

## AV RFP Questions

### 1. Existing Equipment Inventory:

Is there currently any audiovisual equipment in place that is expected to be reused as part of this project? If so, could you please provide a complete and detailed inventory of such equipment, including make, model, location, and functional status? **No**

### 2. Audio System Requirements:

- Who needs to be captured on audio for the record (e.g., judge, counsel tables, witness stand, gallery)? **Justices and Judges at the bench, counsel at the podium, Clerks desk. Also, we need 12 microphones available to use in the well during our Judicial Selection process.**

- Is sound reinforcement (amplification within the room) required? **Yes**

- Are there any specific acoustic or intelligibility considerations we should be aware of? **The courtroom in Carson City is larger and the ceiling construction is different than Las Vegas. Las Vegas has no speakers over center of room/podium.**

### ○ Video System Requirements:

- Who needs to be captured on video (e.g., judge, attorneys, witnesses, gallery)? **Justices and Judges at the bench and counsel at the podium. During Pardons board we need video of the appellant and respondent tables. Ability to cover all of the well area.**
- What are the display requirements (e.g., number, size, resolution, and locations of monitors)? **This is where we need the expertise of the AV firm to improve on what we have now. We currently have 10" monitors for the Judges on the bench and clerk's desk. We have a 55" monitor on a rolling cart in front of the podium for the attorneys and we have two 55" monitors on carts flanking the sides of the courtroom that can be tilted for public seating. We would consider monitors on the back wall for line of sight from the bench and also a cleaner solution for flanking monitors that are currently on carts.**
- Are there specific viewing needs for the judge, jury, counsel, or public gallery? **See above: Best viewing possible for all.**

### 4. Evidence Presentation Requirements:

- What types of evidence/media are typically presented (e.g., documents, video files, physical evidence)? **HDMI input at Clerk/IT station and podium.**

- What types of input devices will be used (e.g., laptops, document cameras, Blu-ray players)? **The only input device needed is a laptop connection, currently HDMI, which provides audio and video to the displays as needed, which is rare.**
- In what locations will evidence need to be presented or viewed (e.g., judge, counsel, jury, public)? **N/A**

**5. Hybrid Proceeding Capabilities:**

Could you please provide details regarding the requirements for hybrid proceedings, such as remote participants, video conferencing integration, and whether two-way communication is required for all parties? **The requirement is for video conferencing integration. We are using Zoom for our meetings, including any outside participants that may be invited to join. Format to push to YouTube for public consumption.**

**6. Transcript Integration:**

The RFP references “near-real-time transcript production.” Could you clarify what is meant by this? **The requirement is real time closed captioning on live streaming and transcript of recorded events.**

- What technology or process is currently used or expected to be used for transcript generation? **Currently FTR and third-party transcription services.**
- Will integration with court reporter systems or third-party services be required? **We use For The Record (FTR) which is installed on our laptop that is patched into a press feed.**

**7. External AV Feeds:**

Are there any requirements for external audio or video feeds, such as:

- Live streaming (local or internet-based)? **We stream to our YouTube channel.**
- Overflow monitors or displays outside the courtroom? **We would like the option to provide live audio/video for the lobby area outside the courtroom.**
- Dedicated press feeds or connections for media use? **We currently have dedicated press feeds in each courtroom.**

**8. System Control & Integration:**

- What are the expectations for system control interfaces (e.g., touchscreen panels, software-based control)? **We prefer a device agnostic control solution, rather than a manufacturer specific device.**

- Will integration with third-party systems be required (e.g., lighting, window shades, environmental controls)? **No**
  - How many wireless microphones are needed, and for what purposes (e.g., handheld, lapel, podium)? **In addition to the 12 microphones in Question 2 bullet point 1. We will only have the need for 1 handheld and one lapel mic for special situations.**
  - Are there any restrictions or preferences regarding monitor mounting (e.g., wall-mounted vs. furniture-mounted)? **No**
9. Can we get a copy of the Cad/PDF drawings for each courtroom? **Yes**
10. Will the court provide infrastructure additions such as power, conduit, and junction boxes for the displays and cameras that will be relocated or added to the walls. **If necessary.**
11. Will the court accommodate/approve slightly larger speakers on the dais? **Yes**
12. The AV contractor will provide a new equipment rack? **Yes**
13. Are both the Las Vegas and Carson City systems identical? **We would like the systems at both courtrooms to be identical with regard to user interface and experience.**
14. Will the court accommodate/approve slightly larger monitors on the dais? **We would be willing to accommodate larger monitors as long as they preserve the aesthetics of the room.**
15. Does the court require speech to text transcription? **Yes**
16. The court would like to synchronize the speech timers, correct? **Yes**

17. Would the court entertain an additional camera on the rear wall to support automatic camera switch of the dais? **We would entertain the use of automatic camera switching. We would like to see a demo of that technology.**
18. Are two microphones required at the attorney tables? **These microphone locations are included in the count of 12 microphones from question 2. 1 microphone at each table.**
19. We understand the court is interested in a quote for an entirely new system, but the RFP asks bidders to “Identify and recommend equipment to be reused, replaced, or newly installed” ; for clarification, would you like for us to quote an entirely new system, given the age of the system or to try to reuse some of the existing equipment? Is this the same for both courtrooms? **We would like a quote for an entirely new system.**
20. There is no discussion of Production Services in Attachment 2 or Attachment 2.1

