

Boston EMS



BOSTON PUBLIC HEALTH COMMISSION – Boston EMS REQUEST FOR PROPOSALS (RFP)

AV System Remediation and Ongoing Support

October 23, 2025

**Issued by
Boston Public Health Commission – Boston EMS**

Introduction

The Boston EMS Training Center and all Boston EMS operational facilities require comprehensive remediation, upgrade, or replacement of existing Audio-Visual (AV) systems to ensure reliable operation across all training, instructional, simulation, and meeting spaces. In addition to resolving current deficiencies, Boston EMS seeks a long-term support and maintenance contract to sustain optimal AV performance over time. The purpose of this RFP is to solicit proposals from qualified vendors capable of delivering a fully functional, user-friendly, and future-ready AV proposal to address existing issues and providing robust, 24x7x365 support services that meet the operational demands of Boston EMS. Questions or inquiries regarding this RFP should be directed to via email RFP@bphc.org.

Background

Boston EMS, under the Boston Public Health Commission, operates a dedicated Training Center along with multiple operational sites supporting a broad range of instructional, simulation, and administrative activities. The AV systems in these facilities can exhibit unreliable performance, inconsistent audio and video quality, and limited integration with modern conferencing platforms, impeding the effectiveness of training and communications.

At the Training Center, AV systems are installed in the following spaces:

- Control Room (003)
- Simulation Rooms (004)
- Training Bay (005)
- Classrooms (225A–D)
- Multipurpose Room (201)
- Conference Rooms (209, 210)
- Lab (214)
- Offices (200A, 200B, 219)
- Break Room (204B)
- Gym (223) and huddle areas
- Gallery (222)
- Any other spaces requiring AV services that may have been inadvertently omitted

Existing Issues:

These are based on site assessments, operational feedback, and identified issues, including but not limited to:

- Inconsistent Audio Quality – Microphone pickup ranges, gain settings, and background noise handling vary, impacting both in-room clarity and remote participant audio.
- Video Reliability Issues – Cameras failing to start, frame drops, and poor image quality during recording or streaming.
- Complex User Interfaces – Control systems and touch panels require multiple steps for basic operations, confusing non-technical users.
- Limited Conferencing Integration – Difficulty or inability to quickly join Zoom, Teams, or Google Meet sessions.
- Recording & Playback Problems – Loss of recorded files, synchronization issues between audio and video, and unreliable access to recordings.
- Insufficient Signage/Labeling – Cables, ports, and controls are not consistently labeled for quick identification.
- Inadequate Preventative Maintenance – No consistent system health checks or cleaning, leading to equipment failure.
- Network & Storage Concerns – Lack of secure, centralized storage for AV recordings and inconsistent remote management access.

These deficiencies must be addressed with a vendor-neutral, standards-based solution that ensures reliability, ease of use, and long-term maintainability.

This RFP seeks vendor proposals to:

1. Address the identified issues through remediation, upgrade, or recommended replacement of relevant components at the Training Center.
2. Establish an ongoing support and preventative maintenance program for all AV systems in all EMS facilities, ensuring long-term reliability, ease of use, and adaptability to evolving operational needs.

Request for Proposal (RFP) Schedule	
October 23, 2025	RFP published in The Boston Globe.
	RFP available at 2:00 PM ET at www.boston.gov/bid-listings .
October 30, 2025	Vendor questions due by 5:00 PM ET via email to RFP@bphc.org with the email subject "AV System Remediation and Ongoing Support". BPHC will not respond directly to Vendor emails
November 6th, 2025	BPHC responses to Vendor questions posted by 5:00 PM ET at www.boston.gov/bid-listings .
November 13, 2025	Vendor RFP submissions due by 5:00 PM ET via email to RFP@bphc.org with the email subject "AV System Remediation and Ongoing Support"
November 20, 2025	Notice of Decision BPHC has the discretion to extend this date without notice or to cancel this request for proposals. The contract resulting from this RFP shall be in effect when all necessary contract documentation is fully executed by BPHC and awarded vendor. The winning bidder will execute BPHC's Standard Contract, comply with all invoice requirements. All bids shall remain valid and open for a period of one hundred and twenty (120) days from the bid submission date, unless bidder notifies BPHC that it is withdrawing its bid.

NOTE: This is the anticipated schedule. While it is BPHC's intention to follow this schedule and conduct activities in a timely manner, unforeseen circumstances may arise that can affect it. If the BPHC needs to make schedule changes, it will release that updated schedule as an amendment to this RFP at www.boston.gov/bid-listings.

