Offeror is prepared to offer at the time of submission.

### **1.2.7 Contract Award**

AOC will initiate contract negotiations with the Offeror deemed to provide best value to AOC. If the selected Offeror and AOC fail to reach an agreement during contract negotiations, AOC may suspend negotiations with such selected Offeror and enter negotiations with another Offeror. Upon successful completion of contract negotiations, AOC shall proceed to contract award, subject to Quality Assurance Team review. The notice of award will be posted to the Supreme Court of Nevada's website at <https://nvcourts.gov/AOC/Procurements>.

## **Section 2. Offeror Submission Instructions**

### **2.0 Acknowledgement**

In submitting an offer, each Offeror is presumed to:

- have read all sections of the RFP, including all forms, schedules, attachments, exhibits, and references;
- be fully informed as to all conditions and limitations; and
- be thoroughly familiar with all specifications and requirements of this RFP and the desired scope of services.

### **2.1 Offer Format**

The submitted offer must follow the rules and format established within this RFP. Adherence to these rules will ensure a fair and objective analysis of all offers. Failure to comply with or complete any portion of these instructions may result in rejection of an offer.

Offerors shall submit one electronic copy of the offer to [Contracts@nvcourts.nv.gov](mailto:Contracts@nvcourts.nv.gov). The offer must:

- be submitted in a searchable PDF for answers to section 4, and in Excel for answers to Attachment 2
- include page numbers and contain a single organized, paginated table of contents;
- be organized according to Offer Response (Section 4) and addressing all aspects;
- not contain audio, video, or embedded fonts; and
- include Attachments as a separate, clearly designated file.

No pricing information may be included outside of Attachment 3: Cost Workbook. Pricing Submissions must be irrevocable through **June 30, 2027**.

### **2.2 Offer Submission Overview**

Section 4: Offer Response sets the structure for organizing offers and for describing the proposed Solution. Offers must be organized according to the template.

The template provides the opportunity for Offerors to answer text-based questions and operational scenarios about the Solution proposed. Offerors may include attachments where necessary or appropriate but must provide all content in the sequence described.

### **2.3 Delivery Instructions**

Offers shall be submitted via e-mail to [contracts@nvcourts.nv.gov](mailto:contracts@nvcourts.nv.gov) with the subject line: “Requisition 26-006 Offer for Conference Room Audiovisual Modernization and Courtroom Compatibility Solution.

Offers must be delivered to AOC’s Designated Contact at the appropriate address by the date and time specified in the Anticipated Procurement Event Schedule. Offers received after the specified date and time will not be considered. There will not be a public opening of the offer Submissions.

### **Section 3. Scope of Work**

#### **3.0 Project Background and Objectives**

The AOC recently completed Phase I of a statewide audiovisual modernization initiative involving courtroom audiovisual systems within appellate court facilities located in Carson City and Las Vegas, Nevada.

Phase II of this initiative seeks to modernize conference and meeting spaces throughout three facilities and establish seamless interoperability with the newly deployed courtroom technology environment.

This RFP seeks to modernize conference room audiovisual technology throughout its Carson City and Las Vegas facilities by establishing a consistent, reliable, and user-friendly meeting experience across conference and room types. The proposed solution should support BYOD, Microsoft Teams, and Zoom as standard and provide conference rooms with the ability to access and display authorized courtroom audio and video feeds for overflow proceedings, observation, training, and other approved purposes. Conference room technology must also support remote witness participation when authorized by the Court while maintaining independent operation from courtroom audiovisual control systems.

A primary objective of this procurement is to reduce dependence on technical support staff through intuitive controls, automation, and standardized room functionality. The Court seeks solutions that improve reliability, usability, and long-term maintainability while maximizing the value of existing investments. Proposers shall evaluate existing audiovisual equipment and provide recommendations regarding continued use, relocation, repurposing, or replacement. For an improved user experience, Offeror may include equipment not already utilized in existing rooms. Evaluation will consider the vendor's ability to maximize the value of existing investments while achieving project objectives related to reliability, usability, consistency, and long-term maintainability.

The AOC currently maintains fifteen conference and meeting spaces across three locations. Conference room capacities range from small huddle rooms to large meeting and training spaces accommodating approximately ninety (90) occupants.

Detailed room inventories, floor plans, and technical specifications will be made available to prospective proposers upon request through [contracts@nvcourts.nv.gov](mailto:contracts@nvcourts.nv.gov).

The AOC intends to award a single contract to provide design, equipment procurement, installation, programming, testing, training, documentation, and warranty services necessary to deliver a fully integrated conference room audiovisual environment. The Court's preference is to procure a conference room audiovisual solution that is reliable, intuitive, and capable of being supported through normal technology operations with limited vendor intervention. Offerors shall include a one-year warranty and support period as part of their base proposal. Offerors may also submit optional pricing for extended maintenance, preventative maintenance, remote monitoring, and lifecycle management services, which may be considered separately at the Court's discretion.

