

RFP

Salem State University

Television Service

Released 13 September 2019

Purchasing
Salem State University
352 Lafayette St
Salem, MA 01970

13 September, 2019

Dear Vendors:

Salem State University is issuing this Request for Proposal to obtain bids for Television Services at the University. Per the specifications contained in this document, the winning bidder will provide “cable” television to the Salem State Residence Hall population, Fitness Center, Cafeterias as well as select offices, classrooms and conference rooms.

The complete RFP document may be download from either the Salem State University [Procurement webpage](#)¹ or the Commonwealth’s Operational Services Division’s (OSD) [Commbuys website](#)². Hard copies of the document will not be distributed by Salem State. It is the responsibility of each bidder to ensure they have obtained the correct, full document on which to submit their proposal. While not mandatory, it is highly recommended that prospective bidders attend the pre-bid conference on September 25, 2019 in the Salem State CIO Conference Room at 70 Loring Avenue, 10a EDT. This meeting will include a tour of the current main head end and any facility related to the bid that attendees deem relevant.

We look forward to your participation in this process. Please bring your own copy of this Request for Proposal for your reference. Per Massachusetts procurement law, questions that may arise after the meeting maybe be submitted to Evelyn Wilson, Senior Director of Purchasing and Vendor Relations at Evelyn.Wilson@SalemState.edu, but will be answered in a public forum on the Salem State Procurement webpage and OSD’s Commbuys website.

Sincerely,
Salem State University ITS/Networking Services

¹<https://records.salemstate.edu/rfp>

²<https://www.commbuys.com/bsa/>

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1.1. Introduction

Salem State University, established in 1854 as Salem Normal School, is a comprehensive, publicly supported institution of higher learning. Located approximately 15 miles north of Boston and one mile from downtown Salem, it is one of the largest state universities in the Commonwealth of Massachusetts. Salem State currently enrolls more than 8,300 students across five inter-connected campuses. Amongst the 24 buildings owned or operated by the University are 6 residence halls, housing more than 2,500 students.

1.2. Purpose of this RFP

Salem State University is nearing the end of a 6-year TV contract. The purpose of this RFP is to renew or replace television services at Salem State for the next 3.5*-6.5 years. The scope of that renewal or replacement will depend on the best-fit of proposed services. This contract will be awarded to a single vendor for the duration of the contract, which will commence on 1 January, 2020 for the following schedule:

- Year 1: January 1, 2020 – December 31, 2020
- Year 2: January 1, 2021 – December 31, 2021
- Year 3: January 1, 2022 – December 31, 2022
- Year 4: January 1, 2023 – August 31, 2023

- Three optional extensions, 1 year each
- Optional Year 1: September 1, 2023 – August 31, 2024
- Optional Year 2: September 1, 2024 – August 31, 2025
- Optional Year 3: September 1, 2025 – August 31, 2026

*Given the pace at which this industry is changing and to bring the contract in-line with the academic calendar, the targeted base contract is 3.5 years; however if a significant cost savings may be obtained by engaging in an initial longer contract, please note that in the cost tables. The cost for a 3.5-year base contract is still required.

The Scope of Work section (page 11) of this RFP defines the base requirements and optional services for vendors to submit proposals.

1.3. Proposal Acceptances

The University will not accept any proposal that is not received by the deadline. The University also reserves the right to reject any response that it deems incomplete, ambiguous, does not include required elements or contains irregularities. The University reserves the right to accept the response that is the best fit for the needs of the University, its employees and its students.

This RFP in no manner obligates the University to purchase any products or services described, implied or which may be proposed, until confirmed by written agreement. This RFP may be terminated by the University, without penalty or obligation, at any time prior to the signing of an Agreement or Purchase Order.

All questions regarding this RFP are to be directed to Evelyn Wilson, Senior Director Purchasing and Vendor Relations – email: Evelyn.Wilson@SalemState.edu . All questions must be presented in writing. Answers to each question will be distributed directly to any vendors who were present at the Pre-Bid Conference or who notify the University of their interest in bidding. Questions and Answers will also be posted to the Commonwealth of Massachusetts' procurement site (CommBuys) and Salem State's website. Under no circumstances may a vendor contact other individuals at the University to discuss any aspect of this RFP, unless authorized by Purchasing and Vendor Relations to do so. The cutoff for questions will be October 10, 2019.

1.4. Key Date Information for Vendor

This RFP contains the framework for bidding on television service at Salem State. It contains the required elements as well as alternative and optional services. Vendors are also encouraged to provide any additional information they believe relevant and present any a la carte service items that may enhance the service. Such items should be presented as add-ons with separate cost tables unless they are required under the vendors’ package of services. Vendors are reminded and warned that by not breaking out cost tables when including optional services, they run the risk of presenting a service that will be deemed outside of the technical and fiscal parameters for awarding the contract.

