



RESPONSES TO INQUIRIES — RFP # 04-2026

AV System Upgrade – Ryals Room Rawlings Public Library

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- 1. Do you have the start and completion dates for the Ryals Room AV project? We are trying to figure out manpower**

PCCLD Response: We anticipate completion of the Ryals Room AV project within a 90-day window from project start. Our goal is to have the work substantially completed by the end of September at the latest, with a preference for an earlier completion if feasible.

This schedule aligns well with current building conditions, as the Ryals Room is presently offline due to elevator modernization. Access to the 4th floor is expected to be restored by the end of August, making this an optimal timeframe for project execution.

- 2. Who (which company) did the original install of the current AV system?**

PCCLD Response: CCS Projects

- 3. Did the company who originally installed this equipment leave you one-line drawings of the current systems and if so, can you please share them with the bidders?**

PCCLD Response: Please see attached document

- 4. Do you have any existing documentation you can share, including a floor plan or as-built drawings from the original design, and can you also confirm the room and installation measurements—specifically the ceiling height and the height from the floor to the existing projector?"**

PCCLD Response: Please see attached documents for floor plan drawings.

The ceiling height from floor to the bottom of the acoustic felt panels is 11'; the height from the floor to the lowest point of the HVAC venting is 10'; and the distance from the floor to the existing projector is 105".

5. **“Can you provide details on the current hearing assist system, including the brand and model, and describe any specific issues users are experiencing with it?”**

PCCLD Response: The existing hearing assist system is a Williams Sound solution (specific model information can be provided upon request).

Performance Issues:

The system has experienced persistent performance challenges since installation, most notably significant audio latency. Users report an approximate 2–3 second delay between the in-room audio and the signal received through the assistive listening devices, which renders the system difficult to use effectively.

Additionally, the system tends to capture and transmit a considerable amount of ambient noise, including mechanical background noise from the room’s projector, which further degrades audio clarity for users.

Due to these ongoing issues, the system has seen limited practical use, and alternative workarounds have been employed to support accessibility needs.

6. **Are the audio issues exclusive to microphones, or are there sound issues when media is being played in the room as well?**

PCCLD Response: Audio issues are not limited to microphones. There are occasional challenges with media playback volume, where audio is not sufficiently loud even after adjusting volume controls on connected devices, including those connected via HDMI or wirelessly through Solstice.

It is unclear whether additional gain adjustments are available within the system (for example, at the equipment rack or amplifier level) or if a maximum output limit is currently configured for the speakers.

Aside from these volume limitations, no consistent dropouts or additional reliability issues have been observed during media playback.

7. “The RFP specifies a new microphone setup mirroring the current configuration (two handhelds, two lavaliers, and two boundary microphones); can you provide the rationale for this setup, indicate whether you’re open to alternative microphone recommendations, and describe any additional issues beyond sound distortion—such as battery life/charging, operational status of all units, dropouts or reliability concerns, or pairing and handling challenges?”

PCCLD Response: *Microphone Configuration and Rationale:*

The current microphone configuration, consisting of two handheld microphones, two lavalier (lapel) microphones, and two boundary microphones, has been intentionally maintained to support the wide range of uses for the Ryals Room. The space regularly accommodates diverse events, including banquets, weddings, funerals, dance recitals, theatrical performances, and board meetings. This combination of microphone types provides the flexibility needed to support both formal presentations and more dynamic, multi-speaker or performance-based setups.

Openness to Alternative Solutions:

While this configuration has served us well from a flexibility standpoint, we are open to alternative microphone strategies and recommendations. We welcome vendors to propose solutions that may improve overall audio quality, ease of use, and adaptability. We are also interested in leveraging vendor expertise to identify enhancements we may not have previously considered.

Additional Performance and Usability Observations:

- **Audio Quality:** In addition to general distortion, some microphones produce a “tinny” sound quality. There are also occasional issues with reverb or echo, depending on positioning and use case.
- **Battery Life:** Battery life has not been a significant concern. Units are consistently charged when not in use, and no recurring issues have been observed.
- **Ease of Use / Operator Challenges:** A notable challenge is user operation. Many users are not familiar with proper microphone technique, particularly with handheld microphones, such as maintaining appropriate distance. This can negatively impact audio quality. Microphones that are more forgiving in terms of placement and handling would be beneficial.
- **Reliability (Dropouts / Pairing):** Dropouts and pairing issues do occur on occasion, but they are infrequent and not considered a persistent or systemic problem.

8. Which items are the highest priority if the full RFP scope exceeds budget?

PCCLD Response: If the full RFP scope exceeds available budget, our highest priority is ensuring a reliable and high-quality microphone system for the space. Given the diverse and frequent use of the room, clear and dependable audio input is essential for all events.

The second priority is the addition of a secondary screen and projector. This enhancement is important to improve visibility and flexibility within the room, particularly for larger or more complex events.