### **3.0.1 Project Scope**

#### **Scope of Work**

The Offeror shall provide a turnkey solution including design, equipment procurement, installation, programming, testing, commissioning, training, documentation, and warranty support.

#### **A. Assessment and Design**

The contractor shall:

- Review existing conference room conditions
- Evaluate existing audiovisual infrastructure
- Develop room-specific audiovisual designs
- Provide equipment schedules and detailed hardware topology diagrams
- Identify opportunities for standardization across room types

#### **B. Equipment and Installation**

The contractor will repurpose existing in-lifecycle equipment and furnish and install new equipment necessary to support:

- Microsoft Teams meetings
- Zoom meetings
- Bring Your Own Device (BYOD)
- Wireless presentation sharing
- Hybrid meetings with in-person and remote participants

The contractor will be responsible for patching/painting as required.

#### **C. Courtroom Feed Access**

Conference room systems should be capable of receiving and displaying authorized courtroom audio and video feeds. The solution shall support:

- Viewing live courtroom proceedings
- Overflow viewing during high-profile proceedings
- Observation and training purposes
- Remote witness participation when authorized

The conference room solution shall operate independently from courtroom audiovisual control systems and shall not require modification of existing courtroom technology infrastructure.

#### **D. Ease of Use Requirements**

Ease of use is a primary objective of this procurement. The proposed solution shall:

- Provide a consistent user experience across room types
- Support one-touch meeting start functionality
- Support one-touch join capability for scheduled Teams and Zoom meetings
- Minimize the number of steps required to initiate meetings, presentations, and collaboration sessions

- Minimize reliance on technical support staff through intuitive controls, automation, and standardized room functionality
- Include intuitive touch panel controls suitable for occasional users and visitors
- Support Bring Your Own Device (BYOD) functionality, allowing users to connect Court-issued or personal laptops and mobile devices to room audiovisual resources with minimal configuration
- Enable guests and visitors to utilize conference room technology through the Court's guest wireless network without requiring administrative privileges, software installation, or assistance from Court staff whenever practicable
- Provide secure methods for wireless presentation sharing and access to room audiovisual resources while maintaining appropriate network security and separation between guest and internal Court systems
- Support simple and reliable content sharing from Windows, MacOS, and common mobile device platforms
- Provide a meeting experience that allows users unfamiliar with the room technology to successfully start meetings, share content, and utilize room resources with minimal instruction.

Proposers shall describe how their solution reduces operational complexity and user support requirements. Specifically, Offeror should include a user experience demonstration in text/diagrams describing:

- Number of steps required to start a scheduled Teams meeting
- Number of steps required to start an on-demand Teams meeting with invitations
- Number of steps required to start a Zoom meeting
- Number of steps required to start an on-demand Zoom meeting with invitations
- Number of steps required to access a courtroom feed
- Number of steps for BYOD connection
- Required end-user training
- Expected IT Service Desk involvement
- Typical troubleshooting procedures

#### **E. Testing and Commissioning**

The contractor shall:

- Test all equipment for functionality and practical usability
- Validate BYOD Functionality
- Validate Teams functionality
- Validate Zoom functionality
- Validate wireless connectivity functionality
- Verify courtroom feed access capabilities
- Demonstrate all system functionality before acceptance

#### **F. Training and Documentation**

The contractor shall provide:

- Administrator training
- End-user training
- Quick reference guides

- As-built documentation
- Detailed topology diagrams
- Warranty documentation

### **G. Warranty and Support**

Offerors shall include a one-year warranty covering equipment, installation, programming, and system functionality and support period as part of their base proposal. Offers should identify applicable response times, escalation procedures, service exclusions, and recommended service levels for conference room environments supporting executive meetings, judicial meetings, training events, and public proceedings.

The AOC seeks pricing for optional post-implementation maintenance and support services. These services are not required as part of the base proposal but may be awarded separately at the AOC’s discretion. Offeror may provide pricing for annual maintenance agreements that include preventative maintenance, software and firmware updates, remote monitoring, troubleshooting assistance, on-site support, equipment lifecycle assessments, and annual system health reviews.

### **Section 4. Offer Response**

The contractor will accept the requirements as described or propose and explain alternate language for each section. Clearly identify the change requested.

#### **4.0 RESPONSE FORMAT**

Offerors shall organize their response in the following format:

##### **Cover Sheet, including:**

- Company Name
- Company Address and Website
- Name and Contact Information for Company Representative, including:
  - Telephone Number(s)
  - E-mail Address(es)
  - Signature of Authorized Representative

##### **4.0.1 Company Qualifications**

Provide a brief company description (not to exceed two pages), including company size, years in business, business structure, relevant experience, and qualifications related to conference room audiovisual modernization projects of similar scope and complexity.