Procurement Calendar

- Formal Release of RFP 9/13/19
- Pre-bid Conference* 9/25/19
- Question submission end-date 10/10/19
- Question answer end-date 10/23/19
- Proposal Receipt Deadline 11/15/19
- Evaluation of Proposals & Clarifications (if required**) 11/22/19
- Announcement of Selected Vendor*** 12/5/19

* Salem State CIO Conference Room at 70 Loring Avenue, 10a EDT
 **All clarifications will be sent to all vendors who submitted a response.
 ***In the event the responses are deemed to not merit an award, this will also be announced.

The University will make every effort to adhere to the above schedule. However, if events dictate, extensions may be made at the University’s discretion. Vendors who have made their interest in this RFP known to the University will be notified of changes.

1.5. Pre-Bid Conference

The Pre-Bid Conference will be held on September 25, 2019 in the Salem State CIO Conference Room at 70 Loring Avenue, 10a EDT This meeting is not a requirement for response to the RFP but is highly recommended as a tour of relevant facilities will be included. To ensure we have proper space and contact information prospective bidders are strongly encouraged to notify Evelyn Wilson of your intention to attend at Evelyn.Wilson@SalemState.edu . Please use Subject line “<Company Name> - RFP: Television Service 2019 – Pre-Bid Conference”.

During this Conference, we will answer any questions presented and clarify any ambiguities cited in this RFP. Answers to all questions answered during the Conference, as well as any that cannot be answered immediately, will be posted to CommBuys and the Procurement section of the Salem State University website as soon as possible.

1.6. Examination of the RFP

Vendors are expected to read the RFP in full and understand the University’s requirements as outlined in the Scope of Work and Technical Information section. Respondents will accept/build into their bid-submittal the full cost of the installation of systems required by the award based on the existing conditions of the facilities where installations will occur. No claim for additional compensation will be allowed due to unfamiliarity with the specifications and/or existing conditions. It shall be understood that the vendor has full knowledge of all existing conditions and accepts them ‘as is’.

1.7. Delivery of Proposals

Proposals will be sent electronically to Evelyn Wilson in Salem State University’s Office of Purchasing and Vendor Relations **no later than 11/15/19**. Salem State will acknowledge the receipt of the submission.

Proposals are to be emailed to: Evelyn.Wilson@SalemState.edu using the following format for the subject: “<Company Name> - RFP: Television Service 2019 - Proposal”

If the submission is comprised of more than 1 file, the main proposal document must be clearly named as such. The main document may only be of the following formats: Microsoft Word, Microsoft Excel or PDF. No other formats are acceptable. Supporting materials may be included in Word, Excel, PDF or JPG.

The deadline for receipt of proposals by Purchasing and Vendor Relations is 3:00 pm EDT. Proposals received after that time will not be accepted.

1.8. Proposal Format

Proposals should provide a straightforward concise description of the Vendor’s service, approach and ability to meet the University’s needs as defined in the RFP. Schedules and Exhibits listed below must be included in the proposal:

Schedules (provided in this document):
Appendix G – Summary Questionnaire

Exhibits (created by Vendors, as needed):
Exhibit 1 – Exceptions/Restrictions, if any
Exhibit 2 – Profile / Experience / References
Exhibit 3 – Vendor Service Plan
Exhibit 4 – Cost of Services (Cost Tables)

Extra materials in Vendor-specific formats (e.g brochures) are not desired. Vendors are to detail services and costs within the format structure of the RFP such that the evaluators will not need to search for answers.

1.9. Proposal Evaluation

Proposals will be evaluated, and award will be based on the Vendor’s ability to offer the best value and anticipated quality of service to the University and our students. Items considered include, but are not limited to, (in alphabetic order):

- Ability to meet all mandatory requirements and specifications as detailed in this RFP
- Cost of Services (Exhibit 4)
- Financial Strength of the Vendor
- Proposal Documentation
- Vendor’s Experience (Exhibit 2)
- Vendor References (Exhibit 2)
- Vendor Service Plan (Exhibit 3)

Vendor proposals will be evaluated by a team consisting of members of the University’s ITS, Purchasing, Residence Life, and Fitness Center staff. Per the schedule, meetings may be set up with vendors to clarify responses. No changes to the proposals will be accepted during these meetings. Should the outcome of the evaluations result in a recommendation, any resulting contract will be reviewed by University Counsel and must be approved and signed by the appropriate University representative.

