

REQUEST FOR PROPOSAL



Kaysville City Council Chambers & Police Department Emergency Operations Center Audiovisual System Replacement

Issue Date: August 17, 2026

Proposal Due Date: September 30, 2026, at 5:00 p.m. Mountain Time

Pre-Proposal Site Walk: September 8, 2026, at 2:00 p.m. Mountain Time

1. Introduction and Background

Kaysville City invites qualified audiovisual integrators to propose replacement systems for four spaces across two City facilities: the City Council Chambers, Council Conference Room, Staff Conference Room, and Police Department Emergency Operations Center (EOC).

The existing multi-vendor systems use Crestron, Extron, Biamp, QSC, Shure, and related equipment. The Police EOC system is approximately twelve years old, and the Council Chambers system is approximately five to six years old. Both have become increasingly unreliable.

The Council Chambers has ongoing audio problems, particularly when the room is full. Speech can be difficult to understand, while increasing the volume often causes feedback. Other intermittent problems have included loss of microphones, audio, video, dais monitors, camera control, local recording, and YouTube streaming. Equipment may fail to start or connect, require reboots, or recover inconsistently, making the system difficult to operate and trust during public meetings.

The City seeks simpler, more reliable systems designed for an anticipated useful life of at least ten years with minimal ongoing support. Preference will be given to solutions that emphasize clear audio, ease of use, secure management, and long-term maintainability over unnecessary complexity.

2. Project Objectives

The successful proposal will deliver audiovisual systems that are straightforward to operate, highly reliable, and aligned with the City's actual meeting practices. The systems shall improve audio performance, reduce dependence on multiple vendors, and reduce the need for frequent troubleshooting. Remote management and control capability for City IT staff is required.

Recording and streaming are important functions in the Council Chambers. The design shall ensure that a failure or interruption of the live stream does not stop, corrupt, or otherwise affect the local recording. Local recording shall not depend on an active internet connection or the availability of YouTube. The

proposal shall clearly identify any shared components or single points of failure between recording and streaming.

3.1 Council Chambers

3.1.1 System Replacement and Reuse

The Council Chambers audiovisual system shall be replaced as necessary to meet the reliability, longevity, compatibility, security, and support requirements of this RFP. Existing equipment may be retained only when it remains serviceable, is fully compatible with the proposed system, and does not create an unreasonable operational or support risk.

Proposers shall inspect the existing system and clearly identify each component recommended for reuse, replacement, or removal. This evaluation shall include the existing displays, projector, motorized screen, dais monitors, cameras, video distribution equipment, microphones, audio processing equipment, control interfaces, lighting-control interfaces, UPS equipment, cabling, and other supporting components. The proposal shall explain the basis for retaining any existing equipment.

3.1.2 Meeting Configurations

The system shall support two primary meeting configurations: a formal dais configuration and a floor or round-table configuration. Operators shall be able to select the appropriate configuration from the primary room control interface. Selecting a configuration shall recall the appropriate microphone processing, audio routing, display routing, camera presets, program layouts, lighting settings, and other system settings required for that meeting type.

Formal Dais Configuration

The formal dais configuration will be used for City Council meetings and similar public meetings. Council members will be seated at the raised dais, clerks will operate from the east and west clerk stations, and members of the public will speak from the public-comment podium.

The formal dais configuration shall include ten fixed wired microphone positions:

- Seven microphones at the raised dais, including the mayor's center position
- One microphone at the east clerk station
- One microphone at the west clerk station
- One microphone at the public-comment podium

The system shall automatically manage active microphones and provide clear, consistent sound reinforcement throughout the room while minimizing feedback and background noise. Audio from all active microphone positions shall be available to the room sound system, local recording, live stream, web conference, assistive-listening system, and other required audio destinations.

Presentations and other media may be introduced from the clerk stations, public-comment podium, or dais. Wired and wireless presentation options shall be provided at the locations identified during the site walk.

The system shall also include two wireless handheld microphones for presentations, audience participation, and other situations where a fixed microphone is not appropriate.

Floor or Round-Table Configuration

The floor or round-table configuration will be used when participants are seated in the main floor area and oriented toward the east-wall displays. The system shall support flexible seating arrangements, round-table discussions, training sessions, and similar meetings without requiring physical changes to the permanent dais microphones.

These meetings will primarily use the City's portable wireless microphone equipment, including eight tabletop "puck" microphones.

When the floor or round-table configuration is selected, the system shall recall the microphone processing, sound reinforcement, audio routing, display routing, camera coverage, lighting settings, and program layouts appropriate for participants seated in the main floor area.

3.1.3 Control Interface, System Power, and Lighting

The Council Chambers shall provide integrated control of the audiovisual system and room lighting. Control shall be available from clearly identified interfaces located at the wall and dais, together with a secure remote-control interface for City IT staff.

Operators shall be able to start or shut down the system using a single control from the wall, dais, or remote IT interface. The system shall start in a known operating state and shall not require operators to manually start individual audiovisual components.

The system shall provide presets for common meeting, presentation, recording, and streaming uses. Presets shall recall the appropriate lighting levels, audio routing, display routing, camera positions, program layouts, and other system settings. Automatic lighting dimming shall be provided where appropriate, with the ability for operators to manually adjust or override the lighting.

The primary operator interface shall clearly display, at a minimum:

- Selected meeting configuration
- Active presentation source
- Display routing and display status
- Audio-zone and microphone mute status
- Activity or level indication for important microphones, including the podium microphone
- Selected camera and program layout
- Recording and streaming status

- Elapsed recording and streaming time
- Web-conferencing status
- Critical connection, equipment, or system failures

Frequently used controls shall be available from the main operations screen without requiring operators to navigate through multiple menu levels. Controls shall be clearly labeled and usable by trained City staff without specialized vendor assistance.

The selected vendor shall provide proposed control-interface layouts and operational workflows for City review before final programming. The City shall be allowed to request reasonable revisions to button names, arrangement, and operation before final acceptance.

3.1.4 Speech Intelligibility, Audio Zones, and Microphone Control

Improving speech intelligibility is a major project goal. When the room is occupied, audience members currently have difficulty hearing clearly, while increasing the volume quickly produces feedback. The existing ceiling speakers are mounted approximately twenty feet above the floor and may contribute to the problem.

The proposer shall evaluate the room acoustics and recommend an appropriate combination of speaker placement, acoustic treatment, microphone selection, automatic mixing, acoustic echo cancellation, and digital signal processing. The proposed solution shall provide clear and consistent speech coverage throughout the occupied areas of the room without excessive volume or feedback.

The proposal shall describe how room audio performance will be measured and verified. The selected vendor shall conduct pre-installation and post-installation testing and provide documentation demonstrating improved speech intelligibility and audio performance.

The system shall provide separately controlled audio zones for:

- The main Council Chambers
- The dais
- The prefunction area

Each zone shall provide independent volume and mute control. Adjusting or muting one zone shall not unintentionally affect another zone or the audio included in the local recording, live stream, web conference, or assistive-listening system.

The control interface shall provide appropriate individual and grouped control of:

- The mayor's microphone
- Other dais microphones
- East and west clerk microphones
- Public-comment podium microphone
- Wireless handheld microphones

- Tabletop puck microphones
- Other wired or wireless microphones included in the system

Clearly identified global and area-specific controls shall be provided for muting all microphones, dais microphones, the podium microphone, prefunction-area audio, and other groups approved by the City. The interface shall clearly show when an individual microphone, microphone group, or audio zone is muted.