##### **4.0.2 Master Services Agreement**

Provide confirmation of acceptance of Attachment 1 – Master Services Agreement. Any requested exceptions or proposed revisions shall be clearly identified in accordance with Section 4.2.

##### **4.0.3 Proposed Statement of Work**

Provide a proposed Statement of Work describing the Offeror's approach, project deliverables, assumptions, dependencies, testing methodology, acceptance criteria, training approach, project

closeout activities, and any proposed value-added services. The final negotiated Statement of Work will be incorporated into Exhibit 2 of the Master Services Agreement.

#### **4.0.4 Completed Attachment 2 – Requirements Response Workbook**

Submit a completed Requirements Response Workbook in native Excel format or PDF format. The completed Requirements Response Workbook will be incorporated into Exhibit 4 of the Master Services Agreement.

#### **4.0.5 Completed Attachment 3 – Cost Workbook**

Submit a completed Cost Workbook in native Excel format. The completed Cost Workbook will be incorporated into Exhibit 3 of the Master Services Agreement.

#### **4.0.6 Implementation Plan**

Provide a detailed implementation plan including project phases, milestones, room deployment sequencing, testing activities, training activities, resource requirements, anticipated project schedule, and strategies for minimizing disruption to court operations. The final negotiated implementation plan will be incorporated into Exhibit 5 of the Master Services Agreement.

#### **4.0.7 Warranty Terms**

Provide detailed warranty terms, including warranty coverage, exclusions, response times, escalation procedures, support processes, and warranty claim procedures. The final negotiated warranty terms will be incorporated into Exhibit 6 of the Master Services Agreement.

#### **4.0.8 Year One Maintenance and Support Services**

Provide a proposed maintenance and support plan applicable during the initial warranty and support period, including service coverage, response times, escalation procedures, support availability, preventative maintenance activities, and any included remote support services. The final negotiated terms will be incorporated into Exhibit 7 of the Master Services Agreement.

#### **4.0.9 Optional Maintenance and Support Services Years Two Through Six**

Provide optional maintenance and support service descriptions, service levels, response times, escalation procedures, preventative maintenance activities, annual system health reviews, lifecycle management services, and annual pricing for each optional renewal year. Should the AOC choose to elect final maintenance, the final negotiated terms will be incorporated into Exhibit 8 of the Master Services Agreement.

#### **4.0.10 Prior Project Experience**

Provide examples of previous work involving conference room audiovisual modernization, collaboration technology, courtroom connectivity, government facilities, judicial branch facilities, or projects of similar scope and complexity.

#### **4.0.11 References**

Provide up to three client references for projects of similar scope and complexity completed within the past five years.

### 4.1 Master Services Agreement

The successful Offeror shall be required to execute the MSA included as Attachment 1: Master Services Agreement. The terms and conditions in the MSA shall govern any agreement issued as a result of this RFP.

The following provisions of the MSA are non-negotiable: Articles 10 (Invoicing and payment), 12 (representations warranties and covenants), 14 (indemnities), 15 (Liability), 16 (Dispute Resolution), and 17 (Termination) (Collectively the “Non-Negotiable Provisions”). In order to be qualified, an offeror must affirm that the offeror will not take exception to the Non-Negotiable Provisions. Failure to do so will result in disqualification of the offeror.

For those provisions not listed above as Non-Negotiable that Offeror finds unacceptable, please identify, list and describe any exceptions. Also provide a “redline” version of the MSA identifying the provisions taken exception to and providing alternate language where applicable.

### 4.2 Pricing

Offeror shall complete and submit the Cost Workbook (Attachment 3: Cost Workbook) according to the instructions provided in the workbook.

The Cost Workbook provides the framework for providing detailed cost information for the implementation project delivered in Year 1 and the optional maintenance costs for Years 2 through 6. The Cost Workbook must be the only document containing proposed cost information in the offer.

The Cost Workbook is in MS Excel format, and consists of the following tabs:

*Table 4: Cost Workbook Structure*

Tab #	Cost Workbook Tab Title
1	Instructions
2	Room Pricing with Total Cost
3	Equipment Assessment
4	New Equipment Schedule
5	Reuse Alternatives
6	Hourly Rate T&M Services
7	Optional Services

For avoidance of doubt, data provided within Attachment 3: Cost Workbook shall be incorporated into Exhibit 3 of the MSA.

### 4.3 Exceptions and Assumptions

Identify all general assumptions and dependencies associated with this offer in the table below; add additional rows as necessary. Please note that any cost-related information must not be stated here but must be included only in the Assumptions section of the **Attachment 3: Cost Workbook**.

#	Assumptions and/or Dependencies
1	Sample text: Estimated number of workshops are XX.

2	
#	Insert additional rows as necessary.