Minimum Qualifications

To be considered for selection, proposed vendors must have at least the following qualifications:

- Authorized by the manufacturer to supply, install, and service the makes and models of AV equipment proposed.
- Agree to assign experienced and dedicated staff who are fully capable of performing AV system remediation, installation, configuration, and ongoing support.
- All services and equipment must comply with applicable OSHA requirements and relevant safety standards.
- Ability to provide demonstrations or site visits showcasing similar AV solutions prior to contract award, if requested by Boston EMS/BPHC.
- Submit a Certificate of Insurance in the amounts specified by the BPHC.
- Maintain an established office or service facility within a 100-mile radius of the BPHC.

Preferred Qualifications

While not mandatory, preference will be given to vendors who possess the following:

- Staff with recognized AV industry certifications (e.g., AVIXA Certified Technology Specialist (CTS), Crestron, Extron, Biamp, Shure).
- Demonstrated experience providing 24x7x365 AV support services, including both remote and onsite response.
- Proven track record of designing and implementing AV systems in public safety, healthcare, or high-reliability training environments.

Format of Proposals and Scope of Services

To facilitate a fair and efficient review of all proposals, please structure your proposal in the following format, utilizing the same numbering system as found in the Request for Proposal. Responses that do not follow this format will be scored accordingly and are subject to rejection.

Your answers should be direct and to the point, providing enough detail without excess marketing jargon. Page limits below are guidelines, not mandatory.

Tab 1: Title Page/Cover

One page maximum. It should include the name, address, email address and phone number of the vendor's authorized point of contact, empowered to make binding commitments for the proposer's firm.

Tab 2: Vendor Profile

Five pages maximum. Respond to the following sections:

1. Overview

Provide a corporate overview of your company.

2. Experience

Describe the company's experience in providing services to the public sector. Include exclusive resources dedicated to the public sector.

3. References

Provide three comparable references in the following format:

Name of organization:	
Contact Name:	
Phone Number:	
Length of Relationship:	
Services in Use:	

4. Contract Management

Describe the service team that will be assigned to the BPHC. Describe individual roles, responsibilities and briefly detail related experience.

5. Compliance and Exceptions

Include statements to confirm your company's compliance with the minimum qualifications. Also, list any exceptions to required product and services.

Tab 3: Work Plan

The selected vendor will implement a comprehensive plan to remediate AV system deficiencies across Boston EMS facilities, ensuring reliable operation for training, instructional, simulation, and meeting spaces. The work plan will address identified deficiencies through a vendor-neutral, standards-based approach, while incorporating future-ready capabilities. The vendor will conduct thorough site assessments, develop detailed implementation schedules, and coordinate delivery, installation, programming, testing, and staff training. Ongoing support options should include ability to provide 24x7 remote assistance, next-business-day onsite service, preventative maintenance, and continuous

system optimization to maintain peak performance.

Tab 4: Additional Information

- Cost: The following cost information is submitted along with a detailed list of services to be provided:
 - a) One-Time Remediation Costs – All labor, equipment, and materials required to correct existing AV issues at the Training Center and other EMS sites.
 - b) Annual Support & Maintenance Costs – A fixed annual price for unlimited 24×7×365 remote support, next-business-day unlimited visits for onsite service, preventative maintenance, and warranty coverage, priced for a three-year term with annual invoicing.
 - c) Vendors must specify any additional fees. Proposed prices will include all federal, state and local taxes. The support contract rate will be fixed for the contract term with no price increase.
 - d) Provide separate price list for optional costs.
- Performance – Systems must achieve ≥95% uptime during business hours. Remote support must be available 24×7; onsite support must be available next business day.
- Maintenance Service: Vendor shall provide routine maintenance and respond to emergency service requests per the agreed response times. All service personnel must be trained and certified in the systems installed. Supplier will provide routine maintenance services and provide a report of routine services. Supplier will respond to emergency service requests within four hours after BPHC reports a malfunction. Supplier will replace defective parts within 24 hours after determining a part is defective.
- Training: Operator training will be provided at 201 Rivermoor St at no additional cost.
- Quarterly reports: The supplier shall maintain an inventory record that identifies all equipment delivered under the Contract. The inventory record shall be provided to the BPHC's authorized representative on a quarterly basis. The report shall contain (1) Make and Model, location, serial number, and vendor equipment number of all installed equipment; (2) suppliers record of performed maintenance and repair;

Tab 5: Minimum Desired Features:

Proposals must complete the matrix that corresponds with this section, starting on page 11.

The proposed Audio-Visual (AV) system(s) and associated support contract must meet or exceed the following minimum requirements:

General Requirements

- Provide coverage for all Boston EMS facilities, including the Training Center and any additional spaces with AV systems.
- Deliver 24×7×365 unlimited remote technical support with unlimited next-business-day onsite support visits for hardware or system failures.
- Conduct preventative maintenance visits at least twice per year to ensure system reliability and performance.
- Design systems with scalability to accommodate future expansions, upgrades, and integration with new technologies.
- All equipment and services must comply with applicable OSHA requirements, relevant safety standards, and environmental regulations.