After notification of acceptance of proposal and the signing of a resulting agreement and/or Purchase Order, the successful vendor will be expected to begin service by January 1, 2020.

1.10. Vendor Profile

Each vendor is required to provide organizational data that demonstrates the size, scope and capability of the company to handle the University’s specific requirements as specified in this RFP. Responding vendors are required to disclose and explain any company relations that could be construed to be a conflict of interest in doing business with Salem State.

Upon the request of the University, the vendor must provide publicly distributed annual reports and/or independently audited financial statements, including its statement of financial position and statement of operations for the past 3 years or a Dunn and Bradstreet Report. In the event the D&B does not contain information deemed suitable by the University, the former will be required. Failure to agree to this will result in disqualification of proposal.

Reports will be sent to:
Evelyn Wilson
Senior Director Purchasing and Vendor Relations
Salem State University
352 Lafayette St
Salem, MA 01970
Or emailed to Evelyn.Wilson@SalemState.edu

Experience: Vendors are to state in their proposals their qualifications to meet the RFP specifications in terms of past and current consulting experience with the same or similar requirements. This information should be provided in the Vendors Exhibit 2 of their proposal. Vendors are to focus on experiences with organizations having needs similar to that of Salem State. Other institutions of public higher education within New England, and especially within Massachusetts, are preferred.

References: Vendors will provide 3 reference accounts, preferably from institutions of higher education with installations similar to what is required by this RFP. Massachusetts State Universities, UMass or other state colleges/universities within New England are preferred. If this cannot be accommodated, Massachusetts private colleges with a similar residential student population are preferred. References are required. Responses that do not include reference accounts will not be considered.

Lost Accounts and Legal Actions: Upon request, vendors must agree to provide a list of significant accounts that the vendor has lost during the previous three (3) years. “Significant” for the purposes of this RFP shall be construed to mean accounts representing annual billing by the vendor for institutions at least 25% of the annual cost of the proposal the vendor has submitted to Salem State.

The vendor MUST indicate any significant past or pending lawsuits claims against them.

Vendor Service Plan: Vendor should include a complete description of the products and services offered in their proposal. The service plan should include, but not be limited to:

- A summary of the products or services to be provided
- When applicable, a timeline showing how the vendor plans to deliver products and/or services to fulfill any contract issued as a result of this RFP
- Key staff members at the vendor's organization who will be assigned to the University account or will otherwise be a part of the implementation team
- Any resource requirements on the part of the University necessary for the vendor to meet its obligations under an agreement resulting from this RFP
- Any hardware, software or other technology the University must have in order to use the vendor's products or services
- Any alternative ideas or proposals that should be considered by the University in addition to the base proposal (While this item is encouraged, the proposal must make it clear the additional cost or credit for such changes. Any additional service that is proposed without including cost will be considered a no-cost add-on).

1.11. Scope of Work and Technical Resources

Salem State University (SSU) is seeking proposals to provide television service to the University under the following required, desired and optional services:

- **Required Services**
 - Digital HDTV Open (Clear) QAM television service over existing RF (coax) cabling*
 - Channels must provide and system must not block Closed Captioning
 - Proprietary set-top boxes will not be required
 - Emergency Alert System (EAS)
 - Managed Service with
 - 24/7/365 Call Center Support for students
 - Expedited 24/7/365 Support Contact for internal SSU IT staff
 - Defined Service Level Agreements (SLA)
 - End-user support responses
 - ITS support issues
 - Hardware failure/replacement
 - Reception of Channels to Head-end failure (e.g repointing of satellite dish in event of high winds)
 - Channel Lineup Changes
 - Support for related customer-owned equipment (included in this document)
 - Four “locally originating” Salem State channels
 - CheddarU insertion
 - Single, Central head-end in existing data center
 - Seasonal (academic calendar) Preventative Maintenance
- **Desired Services**
 - Ability to work with DVR services (e.g TiVO)
 - Channel Guide (Channel or Online)
 - Ability to gather metrics on channels watched
- **Optional Services**
 - Enterprise Streaming (IPTV) Service

*A streaming service will be considered to fulfill this requirement if multiple streaming devices (e.g Roku, Firestick, AppleTV) can be reasonably used to present such service on traditional televisions.

Required and optional channels are listed in Appendix A
 University buildings and cable feed types are listed in Appendix B
 Notes on Residence Halls are given in Appendix C
 Notes on remaining buildings are given in Appendix D
 Inventory of existing equipment is listed in Appendix E

Vendors agree that any expansion of system beyond existing service points, as defined in this document, will be transmitted over single-mode fiber. The University has a mix of APC and UPC-terminated single-mode fiber.

