



Request for Proposal
Questions and Responses
November 6, 2025

Request for Proposal: Boston EMS AV
Proposal Due Date: November 13, 2025

Q1: Are there Prevailing Wage requirements?

A: The Prevailing Wage form can be [found here](#).

Q2: Are there additional locations other than the Training Center at 201 Rivermoor? If yes, provide the address of each location, all room types/quantities for any other location that has AV equipment, whether they all require support coverage? Do other locations have remediation requirements? If so, provide equipment list and description of the issues?

A: While the scope of the proposal can remain focused on the 201 Rivermoor Training Center, vendors are requested to provide an hourly rate for potential AV equipment support at other locations, such as Boston EMS Headquarters, located at 785 Albany Street, on an as needed basis.

Q3: AV Systems Remediation & Ongoing Support document Page 5 (Tab 5) states "Proposals must complete the matrix that corresponds with this section starting on page 11". There is no Page 11 in this document. Confirm you are referencing the Vendor Acknowledgement of Requirements Matrix on Page 8.

A: Yes confirmed, the referenced Vendor Acknowledgement Requirements Matrix is on Page 8.

Q4: Is there a requirement for all existing hardware to be covered for 3 years even if the existing warranty is expired or will be expiring in less than 3 years? If 3-year warranty coverage is required for all equipment, serial #s for all equipment to be covered will be required in order to price any necessary extended warranties.

A: The pricing provided for annual support and maintenance should be based on a three-year term, with annual invoicing. Vendors are not expected to provide extended warranties on existing equipment.

Q5: Provide list of equipment that is currently covered under the manufacturer's warranty along with the length of the warranty for all rooms at all locations requiring support coverage.

A: Please see response to question 4, Boston EMS does not expect the vendor to provide extended warranties for existing equipment.

Q6: Are there any additional rooms that require only support coverage? If so, please include quantity and locations.

A: See response to question 2.

Q7: RFP Document lists the following spaces:

- a. Control Room (003)
- b. Simulation Room (004)
- c. Training Bay (005)
- d. Classrooms (225A-D)
- e. Multipurpose Room (201)
- f. Conference Room (209)
- g. Conference Room (210)
- h. Lab (214)
- i. Office (200A)
- j. Office (200B)
- k. Office (219)
- l. Break Room (204B)
- m. Gym (223)
- n. Huddle Areas
- o. Gallery (222)

A: Yes, the above locations comprise rooms with audio visual equipment at the Boston EMS 201 Rivermoor Training Center location.

Q8: Boston EMS IP Excel lists the following spaces:

- a. Simulation Room
- b. Training Room
- c. Advanced Skills (Research 214)
- d. Large Conference Room
- e. Small Conference Room
- f. Multi-Purpose Room
- g. Divisible Room (A-D)

A: Yes, the above locations comprise the IP list.

Q9: Confirm the Large and Small Conference Rooms on Boston EMS IP List are Conference Rooms 209 and 210 in the RFP Document.

A: Confirmed.

Q10: Confirm Divisible Rooms (A-D) in Boston EMS IP List are Classrooms (225A-D) in the RFP Document.

A: Confirmed.

Q11: Confirm which rooms from RFP Document require remediation.

- a. For any rooms not listed above
 - i. Provide equipment list for each room
 - ii. Provide description of issues for each room

A: The remediation plan will be developed in conjunction with selected vendor.

Q12: Confirm which rooms listed in Q7 above only require support coverage

A: All

Q13: How many digital signage locations in total for all locations require support coverage?

A: A total of five (5) digital signage locations, all within the Training Center, require support.

Q14: Scope & Clarifications

- a. Can Boston EMS confirm if all 17 station sites require AV remediation, or only the Training Center at 201 Rivermoor St?
- b. Are there existing AV schematics, inventories, or as-built drawings available for review?
- c. Are current systems standardized (Crestron, Extron, Biamp, etc.), or mixed vendor environments?
- d. Should vendors include network infrastructure upgrades (switches, cabling) or just endpoint AV hardware?

A: No stations require remediation, only the specified Training Center. AV drawings are available and will be provided to the winning bidder. The current systems are mixed vendor environments.

No infrastructure upgrades are necessary unless required.

Q15: Support & Maintenance

- Is remote system monitoring expected?
- Should support include firmware updates and version management?

A: Yes to both questions.

Q16: Training & Documentation

- How many staff members require operator training?
- Should vendor create custom quick-reference guides or use Boston EMS templates?
- Will training be one-time or recurring for new hires?

A: 10-15 staff members require operator training. 3-5 staff members require administrative training. Custom quick reference guides using Boston EMS templates is preferred. Pricing can be based on provision of one-time training.

Q17: Budget & Evaluation

- Is there an estimated project budget range or ceiling for both remediation and support?

A: No

Q18: Logistics & Scheduling

- Should proposals include after-hours installation rates?
- Would like to schedule site visit of the training center and at least 1 other location.

A: Yes, options for after-hours should be provided. Site visits will be arranged for the selected vendor.