Presentation & Conferencing Capabilities

- Wireless presentation functionality supporting multiple device types (BYOD).
- One-touch video conference initiation for Microsoft Teams, Zoom, and Google Meet.
- Clear, intelligible audio pickup for both in-room and remote participants, with echo cancellation and noise suppression.

Recording & Playback Features

- Multi-camera and multi-microphone recording with synchronized audio and video.
- Integration of existing secure storage of recordings with role-based access control and audit logging.
- Capability to live-stream training sessions to remote participants without degradation of in-room quality.

Control & User Interface

- Intuitive, user-friendly control interfaces with clearly labeled presets for common functions.
- Secure remote management capabilities for authorized administrators.
- All connections, ports, and control panels must be clearly labeled and documented.

Support & Maintenance Requirements

- Guaranteed average remote response time and onsite response time consistent with leading industry standards and as demonstrated in the vendor's proposal.
- Replacement of faulty equipment at no additional cost if issues recur after three documented repair attempts, if originally provided by vendor, otherwise provide recommendations.
- Comprehensive training for Boston EMS staff, plus laminated quick-reference guides in each AV-enabled space.

Environmental & Safety Standards

- If new equipment is provided, all equipment must meet Energy Star or equivalent energy efficiency standards.
- Installation and integration must comply with all applicable building codes and manufacturer requirements.
- If new equipment is provided, vendor must provide proper disposal or recycling of replaced AV components at no additional cost to Boston EMS.

Evaluation of Proposals

The evaluation criteria will include the following:

Evaluation Criteria

Proposals shall be evaluated using the categories listed below. The evaluation criteria for the award of the contract will be weighted as follows. Scores will be based on adherence to requirements, innovation, technical quality, and cost-effectiveness, then weighted according to the percentage assigned to each category. The following represent the principal selection criteria, which will be considered during the evaluation process:

Firm's Qualifications, Experience, and References (15%)

Experience in performing AV system design, installation, and support of similar size and complexity; experience working with public agencies; strength, stability, and technical competence; assessment by client references.

Personnel and Staffing (10%)

Qualifications and experience of proposed project team and support personnel, including certifications and experience with the specific AV platforms and hardware proposed.

Technical Capability, Work Plan and Support Services (25%)

Depth of supplier's understanding of BPHC's AV remediation and ongoing support requirements; quality, clarity, and completeness of the proposed work plan; effectiveness of the proposed technical solution in meeting all functional requirements; scalability and future-readiness of proposed equipment; quality of support program including guaranteed response times, preventative maintenance, and remote/onsite service coverage.

Price Structure (45%)

Reasonableness and competitiveness of the costs proposed for both the one-time remediation and the ongoing support contract, including all required deliverables and services.

Quality and Responsiveness of the Proposal (5%)

Completeness of the response in accordance with the RFP instructions and ability to follow the prescribed format.

Final Comments

Vendors may be invited for negotiations or clarifications prior to final award, cancel all or part of this RFP, waive any minor irregularities, and to request additional information from proposing suppliers. By requesting proposals, the BPHC is in no way obligated to award a contract or pay expenses of the proposing companies in connection with the preparation or submission of a proposal. The decision to award a contract will be based on many factors including, but not limited to, service, cost, financial strength, and innovation. No single factor, such as cost, will determine the final decision to award. The BPHC appreciates the efforts of all the companies and their respective staff in responding to the Request for Proposals.

Vendor Acknowledgement of Requirements Matrix

To ensure all requirements are explicitly addressed, vendors must complete the following Requirements Compliance Matrix. Each proposer must indicate Yes/No for each item, and if responding 'No,' provide a substitution or comment. Failure to submit this completed section may result in disqualification.

Minimum Qualifications

Requirement	Yes/No	Comments / Substitution
Authorized by the manufacturer to supply, install, and service the makes and models of AV equipment proposed.	<input type="checkbox"/> Yes / <input type="checkbox"/> No	
Assign experienced and dedicated staff capable of AV system remediation, installation, configuration, and support.	<input type="checkbox"/> Yes / <input type="checkbox"/> No	
All services and equipment comply with OSHA and relevant safety standards.	<input type="checkbox"/> Yes / <input type="checkbox"/> No	
Ability to provide demonstrations or site visits showcasing similar AV solutions prior to award.	<input type="checkbox"/> Yes / <input type="checkbox"/> No	
Submit a Certificate of Insurance in the amounts specified by BPHC.	<input type="checkbox"/> Yes / <input type="checkbox"/> No	
Maintain an established office/service facility within a 100-mile radius of BPHC.	<input type="checkbox"/> Yes / <input type="checkbox"/> No	