**While the term “*Production Services*” does not appear as a standalone heading in Attachment 2 or 2.1, both documents clearly define the services and performance expectations that apply once the system is live and accepted.**

**Attachment 2 (SLA) outlines:**

- System monitoring
- Defect resolution
- Reporting requirements
- Corrective action plans
- Service Level Reimbursements for failures

**Attachment 2.1 (SLR) specifies measurable performance standards for:**

- Uptime/availability (SLR-4)
- Support and incident resolution (SLRs 2–3, 7–12)
- Help desk responsiveness (SLRs 9–11)
- Recovery objectives (SLR-5)
- Disaster recovery testing (SLR-13)

**These are core elements of Production Services.**

**Additionally, Tab 3 of the Cost Workbook is designated for pricing these services, as referenced in Section 4.2 of the RFP.**

21. There is no Section 4.4 of the MSA and there is no discussion of Production Services in the Scope of Work. Please define the scope of 'Production Services' and specify when they commence. Do they include support desk, system monitoring, or on-site maintenance?

The reference to “Section 4.4 – Production Services” appears in the exceptions clause but does not correspond to a labeled section in the body of the RFP. The term Production Services is defined through Attachment 2 – Service Level Agreement and Attachment 2.1 – Service Level Requirements.

Production Services refer to post-implementation support and include help desk services, system monitoring, maintenance, updates, and related ongoing operations.

As outlined in Section 4.2 – Pricing, Offerors must provide Production Services pricing in Attachment 4: Cost Workbook, Tab 3 – Production Services.

22. The following sections are not included in the RFP or the MSA:

- 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.

Please update the RFP to include these sections or update the references to these sections.

All referenced sections are accounted for and were intentionally posted as clearly labeled attachments on the procurement site. While these topics are not numbered as Sections 4.3 through 4.7 in the RFP body, each is fully addressed as follows:

Implementation Services – Covered in Section 3: Scope of Work, which outlines the full implementation process including site assessment, system design, equipment installation, programming, integration, training, and go-live readiness.

Production Services – Addressed in Attachment 2: Service Level Agreement, Attachment 2.1: Service Level Requirements, and Tab 3 of the Cost Workbook

Service Level Agreement and Service Level Requirements – Provided as Attachment 2 and Attachment 2.1

Master Services Agreement – Posted as Attachment 1: MSA

Pricing – Covered in Section 4.2 – Pricing and Attachment 4: Cost Workbook

Exceptions and Assumptions – Addressed in Section 4.3 of the Offer Response

Each of these items was posted to the procurement site as labeled attachments. No update to the RFP will be made.

23. Please confirm that email submissions will be accepted.

Yes, email submissions will be accepted. Please submit proposals to [contracts@nvcourts.nv.gov](mailto:contracts@nvcourts.nv.gov) as outlined in Section 2.3 – Delivery Instructions of the RFP.

24. What external systems (e.g., WebEx/Zoom/Teams, CMS, real-time transcription engines) must the AV system integrate with? Should licensing be included? We currently use Zoom and maintain licensing.

25. Will there be storage and staging space available at the installation sites? Yes

26. Is there a loading dock available? Carson City has a loading dock, Las Vegas does not.

27. Will a dumpster or trash removal service be provided? Yes

28. What days/hours will the rooms be available to the installation staff? M-F 7:00AM to 5:30PM.

29. Please clarify “estimates”; do you want estimate timeline/schedule, estimated costs, or something else? **We would like an estimate of timeline, schedule and costs.**

30. Please provide Exhibit 3 and Exhibit 4 to the MSA.

**Exhibit 3 and Exhibit 4 to the Master Services Agreement are posted as attachments on the procurement site. Please refer to the labeled attachments posted with the solicitation documents.**

31. Exhibit 2 is missing; please provide.

**Exhibit 2, titled Service Level Agreement, is provided as Attachment 2 on the procurement site. The associated Service Level Requirements are provided in Attachment 2.1. Please refer to the posted attachments for these materials.**

32. Is the system expected to meet CJIS or IRS 1075 compliance, and are there specific certification requirements for hosted solutions?

**There should not be any CJIS data transmitted by any of the equipment.**

33. Sections 9.1 and 10.1 reference Financial Provisions as Exhibit 5; the Table of Contents lists them as Exhibit 4 and Service Level Requirements as Exhibit 5. Please clarify exhibit numbers and provide those that are missing.