3.1.5 Presentation Inputs, Displays, and Video Routing

The system shall support flexible routing of presentation and program content to:

- The projector and motorized screen
- Dais monitors
- East-wall displays
- Prefunction-area display

Presentation inputs shall include:

- Wireless presentation
- Public-comment podium
- East and west clerk stations
- Dais presentation positions
- Wall-plate locations identified during the site walk
- Other City-approved audiovisual sources

The Council Chambers shall include a simple wireless presentation system similar in operation to the Barco ClickShare system currently used by the City in the Police Department. The system shall allow City staff and guest presenters to connect a laptop and share content without changing cables, joining the City's internal network, or requiring assistance from City IT. The wireless presentation source shall be available for routing to the projector, dais monitors, east-wall displays, prefunction-area display, recording, livestream, and web conference as appropriate. Proposers may recommend Barco ClickShare or an equivalent system that provides comparable ease of use, reliability, security, and functionality.

The existing large industrial LCD displays on the east wall may be retained if they remain serviceable and compatible with the proposed system. The proposer shall evaluate the existing projector, motorized screen, dais monitors, prefunction-area display, supporting video distribution equipment, cabling, and other related components and identify what should be retained, replaced, or removed.

During normal operation, the room displays shall receive a consistent City-selected program feed. Operators shall also be able to route different sources to individual displays or display groups when required.

The control interface shall provide simple controls to:

- Select the active presentation source
- Route content to individual displays or display groups
- Turn displays on or off
- Blank selected displays or all room displays
- Show a City-provided logo or other approved image
- Restore the previously selected presentation source

Display and source controls shall use straightforward routing logic and shall clearly indicate the source currently assigned to each display or display group.

3.1.6 Camera System and Program Layouts

The camera system shall use PTZ cameras and provide reliable coverage of:

- The full dais
- The mayor's position
- East and west clerk stations
- Public-comment podium
- Main floor or round-table seating area
- Audience seating
- Flags or other ceremonial views identified by the City

Proposers shall recommend the appropriate number, type, placement, and control method for the cameras.

The control interface shall provide live camera previews and operator-selectable camera presets. Presets shall be clearly labeled for common views, including the dais, mayor, clerk stations, podium, audience, floor seating, flags, and other views approved during system design.

Operators shall be able to select the following program layouts:

- Camera only
- Presentation only
- Camera primary, presentation inset
- Presentation primary, camera inset
- Two-camera picture-in-picture, either camera primary

Camera presets and program layouts shall be available from the primary operations screen and may be included as part of the formal dais and floor or round-table meeting presets.

3.1.7 Local Recording and Live Streaming

The system shall provide reliable local recording and live streaming to YouTube or another platform approved by the City. Recording and streaming shall be independently controlled so operators can use either function separately or both simultaneously.

A streaming, internet, YouTube, or web-conferencing failure shall not stop or corrupt the local recording. Recording, streaming, and web conferencing shall be capable of operating simultaneously without interfering with one another.

The recorded and streamed program shall include the operator-selected camera and presentation layout together with all required in-room and remote-participant audio.

The primary control interface shall allow operators to start, stop, monitor, and verify recording and streaming. It shall clearly display:

- Recording and streaming status
- Elapsed recording and streaming time
- Selected program layout
- Audio presence
- Connection, storage, or system failures

Recordings shall be created in a commonly supported file format and saved or automatically transferred to a City-designated network drive or file share. Access shall be controlled through City-managed permissions. The selected vendor shall coordinate with City IT to configure and test the connection to the designated storage location.

The proposal shall identify the recording capacity, estimated file sizes, storage and transfer methods, retention limitations, and any shared components or single points of failure between recording, streaming, and web conferencing.

3.1.8 Public-Comment Timer

The system shall include a configurable public-comment timer. Operators shall be able to:

- Select or enter the allotted time
- Start, pause, resume, and reset the timer
- Add or remove time
- Select or configure warning thresholds

The timer shall be visible to the public speaker, system operator, and appropriate City officials. The timer shall provide clear visual warnings as the allotted time approaches expiration and shall provide a configurable chime when time is nearly expired or has expired.

The system shall provide an optional automatic podium-microphone cutoff. City staff shall be able to enable or disable the automatic cutoff based on the meeting's needs.

Final timer display locations, visual-warning behavior, chime behavior, and whether the timer appears in the local recording or livestream shall be reviewed and approved by the City during system design.

3.1.9 Prefunction Area

The Council Chambers system shall provide a program feed to the television in the prefunction area. During normal meeting operation, the prefunction-area television shall display the same camera and presentation program being used for local recording and live streaming. Operators shall be able to route another approved source to the prefunction display when required.

The prefunction area shall be a separately controlled audio zone. Operators shall be able to turn prefunction audio on or off and adjust its volume from the primary room control interface. Prefunction-area audio adjustments shall not affect Council Chambers audio, dais audio, local recording, live streaming, web conferencing, or assistive listening.

The proposer shall evaluate the existing prefunction-area television, cabling, audio capabilities, and supporting distribution equipment and identify what should be retained or replaced.

3.1.10 Remote Participation and Web Conferencing

The Council Chambers system shall support remote participation through City-approved web-conferencing platforms such as GoTo, Zoom, Microsoft Teams, or similar services. The system shall support audio-only and audio-and-video participation.

Remote participants shall be heard clearly in the room and included in the local recording and live stream. Audio from in-room microphones shall be transmitted to remote participants using appropriate acoustic echo cancellation or mix-minus processing.

When video is used, operators shall be able to select the room camera, camera preset, presentation source, or program layout transmitted to remote participants. Operators shall also be able to:

- Mute and unmute remote participants
- Adjust conferencing audio levels
- Select conferencing audio and video sources
- Monitor conferencing status
- End the conferencing session through the conferencing platform and room control system, as applicable

The selected vendor shall coordinate with City IT to ensure compatibility with City-provided computers, network connections, Wi-Fi, and supported web-conferencing platforms.

3.1.11 Assistive Listening

The Council Chambers shall include an integrated assistive-listening system that maintains or improves the City's existing hearing-assistance capabilities and complies with applicable accessibility requirements.

The proposer shall evaluate the existing assistive-listening system for condition, compatibility, reliability, supportability, and remaining service life. Existing equipment may be retained and integrated into the new system if it meets the requirements of this RFP and is reasonably

expected to remain reliable and supportable for the required system life. Otherwise, replacement shall be included in the proposal.

The proposed system shall support appropriate receiver options, including neck-loop receivers for compatible hearing devices and headphone or earpiece receivers. The proposal shall identify the type and quantity of receivers, charging equipment, storage, signage, accessories, and operating instructions included.

Assistive-listening audio shall provide a clear room microphone mix and shall not be interrupted by routine adjustments to room or prefunction-area audio. The system shall be tested as part of final acceptance.

The Council Chambers shall also include a dedicated, clearly labeled audio output jack that carries the room microphone mix so staff can connect a portable recorder when needed. Using this output shall not disrupt the room audio, local recording, live stream, web conference, or assistive-listening system.

3.1.12 Remote Management, Power Protection, and Recovery

City IT staff shall be able to securely monitor and control the Council Chambers system from City office computers.

Remote IT capabilities shall include, at a minimum:

- System startup and shutdown
- Meeting-configuration selection
- Presentation-source and display routing
- Display on, off, blank, and City-logo controls
- Audio-zone volume and mute controls
- Appropriate individual and grouped microphone controls
- Camera preview and preset selection
- Program-layout selection
- Recording and streaming control and status
- Web-conferencing status and applicable controls
- Equipment-health and failure information

Network-connected equipment shall integrate securely with the City's existing network and Wi-Fi and comply with the security and support requirements of this RFP.