Preferred Qualifications

Requirement	Yes/No	Comments / Substitution
Staff with industry certifications (AVIXA CTS, Crestron, Extron, Biamp, Shure).	<input type="checkbox"/> Yes / <input type="checkbox"/> No	
Demonstrated 24×7×365 AV support services (remote + onsite).	<input type="checkbox"/> Yes / <input type="checkbox"/> No	
Proven track record with public safety, healthcare, or high-reliability training AV environments.	<input type="checkbox"/> Yes / <input type="checkbox"/> No	

Terms & Conditions

Requirement	Yes/No	Comments / Substitution
Provide one-time remediation costs for labor, equipment, and materials.	<input type="checkbox"/> Yes / <input type="checkbox"/> No	

Provide fixed annual support & maintenance costs for 3 years.	<input type="checkbox"/> Yes / <input type="checkbox"/> No	
Systems must achieve ≥95% uptime during business hours.	<input type="checkbox"/> Yes / <input type="checkbox"/> No	
Remote support available 24×7.	<input type="checkbox"/> Yes / <input type="checkbox"/> No	
Onsite support available next business day.	<input type="checkbox"/> Yes / <input type="checkbox"/> No	
Preventative maintenance and warranty coverage included.	<input type="checkbox"/> Yes / <input type="checkbox"/> No	
Routine maintenance reports provided.	<input type="checkbox"/> Yes / <input type="checkbox"/> No	
Respond to emergency service requests within 4 hours.	<input type="checkbox"/> Yes / <input type="checkbox"/> No	
Replace defective parts within 24 hours.	<input type="checkbox"/> Yes / <input type="checkbox"/> No	
Provide operator training at 201 Rivermoor St at no additional cost.	<input type="checkbox"/> Yes / <input type="checkbox"/> No	
Provide quarterly equipment inventory and maintenance reports.	<input type="checkbox"/> Yes / <input type="checkbox"/> No	
All products furnished are new and unused.	<input type="checkbox"/> Yes / <input type="checkbox"/> No	
Vendor is responsible for warranty service, parts, and labor.	<input type="checkbox"/> Yes / <input type="checkbox"/> No	
Warranty service must be performed locally or through acceptable subcontractors.	<input type="checkbox"/> Yes / <input type="checkbox"/> No	
Provide Conflict of Interest Statement, if applicable.	<input type="checkbox"/> Yes / <input type="checkbox"/> No	

Minimum Desired Features

Requirement	Yes/No	Comments / Substitution
Provide coverage for all EMS facilities, including Training Center.	<input type="checkbox"/> Yes / <input type="checkbox"/> No	
Provide 24×7×365 unlimited remote support.	<input type="checkbox"/> Yes / <input type="checkbox"/> No	
Provide unlimited next-business-day onsite support visits.	<input type="checkbox"/> Yes / <input type="checkbox"/> No	
Conduct preventative maintenance at least twice per year.	<input type="checkbox"/> Yes / <input type="checkbox"/> No	
Systems must be scalable for future expansion.	<input type="checkbox"/> Yes / <input type="checkbox"/> No	

Comply with OSHA, safety standards, and environmental regulations.	<input type="checkbox"/> Yes / <input type="checkbox"/> No	
Wireless presentation (BYOD support).	<input type="checkbox"/> Yes / <input type="checkbox"/> No	
One-touch conferencing (Teams, Zoom, Google Meet).	<input type="checkbox"/> Yes / <input type="checkbox"/> No	
Clear audio pickup with echo cancellation & noise suppression.	<input type="checkbox"/> Yes / <input type="checkbox"/> No	
Multi-camera and microphone recording with synchronized audio/video.	<input type="checkbox"/> Yes / <input type="checkbox"/> No	
Secure storage of recordings with role-based access and audit logging.	<input type="checkbox"/> Yes / <input type="checkbox"/> No	
Live-streaming capability without degrading in-room quality.	<input type="checkbox"/> Yes / <input type="checkbox"/> No	
Intuitive, user-friendly control interfaces.	<input type="checkbox"/> Yes / <input type="checkbox"/> No	
Secure remote management for administrators.	<input type="checkbox"/> Yes / <input type="checkbox"/> No	
All connections, ports, and panels labeled and documented.	<input type="checkbox"/> Yes / <input type="checkbox"/> No	
Vendor provides training and laminated quick-reference guides.	<input type="checkbox"/> Yes / <input type="checkbox"/> No	
Vendor meets average industry response times (remote + onsite).	<input type="checkbox"/> Yes / <input type="checkbox"/> No	
Faulty equipment replaced at no additional cost after 3 failed repairs.	<input type="checkbox"/> Yes / <input type="checkbox"/> No	
Equipment must meet Energy Star (or equivalent) standards.	<input type="checkbox"/> Yes / <input type="checkbox"/> No	
Vendor provides disposal/recycling of replaced equipment.	<input type="checkbox"/> Yes / <input type="checkbox"/> No	