**Upon review, the Table of Contents and the corresponding sections of the Master Services Agreement (MSA) correctly reflect the following:**

**Exhibit 4: Service Level Requirements**

**Exhibit 5: Financial Provisions**

**Sections 9.1 and 10.1 properly reference Exhibit 5 (Financial Provisions). No discrepancies were found.**

**Please note that the RFP and MSA use different numbering systems. In the RFP, documents are labeled as Attachments; in the MSA, they are re-numbered as Exhibits. For example, what is labeled as Attachment 2.1 in the RFP may appear as Exhibit 4 in the MSA. Each system is correct within its respective context. The MSA was provided as a sample and is not the final negotiated agreement.**

34. Is the Offeror responsible for procuring and renewing licenses for third-party software (e.g., transcription, AV control, conferencing tools)? **Yes**

35. Paragraph (a) lists Exhibit 3 as the Escrow Agreement. Exhibit 3 is previously identified as the Statement of Work in Section 2 of the MSA. Please clarify and provide the sample escrow agreement.

The reference to Exhibit 3 as the Escrow Agreement in Section 13.1(a) is an error and will be corrected in the final agreement. A sample Escrow Agreement is not being provided as part of this solicitation. If required during negotiations, a separate exhibit will be developed and added.

36. If service desk is required, please amend the Scope of Work and MSA to include these requirements which include description of work to be performed, coverage hours, onsite versus remote expectations, etc.

The requirements for Service Desk support, including performance expectations, response times, availability, and reporting metrics, are provided in **Attachment 2: Service Level Agreement** and **Attachment 2.1: Service Level Requirements**. These documents define the expectations for support, including incident resolution, response times, uptime, and communication protocols.

Service Desk details are not restated in the Scope of Work or MSA but are incorporated by reference through these attachments. No amendment to the Scope of Work or MSA is planned at this time.

37. Are service level reimbursements capped? Can Offerors propose alternative SLA models? **Service Level Reimbursements are not currently capped in the RFP materials. Offerors may propose alternative SLA models as part of their response. However, any exceptions to the Service Level Agreement or Service Level Requirements must be clearly stated in writing in the Offer, in accordance with Section 4 of the RFP. Acceptance of such exceptions is at the sole discretion of the AOC.**

38. The Requirements Workbook does not have any requirements for Production Services/service desk.

Production Services and Service Desk expectations are addressed in **Attachment 2: Service Level Agreement** and **Attachment 2.1: Service Level Requirements**, which



establish performance metrics and support obligations. These documents govern the operational expectations for ongoing support.

The Requirements Response Workbook focuses primarily on implementation-specific functionality. Offerors are expected to respond to Production Services obligations through their proposed approach to service delivery and adherence to the SLAs provided.

39. There is no discussion of Production Services in the RFP, Section 3.0.1 Project Scope. Section 3.0.1 of the RFP outlines the implementation scope. Ongoing support and Production Services are addressed in Attachment 2: Service Level Agreement, Attachment 2.1: Service Level Requirements, and Attachment 4: Cost Workbook (Tab 3 – Production Services).

These documents provide the operational expectations, service metrics, and cost structure for Production Services. No changes to Section 3.0.1 are planned.

40. Do we want them to define/align the 7 rows of cost items to the Scope of Work? Testing, Cutover, and Closeout are not defined/described in the RFP/Scope of Work.

The 7 cost item rows in the Cost Workbook are intended to capture key phases of implementation. Offerors may define and align these phases to their proposed approach, including Testing, Cutover, and Closeout. These terms reflect standard implementation activities, and while not individually detailed in Section 3.0.1, they fall within the broader responsibilities outlined under Programming and Integration, Equipment Installation, and Training and Support. Offerors are encouraged to clearly describe how these phases are addressed in their project plan and proposal narrative.

41. Please define the scope of work that would be anticipated for the T&M Services.

Time and Materials (T&M) Services are intended for any unanticipated or out-of-scope work that may arise during the course of the agreement. This may include enhancements, configuration changes, troubleshooting, or support tasks not covered under the fixed-price implementation or Production Services.

Offerors may propose applicable roles and hourly rates in **Attachment 4: Cost Workbook (Tab 6 – Hourly Rate T&M Services)**. Any use of T&M Services will be at the AOC's discretion and subject to written approval.

42. If there is no anticipated statement of work designated for the referenced change order, will offerors be allowed to offer a rate schedule for multiple resources that would potentially be involved?

Yes. As there is no predefined scope for change order work at this time, Offerors are expected to propose a rate schedule for all resource types that could potentially be involved in Time and Materials (T&M) work. This should be provided in Attachment 4: Cost Workbook (Tab 6 – Hourly Rate T&M Services).

Offerors should propose the roles, skillsets, and hourly rates based on their anticipated support structure. All T&M work will be subject to written AOC approval and formal change order authorization.

43. Would you support 5-years of support to match the lifecycle of OEM hardware instead of the requested 11-years.

We would support 5 years of support to match the OEM lifecycle.

44. We respectfully request a 2-week extension to the proposal submission deadline to August 29, 2025 at 5PM PST.

At this time, the AOC does not intend to extend the proposal submission deadline. Proposals remain due by August 15, 2025, at 5:00 PM PST. Any changes to the schedule will be communicated through an official addendum.

45. Will there be a period for additional questions after the release of the answers to these questions? The answers provided may prompt more clarification questions.

No.