The system shall automatically recover to a known operating state following a power interruption without requiring specialized vendor intervention. Existing UPS equipment shall be evaluated and tested and shall be integrated into the new system or replaced as appropriate.

3.2 Related Conference Rooms

The Council Conference Room and Staff Conference Room currently rely on the same Crestron system that serves the main Council Chambers for control and display functions. The existing control panels and

associated programming shall be replaced with simple, reliable control interfaces that do not depend on the primary Council Chambers processors.

The new control solution for each conference room shall provide:

- Straightforward source selection for the existing displays and HDMI inputs.
- A simple BYOD connection that allows a user's laptop to access the room display, fixed wide-angle camera, ceiling microphone, and speakers for Teams, Zoom, GoTo Meeting, or similar platforms.
- Clearly identified HDMI, USB, and USB-C connections, adapters, or docking equipment required for common City laptops.
- A simple fixed wide-angle camera that shows the room. PTZ cameras and camera control are not required.
- Appropriate acoustic echo cancellation for web-conferencing sessions.
- An audio output jack that carries the ceiling microphone signal so staff can connect a portable recorder when needed.

Dedicated rack-mounted recording hardware is not required in the conference rooms. Complex multi-page control menus are not desired. The goal is a simple, inexpensive solution that allows staff to select a source, run a web conference, and optionally record audio without relying on the Council Chambers processors.

3.3 Police Department Emergency Operations Center

3.3.1 System Replacement and Reuse

The Police Department Emergency Operations Center audiovisual system shall be replaced as necessary to provide a reliable, supportable, and easy-to-operate system suitable for emergency operations, training, presentations, recording, and web conferencing. The existing system is approximately twelve years old and has been modified over time. Equipment that cannot reasonably support the City's reliability, compatibility, security, and longevity goals shall be replaced.

Proposers shall inspect the complete existing system and clearly identify each component recommended for reuse, replacement, or removal. This evaluation shall include the control processor and wall-mounted control panel, video-wall displays, side display, video-distribution equipment, wireless-presentation systems, cameras, microphones, assistive-listening equipment, audio processors, amplifiers, source equipment, network switch, HDMI-over-Cat extenders, floor-box connections, cabling, rack equipment, and UPS equipment.

Existing equipment may be retained only when it remains serviceable, is compatible with the proposed system, and does not create an unreasonable reliability, security, or support risk. The proposal shall explain the basis for retaining any existing equipment.

3.3.2 Room Operation and Control Interface

The system shall provide a simple wall-mounted control interface that allows trained City staff to operate the room without specialized technical assistance. Common functions shall be available from the main operations screen without requiring operators to navigate through multiple menu levels.

The current system provides separate simple and advanced operating modes. Recreating this arrangement is not required. The proposed system shall instead provide one straightforward operator interface with all commonly used controls clearly labeled and logically organized. Administrative or diagnostic functions may be provided through a separate secured interface for City IT staff.

Operators shall be able to start and shut down the complete room system using a single control. The system shall start in a known operating state without requiring operators to manually start individual audiovisual components.

The system shall provide presets for common uses, including:

- Emergency-operations meetings
- General presentations
- Web conferences
- Local recording
- Video-wall presentations
- Other City-approved room configurations

Selecting a preset shall recall the appropriate display routing, audio settings, camera positions, recording configuration, and other system settings associated with that use.

The primary control interface shall clearly display, at a minimum:

- System power status
- Active video and audio sources
- Source assignments for each display
- Microphone and audio mute status and volume settings
- Selected camera and camera preset
- Recording status and elapsed recording time
- Web-conferencing status
- Critical connection, equipment, or system failures

The selected vendor shall provide proposed control-interface layouts and operational workflows for City review before final programming. The City shall be allowed to request reasonable revisions to button names, arrangement, and operation before final acceptance.

3.3.3 Video Wall, Side Display, and Video Routing

The existing main video wall consists of four displays. The proposed system shall allow the video wall to operate as:

- One large image extending across all four displays
- Four separate displays showing independently selected sources
- Other practical display combinations recommended by the proposer and approved by the City

Operators shall be able to route any available video source to any individual video-wall display, the complete video wall, or an approved combination of displays. The same source may be shown on multiple displays when required.

The additional large side display shall be replaced with a new display and fully integrated into the room system. The new display shall maintain the existing movable or tilting functionality and shall support independent routing of any approved video source.

Operators shall be able to route any approved source to the side display independently from the four-display video wall.

The control interface shall use simple, clearly labeled routing controls and shall show the source assigned to each display. Operators shall not be required to understand or manually operate the underlying video matrix or distribution equipment.

The proposer shall evaluate the existing video-wall displays, side display, HDMI-over-Cat extenders, distribution hardware, and related cabling and identify what should be retained, replaced, or removed. Displays identified for retention shall be fully integrated and tested.

3.3.4 Presentation Inputs and Source Equipment

The system shall support wired and wireless presentation sources throughout the room.

Wired presentation inputs shall include:

- The wall-plate connection below the control panel
- Floor boxes 1 through 5
- Other locations identified during the site walk

Recently installed Cat6 cabling serving the floor boxes shall be reused wherever practical after testing. Existing network connections throughout the room shall remain available for City use.

The system shall include a Barco ClickShare wireless presentation system or City-approved equivalent with two or more associated pucks. The wireless presentation source shall be available for routing to any video-wall display, the complete video wall, the side display, local recording, and web conferencing.

The proposer shall evaluate the two existing Comcast receivers and recommend whether they should be retained or replaced with current models. The proposal shall clearly identify any recommended replacement as either part of the base proposal or an optional item. The control

interface shall allow operators to select either receiver, change channels, access commonly used television controls, and route the selected receiver to any display.

3.3.5 Audio System and Microphone Control

The audio system shall provide clear and consistent sound throughout the occupied room for emergency operations, presentations, recorded meetings, and web conferences.

The system shall include two rechargeable wireless handheld microphones and associated chargers. Alkaline battery powered microphones are not acceptable.

The movable podium shall use the wireless microphone system. A fixed wired podium microphone is not required.

The system shall provide a Bluetooth audio input and a wired auxiliary audio input near the primary control panel.

The control interface shall provide appropriate level and mute controls for:

- Each wireless handheld microphone
- The ceiling microphone
- Bluetooth audio
- Wired auxiliary audio
- Wall-plate and floor-box audio
- Web-conferencing audio
- Other included audio sources

Clearly identified controls shall be provided for muting individual microphones, microphone groups, auxiliary sources, and all room microphones. The interface shall clearly indicate when a microphone, microphone group, or audio source is muted.

3.3.6 Camera System

The system shall include two PTZ cameras that provide reliable coverage of:

- The presenter and front of the room
- Participants and the general seating area

The camera system shall provide:

- Pan, tilt, and zoom control
- Clearly labeled presets for common room views
- Live camera previews in the control interface
- Selection of the camera used for web conferencing
- Selection of the camera included in the local recording

Operators shall be able to manually control the cameras or select a preset at any time. Automatic camera tracking is not required but may be proposed as an optional feature.

3.3.7 Local Recording

The EOC shall provide reliable local recording.

The recording shall capture:

- One operator-selected room camera
- Room audio
- One operator-selected presentation source

The operator shall be able to select which camera and presentation source are included in the recording. The proposer shall describe how the camera and selected presentation source will be presented in the recorded program.