Vendors must detail any remote access systems that will be required and/or intend to install, and what firewall modifications will be needed. Vendors must provide source IP addresses/ranges for call centers/offices that will need remote access. Any remote access must be “locked down” with strong passwords.

Vendor will describe how they inject channels into the head-end; what facilities they will require – especially if it is beyond the existing footprint. All original signal entry will be at the Stanley Building (70 Loring Ave) data center. No reception equipment (e.g satellite dishes) will be installed at any location other than the Stanley Building.

Appendix A: Required and Optional Channels

This appendix reflects the results of polling Salem State University’s residential student population on channel preferences. Section I lists channels that are required. Section II lists channels that are desirable, but not required. If channels under Section II increase cost – whether through licensing or the need for additional equipment, that should be noted. Any channels that are not listed but are available through a vendor’s retransmission rights should be included as Optional Channels in the vendors’ proposals.

I. Required Channels

- | | |
|-------------------------|------------------------|
| A&E | iOn |
| WCVB (ABC) | LAFF TV |
| AMC | Lifetime |
| Animal Planet | Lifetime Movie Channel |
| BBC America | ME TV |
| BET | Motor Trend Channel |
| Bravo | MSNBC |
| BUZZR | MTV |
| Cartoon Network | MTV2 |
| WBZ (CBS) | National Geographic |
| CheddarU* | NBC Sports Boston |
| CMT | NBCSn |
| CNBC | NESN |
| CNN | Nick Jr |
| Comedy Central | Nickelodeon |
| WLVI (CW) | Paramount |
| Discovery Channel | WGBH (PBS) |
| Disney | PBS World |
| Disney XD | SyFy |
| E! | TBS |
| ESPN | TeenNick |
| ESPN 2 | Telemundo |
| ESPN News | TeleXo |
| ESPNU | The Learning Channel |
| F/X | TNT |
| Food Network | Travel Channel |
| Fox News | TruTV |
| WFXT (Fox) | TV Land |
| Freeform | USA |
| FS1 | VH1 |
| Game Show Network | WBTS (NBC) |
| Hallmark | Weather Channel |
| HBO | WHDH |
| HBO 2 | SSU Channel 1* |
| HBO Signature | SSU Channel 2* |
| HGTV | SSU Channel 3* |
| History | SSU Channel 4* |
| Investigation Discovery | |