The third priority is implementing a unified control system capable of managing all three screens effectively. Centralized control is critical for ease of operation and to ensure a consistent user experience across a wide range of event types.

These three components are considered foundational to the success of the project, and we do not anticipate moving forward unless they can be accomplished within this RFP process.

Lower-Priority / Optional Enhancements:

Additional features that are considered desirable but not essential, and could be deferred or addressed outside of this RFP if necessary, include:

Stage lighting enhancements, such as dedicated spot or stage lighting

Installation of a camera system to support live streaming or recording

Upgraded assisted listening solutions

These elements would add value to the space but are not required for baseline functionality.

9. “Can you explain how the existing screen was originally delivered and installed on the 4th floor, particularly given that a new screen will be 18–20 feet wide and may be difficult to navigate through the stairwell?”

PCCLD Response: The current screen is approximately the same size, if not slightly larger, than the proposed replacement. During the original construction of Rawlings Library, the screen was delivered and installed via the main public entrance and transported up the building’s open glass stairwell.

This process was carefully coordinated with the vendor and completed outside of normal operating hours, prior to the library opening for the day, to avoid disruption to public services. The screen was manually carried up the stairwell over four flights to reach the 4th floor.

Given this prior experience, we anticipate that a similar approach, including careful coordination, appropriate staffing, and scheduling outside of public hours, would likely be required for delivery and installation of a new screen of comparable size.

10. What model Visionary Encoders/Decoders are currently in place? (i.e. 4 Series/5 Series)

PCCLD Response: The current system utilizes Visionary Solutions encoders and decoders from the 4 Series, specifically models D4000 (decoders) and E4000 (encoders).

11. Should the main/public elevators be used for freight delivery, or is there a designated service elevator or alternate pathway, and are there any special instructions for equipment delivery such as required use of a loading dock or specific delivery times (e.g., before or after hours)?

PCCLD Response: Rawlings Library has a designated loading dock that can be used for equipment deliveries. However, the building is currently undergoing an elevator modernization, which will require careful coordination of all delivery and transport activities within the facility.

Due to these conditions, use of the main/public elevators versus alternate pathways will need to be determined in coordination with the project team at the time of delivery and installation.

For large or heavy equipment, we strongly prefer that delivery and movement from the loading dock or first floor to the 4th floor be coordinated directly with the project manager. Whenever possible, these activities should be scheduled either before or during limited library operating hours to minimize disruption to public services.

12. Should existing equipment that is end-of-life (EOL) or no longer receiving, or provided limited, manufacturer support continue to be used or should it be replaced?

PCCLD Response: While the current system includes Visionary Solutions 4 Series components (D4000 decoders and E4000 encoders), our priority is ensuring a reliable, supportable, and future-proof system.

We are open to retaining existing equipment where it remains fully supported and performs effectively. However, if components are at or approaching end-of-life, have limited

manufacturer support, or may impact system reliability, we prefer that they be replaced as part of the proposed solution.

Vendors are encouraged to evaluate the existing equipment and recommend whether reuse or replacement best supports long-term performance, maintainability, and compatibility with the overall system design.

13. What is the model and exact size of the current Da-Lite projection screen? Which lens model is installed in the existing NEC projector?

PCCLD Response: The existing Da-Lite projection screen in the Ryals Room does not have a visible model label, and the original construction documentation does not identify the specific model number. However, the screen's viewable image area measures approximately 175 inches in width by 96 inches in height, which vendors may use for sizing, throw-distance calculations, and replacement specifications.

The NEC projector currently installed in the space is connected to Visionary Solutions D4000 and E4000 AV-over-IP endpoints (D4x00 P: 172.22.0.22 and E4x00: 172.22.0.20). The lens model itself is not labeled on the projector housing and is not documented in the available as-built drawings. If needed for design accuracy, PCCLD can coordinate access for vendors to visually inspect the projector and confirm the exact lens model during a scheduled site visit.

14. Please provide full details on the existing network and infrastructure supporting the AV system, including: (1) the version of the Q-SYS Core 110f currently installed in the rack, (2) whether the AV system is operating on an independent VLAN, and (3) whether vendors should plan to reuse the existing Cat6 cabling or install all new cabling as part of their proposals.

PCCLD Response: The Ryals Room AV system is supported by the following existing network and infrastructure components:

Q-SYS Core 110f Version

The Q-SYS Core 110f installed in the AV rack is currently running firmware version 5.3.4.

VLAN Configuration

The AV system for the Ryals Room operates on a dedicated VLAN.

Each meeting space within the Rawlings Library is assigned its own separate VLAN, and the Ryals Room follows this same configuration.

Cat6 Cabling Reuse

The Cat6 cabling serving the Ryals Room is new and in good condition.

Vendors should plan to reuse the existing Cat6 cabling unless, during installation, a specific cable run is found to be unfit or unsuitable for the proposed system design.