Operators shall be able to start, stop, monitor, and verify recording from the primary control interface. The interface shall clearly display:

- Recording status
- Elapsed recording time
- Selected camera
- Selected presentation source
- Audio presence
- Recording or storage failures

Recordings shall be saved locally and automatically transferred to a City-designated network drive or file share. A network interruption shall not stop, corrupt, or otherwise affect the local recording. Access to the recordings shall be controlled through City-managed permissions so that only authorized users can view, copy, or manage the files. The selected vendor shall coordinate with City IT to configure and test the local storage and transfer to the designated network location. A failure of the internet connection or web-conferencing platform shall not stop, corrupt, or otherwise affect the local recording.

3.3.8 Remote Participation and Web Conferencing

The EOC shall support remote participation through City-approved web-conferencing platforms such as GoTo, Zoom, Microsoft Teams, or similar services. The system shall support audio-only and audio-and-video participation.

The system shall integrate the room cameras, ceiling microphone, room speakers, and presentation sources with a City-provided computer or other approved conferencing device. Appropriate acoustic echo cancellation or mix-minus processing shall be provided to prevent remote participants from hearing echo or feedback.

The existing ceiling-mounted Shure microphone shall be evaluated for condition, coverage, compatibility, and suitability for continued use. If retained, it shall be fully integrated and tested. If replaced, the proposed ceiling microphone system shall provide clear coverage of the intended seating area without requiring participants to pass handheld microphones for normal web-conferencing use.

Operators shall be able to:

- Select the camera sent to remote participants
- Select the presentation source sent to remote participants
- Adjust incoming and outgoing conferencing audio
- Mute and unmute conferencing audio
- Monitor conferencing status
- End the conferencing session through the conferencing platform and room control system, as applicable

Remote participants shall be heard clearly in the room. Remote-participant audio shall be included in the local recording when a web conference is being recorded.

The selected vendor shall coordinate with City IT to ensure compatibility with City-provided computers, network connections, Wi-Fi, and supported web-conferencing platforms.

3.3.9 Assistive Listening

The EOC shall include an integrated assistive-listening system that maintains or improves the City's existing hearing-assistance capabilities and complies with applicable accessibility requirements.

The proposed system shall support appropriate receiver options, including neck-loop receivers for compatible hearing devices and headphone or earpiece receivers. The proposal shall identify the type and quantity of receivers, charging equipment, storage, signage, accessories, and operating instructions included.

The assistive-listening system shall receive a clear room microphone mix and shall be tested throughout the intended listening area as part of final acceptance.

3.3.10 Press and Portable Recording Audio Output

The EOC shall include a dedicated, clearly labeled press-feed audio output at the back of the room for connection of a portable recorder or other media-recording equipment.

The output shall provide a clear room microphone mix, including the ceiling microphone and active wireless microphones, without affecting the room sound system, web conference, local recording, or assistive-listening system.

The connection shall be readily accessible without entering or altering the equipment rack. The proposer shall recommend an appropriate industry-standard connector type and audio level.

3.3.11 Remote Management, Network Integration, and Power Recovery

City IT staff shall be able to securely monitor and control the EOC audiovisual system from City office computers, including system power, display routing, audio, cameras, recording, web conferencing, and equipment status.

The existing rack-mounted network switch shall be replaced. The vendor shall coordinate the switch brand and model with City IT and include the new switch in the proposal. Kaysville City IT will configure the switch.

The system shall integrate securely with the City's network.

The system shall automatically recover to a known operating state following a power interruption without requiring specialized vendor intervention.

4. Existing Conditions

The Council Chambers currently contain a Crestron control system with wall and mayor-station panels plus a remote client, Extron MGP 464 Pro and SMP 300 Series processors, Biamp Tesira processors that have displayed alarm conditions, a Shure ULXD wireless microphone system with zone and handheld microphones, two large industrial LCD displays, an Epson projector with motorized screen, seven dais monitors, and a recent lithium UPS. Rack wiring is generally clean, although free network switch ports are limited.

The Council Conference Room and Staff Conference Room each have a Crestron control panel and displays that are currently programmed from the same processors that serve the main Council Chambers.

The Police EOC contains a Crestron CP3 processor and wall panel, a four-television video wall with one additional large side display, five floor boxes with new Cat6 runs, a Barco ClickShare system, six Audio-Technica wireless microphones that require alkaline batteries, QSC and Crestron processing and distribution equipment, dual Comcast sources, a Blu-ray player, and a recent lithium UPS.

All four spaces shall remain usable to the greatest practical extent during the transition. Proposers shall identify anticipated outages, required after-hours work, temporary operating methods, and the sequence used to remove and replace shared system components. Scheduled public meetings and emergency operations shall take priority over installation convenience.

The City has successfully used GoTo Meeting as a backup recording path when the primary system has failed. The new solution shall not preclude similar contingency methods. Acoustics in the Council Chambers are challenging because of high ceilings and hard surfaces.

5. Technical Requirements

Proposers may recommend the system architecture and equipment that best meet the reliability, usability, and long-term support requirements of this RFP.

Proposed equipment shall be current, commercially supported, and selected for an anticipated system life of at least ten years. Any known product-lifecycle concerns, required subscriptions, or recurring costs shall be clearly disclosed.

Network-connected equipment shall be securely configured and coordinated with City IT. Default passwords shall be changed before final acceptance.

All new and reused cabling shall be tested, labeled at both ends, and documented.

The City shall receive all administrator credentials, licenses, programming files, editable configurations, system documentation, and other materials required to operate and maintain the completed systems.

6. Deliverables

The selected firm shall provide detailed system design drawings for City review and written approval before equipment procurement. At a minimum, the firm shall provide:

- A complete design narrative and final equipment list for each room.
- Signal-flow drawings, rack elevations, cable schedules, network requirements, and user-interface mockups.
- A transition and implementation plan identifying outages, temporary operating methods, and after-hours work.
- Complete installation, programming, configuration, commissioning, and cleanup.
- Editable programming and configuration source files, administrator credentials, license information, and backups.
- Operator and administrator documentation written for City staff.
- On-site training for City IT staff and operational users, with separate administrator and operator sessions where appropriate.
- Warranty information, support contacts, escalation procedures, and a recommended spare-parts list.
- Final as-built documentation reflecting the system as installed.
- A formal acceptance-testing report completed before final payment.

Acceptance testing shall include, at a minimum:

- Verification of every microphone, camera, input, output, control function, display, and programmed mode.
- Demonstration of clear, intelligible Council Chambers audio throughout the occupied seating area at normal operating levels without feedback.
- Simultaneous local recording and live streaming, including a sustained test of at least four hours.
- Verification that interruption of the internet connection or live stream does not stop or corrupt the local recording.
- Verification of web-conferencing audio and video, remote-participant mute and level controls, camera and presentation source selection, acoustic echo cancellation or mix-minus processing, room audio, recording audio, and streaming audio.

- Verification of conference-room BYOD web conferencing, camera, microphone, speakers, and portable-recorder output.
- Testing of hearing-assist coverage and included receivers.
- Recovery testing following a controlled power interruption.
- Verification of secure remote management and delivery of all credentials and source files.
- Verify that the portable recording output in each space provides a clear room microphone mix and can be used without disrupting any other system function.

7. Vendor Qualifications

Responding firms shall demonstrate relevant experience with municipal council chambers, public meeting spaces, and emergency operations centers. Proposals shall identify key project personnel and include applicable manufacturer certifications.

Firms shall have local or regional service capability and provide proposed remote and on-site response times, escalation procedures, and support costs.

Provide three references for comparable projects completed within the last five years, including the organization, contact information, project description, system platforms, location, and completion year.

8. Proposal Content and Submission

Proposals shall be organized in the following order:

- Cover letter and executive summary.
- Detailed technical narrative describing the proposed architecture and approach for each room.
- Requirements Compliance Matrix that identifies each numbered section and subsection of this RFP and marks it Comply, Exception, or Alternative, with a proposal page reference and explanation where needed.
- Complete equipment list identifying manufacturer, model, quantity, warranty, expected lifecycle, and proposed room assignment.
- Project schedule, transition plan, anticipated outages, and implementation approach.
- Completed Standardized Pricing Matrix.
- Warranty and ongoing-support offerings, including response times, escalation procedures, annual costs, and optional extended support.
- List of all software, cloud services, subscriptions, and recurring fees.
- Statement of exceptions, assumptions, exclusions, and owner-furnished items.
- Company qualifications, assigned personnel, and project references.
- Pricing shall separately identify equipment, installation labor, programming and configuration, training, and optional or alternate items, consistent with the Standardized Pricing Matrix.

The Standardized Pricing Matrix shall break out the Council Chambers, Police EOC, Council Conference Room, and Staff Conference Room as separate line items. Pricing shall further separate equipment, installation labor, programming, project management, shipping, travel, training, subscriptions, annual support, warranties, allowances, and optional or alternate items. Unit pricing and extended totals are

required. Failure to submit a completed Standardized Pricing Matrix may cause the proposal to be deemed nonresponsive.

Proposals shall remain valid for at least 120 days after the proposal due date. All proposal costs shall be included, and any item necessary for a complete working system that is not separately identified shall be considered included in the proposed price.

Proposals shall be submitted as a single electronic PDF file and must be received no later than September 30, 2026, at 5:00 p.m. Mountain Time. Proposals may be emailed to AVProject@kaysville.gov. Proposals received after the deadline will not be accepted.

Attendance at the pre-proposal site walk is optional. Any firm intending to submit a proposal shall email a letter of intent to AVProject@kaysville.gov before the scheduled site walk. The letter shall identify the firm and primary contact and shall state whether representatives will attend the site walk. A firm that does not attend or does not submit a letter of intent remains eligible to submit a proposal but is responsible for understanding the existing conditions and all RFP requirements.

9. Evaluation Criteria

Proposals will be evaluated using the scoring matrix below. Council Chambers audio performance and the reliability and long-term support of all four spaces are the City's highest priorities. The City may verify references, request clarifications, short-list proposers, conduct interviews or demonstrations, and negotiate with one or more firms.

Evaluation Criterion	Maximum Score
-Council Chambers speech intelligibility and room audio performance	10
-Reliability, maintainability, and long-term support for all four spaces	10
-Police EOC technical approach and required functionality	5
-Council and Staff Conference Room technical approach and required functionality	5
-Ease of operation and management across all spaces	5
-Implementation, transition, training, and testing plan	5
-Vendor experience and local support capability	5
-Total cost of ownership	5
Maximum Total	50

The two priority criteria will be scored from 1 to 10. All other criteria will be scored from 1 to 5.

10. Schedule

Milestone	Target Date
RFP issued	August 17, 2026
Pre-proposal site walk	September 8, 2026, at 2:00 p.m. Mountain Time
Deadline for written questions	September 21, 2026, at Noon Mountain Time
City responses and final addendum issued	September 28, 2026

Milestone	Target Date
Proposal due	September 30, 2026, at 5:00 p.m. Mountain Time
Evaluation and short-list	October 1–8, 2026
Interviews or demonstrations	October 14–21, 2026
Award and Notice to Proceed	November 2026 – Date to be determined
Substantial completion target	April 30, 2027
Final acceptance	May 26, 2027

The City may revise the schedule through a written addendum. Proposers shall identify any equipment lead times or other conditions that could affect substantial completion or final acceptance.

11. General Terms

The City reserves the right to reject any or all proposals, waive informalities, request clarification, and award the contract in the manner determined to be in the City’s best interest. The City may cancel this solicitation at any time and is not responsible for costs incurred in preparing or submitting a proposal.

A minimum one-year warranty on labor and the manufacturer’s standard warranty on equipment are required. Proposers shall separately price optional extended labor, equipment, software, and support coverage.

Proposals and supporting materials may be subject to applicable public-records laws. Proposers shall clearly identify information they consider confidential or proprietary, understanding that the City cannot guarantee confidentiality when disclosure is required by law.

Only written addenda issued by the City may modify this RFP. Oral statements made during the site walk, demonstrations, or other communications are not binding unless confirmed in a written addendum. Proposers are responsible for acknowledging all addenda.

12. Appendices

Appendix A – Council Chambers Equipment Inventory and Photographs

Appendix B – Police EOC Equipment Inventory and Photographs

Appendix C – Descriptions of Current Control Interfaces

Appendix D – Standardized Pricing Matrix

Questions concerning this Request for Proposal shall be submitted in writing to
AVProject@kaysville.gov.

Questions and the City's written responses will be anonymized and distributed to all registered proposers through written addenda. Similar or duplicate questions may be consolidated into a single question and response. The City generally intends to issue question-and-answer addenda weekly, as needed. Proposers shall rely only on written addenda and shall not rely on verbal responses.

Appendix A – Council Chambers Equipment Inventory and Photographs

This appendix summarizes the major audiovisual equipment currently installed in the Kaysville City Council Chambers. Photographs of device labels and rack conditions will be attached or provided during the pre-proposal site walk.

This inventory is provided for reference only. Proposers are responsible for verifying existing conditions during the site walk.

Equipment Inventory

Category / Location	Equipment / Description	Notes / Model (if known)
Control System		
Wall Control Panel	Crestron touch panel	Main room control
Mayor Station	Crestron touch panel (larger)	Same functions as wall panel; rarely used
Remote Client	Laptop with Crestron remote control software	Heavily used by IT staff
Control Processor	Crestron 3-Series Advanced Controller Pro 3	In AV rack
Audio Processing & Amplification		
DSP	Biamp Tesira Forte DAN VT	Currently showing red alarms
DSP	Biamp Tesira Server I/O	Currently showing red alarms
DSP	Biamp Tesira Forte DAN CI	Currently showing red alarms
Amplifier	Crown DCi 8 300N DriveCore Install	
Wireless Microphones		
Receiver	Shure ULXD4Q Digital Wireless Receiver	
Zone / Boundary Mics	8 × Shure MXW6/C	Used for non-standard / floor meetings – new in 2024
Handhelds	2 × wireless handhelds	
Wired Microphones – Dais		
Podium Mic	Shure MX400DP Microflex Desktop	
Dais Mics	Shure Microflex goosenecks	Mic 4 is Mayor's mic (special behavior), Rubber flex grommets fail frequently
Video Switching / Processing / Recording		
Matrix / Switcher	Crestron DM MD 32×32	Date code January 20; exact capabilities to be confirmed
Multigraphic Processor	Extron MGP 464 Pro	
Streaming / Recording	Extron SMP 300 Series	Shared with Council Conference Room
Displays		
East Wall	2 × large industrial NEC LCD	Approx. 72–84 inch; recommended for retention
Projector	Epson Pro L1490U	Projects onto motorized screen on dais back wall; always on
Dais Monitors	7 × NEC monitors on stands	Same content on all; heavy HDMI cables
Other Rack Equipment		
Timer Player	BrightSign XT	Runs podium timer

Control PC	Windows 11 thin client	Not domain-joined; no antivirus (action item)
UPS	APC Lithium UPS	Replaced within last 6 months
Network Switches	UniFi Edge 24-port + Intellinet PoE switches	Very limited free ports
Inputs / Connectivity		
Clerk Stations	HDMI in/out, network jacks	Right clerk used for 99% of presentations
Dais Inputs	HDMI, network, USB power, legacy FireWire	Network jacks not live
Wireless Presentation	AirMedia	Also Vaddio AirBridge noted under dais

Photographs

- Overall room views (dais, east wall displays, seating area)



- AV rack (front and rear)



- Device labels (Biamp, Crestron DM MD 32×32, Extron MGP/SMP, Shure receiver, BrightSign, etc.)
- Control panels (wall and mayor station)



- Microphone and speaker locations



- Input plates at clerk stations and dais





Appendix B – Police EOC Equipment Inventory and Photographs

This appendix summarizes the major audiovisual equipment currently installed in the Kaysville City Police Department Emergency Operations Center. Photographs of device labels and rack conditions will be attached or provided during the pre-proposal site walk.

This inventory is provided for reference only. Proposers are responsible for verifying existing conditions during the site walk.

Equipment Inventory

Category / Location	Equipment / Description	Notes / Model (if known)
Control System		
Wall Control Panel	Crestron white touch panel	Kaysville City Police logo; multi-level UI described as complex
Control Processor	Crestron 3-Series CP3	
Video Distribution & Displays		
Main Video Wall	4 × displays	Can show single image across all four or independent sources; to be retained
Side Display	1 × large movable / tiltable display	
Matrix / Switcher	Crestron DM MD 16×16	
Sources		
Floor Boxes	5 × floor boxes with HDMI	New Cat6 runs installed recently; to be reused
Wall Plate	HDMI wall plate near control panel	
Wireless Presentation	Barco ClickShare (HDMI / USB-C)	Preferred solution; only one puck remaining
Wireless Presentation	AirMedia	Requires City network; less preferred
Cable TV	Comcast 1 and Comcast 2 (4K)	
Media Player	Sony BDP-S1200 Blu-ray	
Audio		
Wireless Mics	6 × Audio-Technica ATW-C6100	Alkaline batteries only; require unscrewing handle to power on – not acceptable going forward
Receivers	Audio-Technica ATW-R5220 (UF synthesized)	
Ceiling Mic	Shure multi-lobe ceiling microphone	Used for Zoom-type calls; works well
Hearing Assist	Listen LT-8 FM transmitter + 10 × Listen digital receivers	Never used in practice
DSP / Processing	QSC Q-SYS Core 110f	
Amplifiers	Crown amplifiers (including XPA 2001 units noted)	
Other Rack Equipment		
UPS	APC Lithium UPS	Recently replaced (same timeframe as Chambers)
Network	Cisco 24-port switch	All ports occupied
Other	InnoGenie Cam 300, various HDMI-over-Cat transmitters	

Photographs

- Overall room views (video wall, side display, podium area, seating)



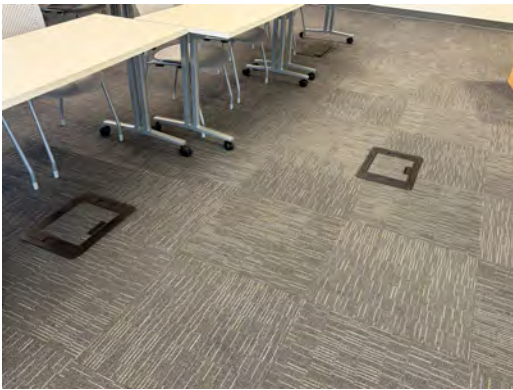
- AV rack (front and rear)



- Control panel



- Floor boxes and wall plate



- Wireless microphones and charging/storage condition



Appendix C – Descriptions of Current Control Interfaces

This appendix describes the current control interfaces in the Council Chambers and the Police Department Emergency Operations Center. The descriptions are based on operational walkthroughs conducted in July 2026 and are provided so proposers understand existing workflows, pain points, and user expectations.

1. Council Chambers Control Interface

The Council Chambers is controlled primarily through Crestron touch panels and a remote software client running on a City laptop. There is a wall-mounted panel, a larger panel at the mayor's station, and a remote client that IT staff use from their offices. The remote client is the preferred method of operation for most meetings.

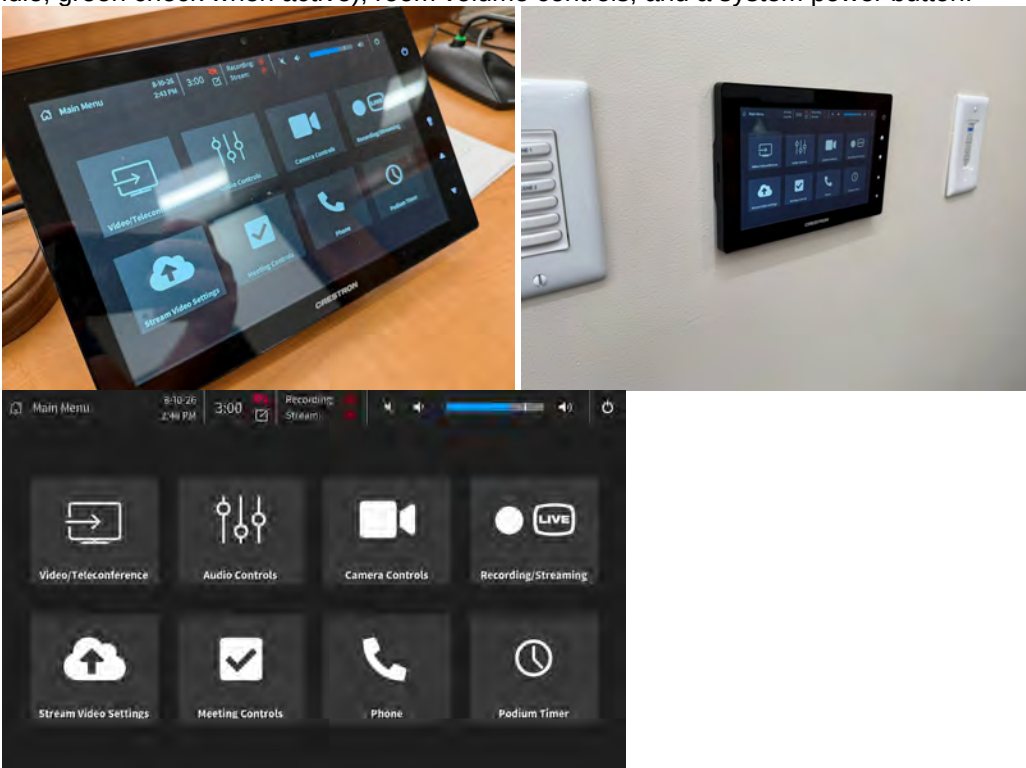


Power-Up and Main Menu

Tapping the Kaysville City logo powers the system on. After a short wait, the user is presented with a main menu containing eight primary buttons:

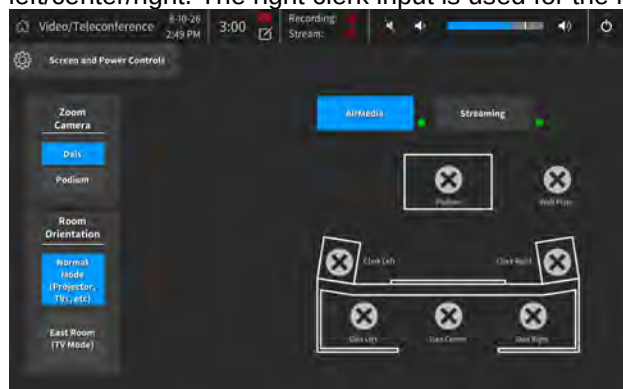
Video, Teleconference, Audio Controls, Camera Controls, Recording and Streaming, Video and Stream Settings, Meeting Control, and Phone / Podium Timer.

A top status bar shows the current menu, date and time, podium timer status, recording/stream indicators (red X when idle, green check when active), room volume controls, and a system power button.



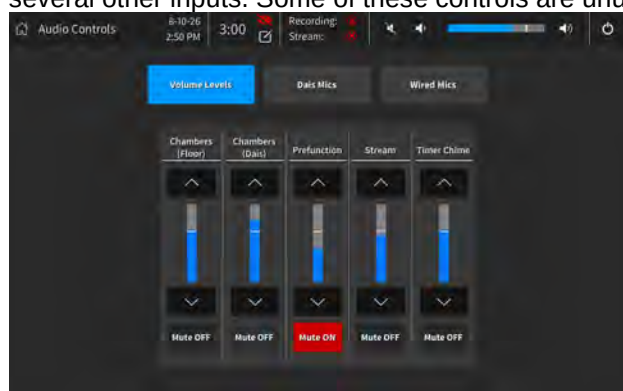
Video and Teleconference

This page selects the primary camera (dais or podium) for video conferencing and allows the operator to choose room orientation—either the full dais view using all displays or an east-wall orientation that uses only the two large LCD displays. It also provides a diagram of available video inputs: AirMedia, podium, wall plate, left clerk, right clerk, and dais left/center/right. The right clerk input is used for the large majority of presentations.



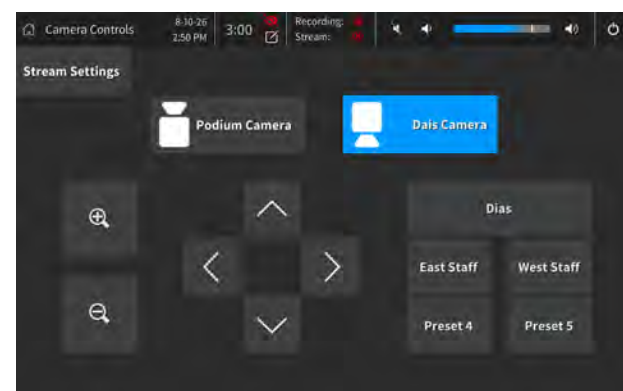
Audio Controls

Separate volume controls are provided for the main floor, the dais, the pre-function/lobby area, stream volume, and timer chime. Individual control is available for dais microphones 1–7 (microphone 4 is the mayor's microphone and has special mute behavior). A Wired Mics page offers level control for wireless zone microphones, podium, clerk positions, and several other inputs. Some of these controls are unused or non-functional.



Camera Controls

The operator can pan, tilt, and zoom the podium camera and the dais camera, and can store and recall presets. There is no live video preview on the touch panel itself. To see what the camera is framing, staff must either view the stream or remotely access the camera's IP interface from a laptop. This lack of on-panel preview is a significant operational limitation.

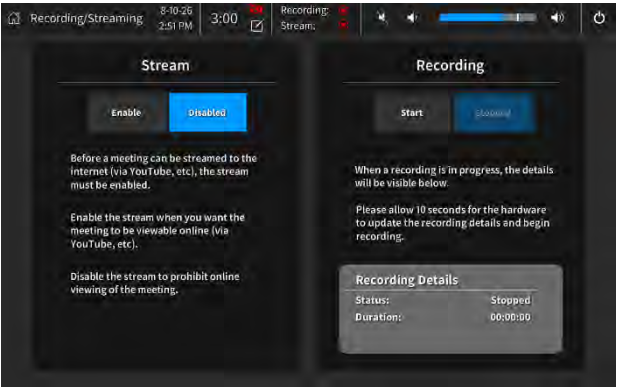


Recording and Streaming

Recording and streaming are controlled from the same page. The stream must be enabled before a meeting is viewable online. In the current configuration, stream audio does not begin until recording is also started. The recording details

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dialog shows status and duration but does not update the duration in real time. Staff would prefer the ability to stream without being forced to record, and vice versa.



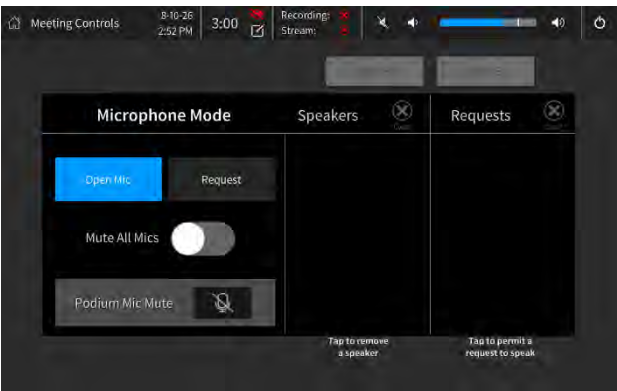
Video and Stream Settings

This is the page most frequently used by IT staff during meetings. It allows selection of Camera Only, Presentation Only, or Camera with Presentation modes, along with picture layout options (camera full screen, presentation full screen, or dual-camera view). The operator can also choose the primary camera and default presets, adjust podium microphone level, and see which video input is currently active.



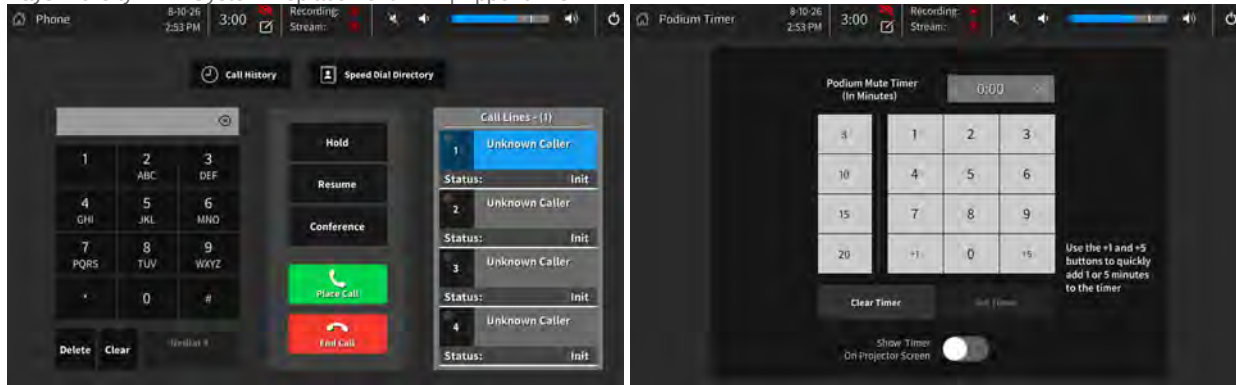
Meeting Controls

Two microphone modes are available: Open Mic (any dais member can unmute) and Request to Speak (all microphones except the mayor's are muted until the mayor releases them from a queue). The Request to Speak mode is almost never used because entering names is cumbersome and seating assignments change. Mute All and Podium Mute buttons are also provided.



Phone and Podium Timer

The phone page is integrated with the City's GoTo system and supports up to four outbound calls with hold and conference capability. Inbound dial-in is not supported. The podium timer accepts whole-minute values only (no 30-second or 15-second increments). A three-minute default is used for public comment. The timer can be shown or hidden on the projector screen and can auto-mute the podium microphone when time expires.

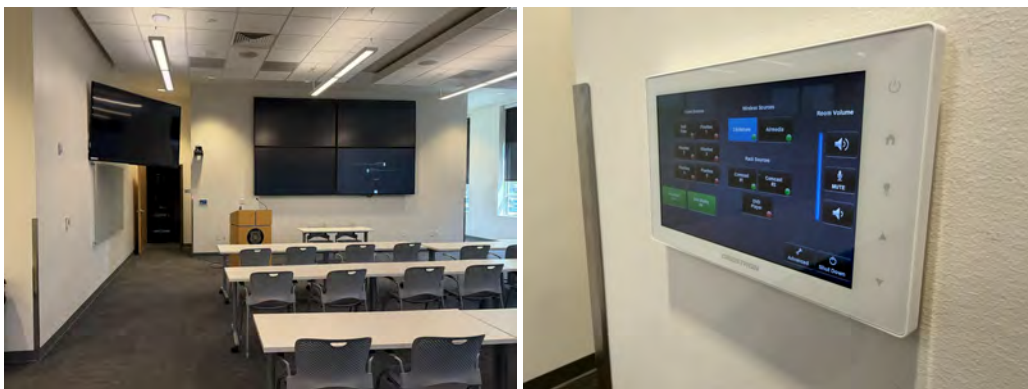


Known Operational Issues

- No live camera preview on the control panel
- There is currently no capability to mute the displays or present a City logo splash screen on the monitors before, during, or after a meeting when appropriate
- Recording and streaming are tightly coupled
- Podium timer limited to whole minutes
- Request-to-speak feature is impractical to use
- Some audio controls and inputs are non-functional or unused
- Pre-function/lobby television stream has been non-operational for an extended period

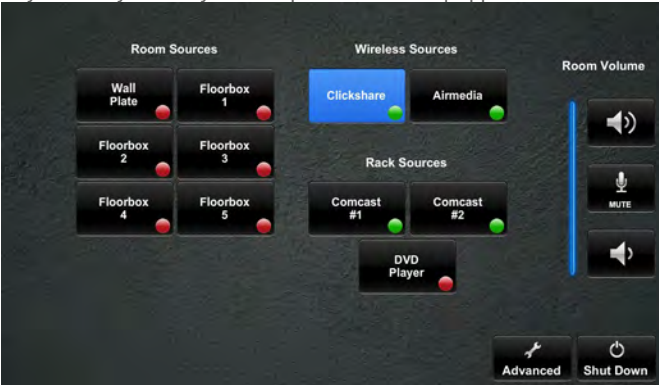
2. Police Department EOC Control Interface

The Police EOC uses a single wall-mounted Crestron touch panel. The interface is widely regarded by staff as overly complex and unintuitive.



Initial Screen and Simple Mode

The panel displays a “Press anywhere to begin” screen with the Police Department logo. After power-up, the main simple interface presents four categories of sources on the left: Room Sources, Wireless Sources, Room Volume, and Rack Sources. Two primary destination buttons select the main video wall or the side display. Advanced and Power Down buttons are also present.

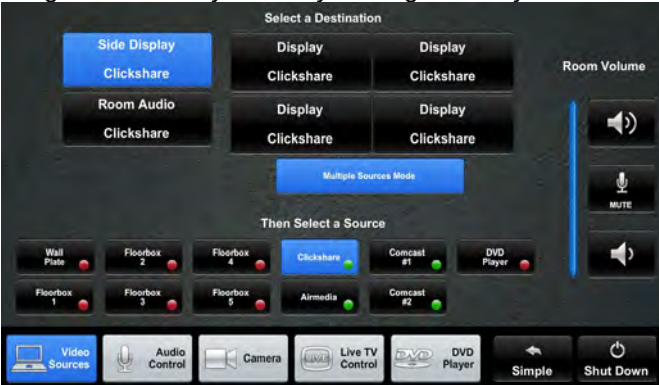


Source Selection

Sources include a wall plate, five floor boxes, ClickShare, AirMedia, Comcast 1, Comcast 2, and a Blu-ray player. ClickShare is the preferred wireless solution; AirMedia requires a device to be on the City network and is less reliable for guests.

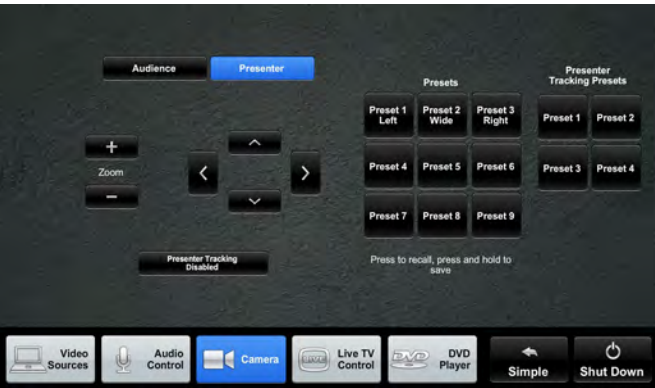
Advanced Routing

The Advanced page allows the operator to select any source and send it to any individual display on the four-TV video wall or to the side display. The video wall can show one image stretched across all four screens or four independent images. This many-to-many routing flexibility is considered valuable for emergency operations and must be preserved.



Additional Control Pages

Separate pages exist for Audio Control (wireless microphone levels, Bluetooth, auxiliary inputs), Camera Control (audience and presenter cameras with presets and presenter tracking—neither camera has worked since installation), Live TV Control (channel selection for the two Comcast feeds), and DVD/Blu-ray Control.





Known Operational Issues

- Overall interface is considered confusing and multi-layered
- Cameras have never functioned reliably
- Wireless microphones require alkaline batteries and a screw-on power method that staff dislike
- No recording capability exists in the room
- One of the four video wall displays was non-functional during a recent check

3. Summary of Desired Improvements

From an operator perspective, the City is looking for control interfaces that are significantly simpler than the current Crestron pages, provide clear feedback (especially for recording and streaming status), allow control of recording, streaming, and reduce the number of steps required to perform common tasks. Live camera preview on the control surface and rechargeable wireless microphones are also high-priority improvements.

Appendix D – Standardized Pricing Matrix

Proposers must complete this matrix and submit it with their proposal. All prices shall be in U.S. dollars and shall include all applicable costs. Do not alter the structure of the matrix.

1. Council Chambers

Item Description	Qty	Unit Price	Extended Price
Equipment (attach detailed list)			
Installation Labor			
Programming / Configuration			
Training			
Subtotal – Council Chambers			\$

2. Police Department Emergency Operations Center (EOC)

Item Description	Qty	Unit Price	Extended Price
Equipment (attach detailed list)			
Installation Labor			
Programming / Configuration			
Training			
Subtotal – Police EOC			\$

3. Council Conference Room

Item Description	Qty	Unit Price	Extended Price
Equipment			
Installation Labor			
Programming / Configuration			
Training			
Subtotal – Council Conference Room			\$

4. Staff Conference Room

Item Description	Qty	Unit Price	Extended Price
Equipment			
Installation Labor			
Programming / Configuration			
Training			
Subtotal – Staff Conference Room			\$

5. Optional / Alternate Items

Item Description	Qty	Unit Price	Extended Price
Subtotal – Optional / Alternate Items			\$

6. Project Totals

Description	Amount
Council Chambers Subtotal	\$
Police EOC Subtotal	\$
Council Conference Room Subtotal	\$
Staff Conference Room Subtotal	\$
Optional / Alternate Items Subtotal	\$
Grand Total (Base Scope)	\$
Grand Total (Including Optionals)	\$

Notes to Proposers

1. Attach a detailed equipment list that corresponds to the equipment line items above.
2. Clearly identify any assumptions, exclusions, or conditions that affect pricing.
3. Unit prices shall remain firm for the duration of the project.