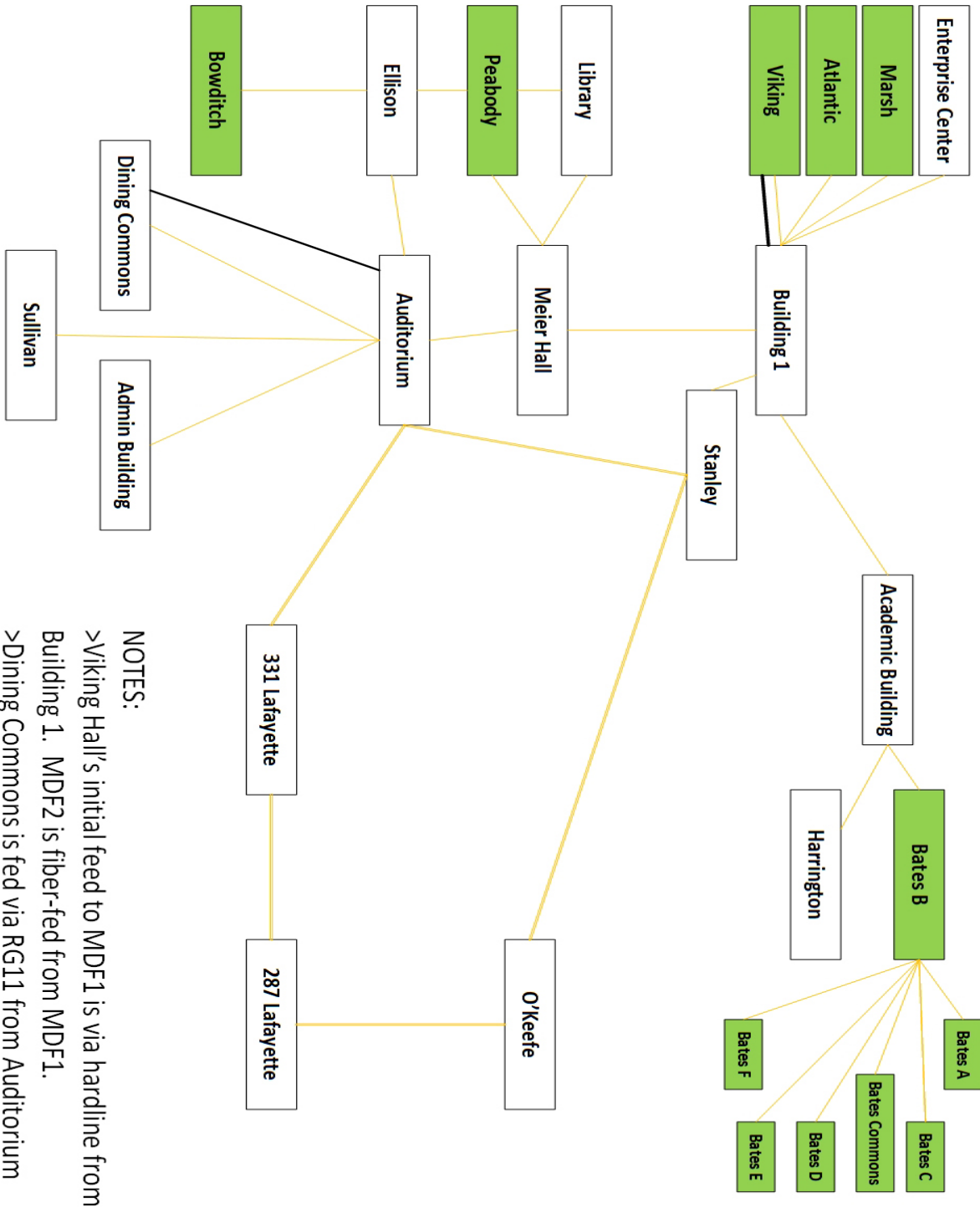
II. Desirable Channels

Cozi
Disney Junior
Univision
POP TV
Turner Classic Movies
CNBC World
UP TV
Women's Entertainment

*NOTE: CheddarU and the four SSU Channels have content that will be provided outside of the vendor's licensing. The vendor will need to integrate these channels into the lineup.

Appendix B: University Buildings and Cable-feed types

NOTE: Residence Halls are in green; yellow lines between buildings designates single-mode fiber. Black lines between buildings designates hardline or RG11.



NOTES:
 >Viking Hall's initial feed to MDF1 is via hardline from Building 1. MDF2 is fiber-fed from MDF1.
 >Dining Commons is fed via RG11 from Auditorium

Appendix C: Notes on Residence Halls

- **North Campus**
 - Bowditch Hall
 - MDF + 2 IDF's
 - QFRF MN1000 in MDF
 - 60VAC Power Supply in MDF
 - IDF's fed from MDF via hardline
 - 152 rooms
 - 303 beds
 - Peabody Hall
 - MDF + 2 IDF's
 - QFRF ORR-1000 Optical Receiver in MDF
 - 60VAC Power Supply in MDF
 - IDF's fed from MDF via hardline
 - 161 rooms
 - 353 beds
- **Central Campus**
 - Atlantic Hall
 - MDF + 5 IDF's
 - QFRF ORR-1000 Optical Receiver in MDF
 - 60VAC Power Supply in MDF
 - IDF's fed from MDF via hardline
 - 75 apartments
 - 452 beds
 - Marsh Hall
 - 2 MDF's + 8 IDF's
 - QFRF ORR-1000 Optical Receiver in MDF1
 - 60VAC Power Supply in MDF2
 - MDF2 and IDF's fed via hardline from MDF1
 - 262 rooms
 - 525 beds
 - Viking Hall
 - 2 MDF's + 6 IDF's
 - QFRF DA-1000 Amplifier in MDF1
 - QFRF DA-1000 Amplifier in MDF2
 - IDF's fed from MDF's via RG11
 - 88 rooms
 - 352 beds

- **South Campus**
 - Bates Complex
 - 1 MDF + 6 IDF's
 - QFRF Optical Coupler and QFRF MN-1000 in MDF
 - QFRF MN1000 in each IDF
 - IDF's fiber fed from MDF (Optical Coupler) in Bates B
 - 58 Apartments
 - 348 beds

Appendix D: Remaining Building Notes (current service)

NOTE: Equipment resides in MDFs unless otherwise specified

- **North Campus**
 - Meier Hall
 - MDF + 3 IDF's (only MDF currently provides service to building)
 - QFRR Optical Coupler servicing:
 - Theatre
 - Library
 - Bowditch Hall (via Peabody, Ellison)
 - Meier Hall (local QFRF MN-1000)
 - Sullivan Building (via Theatre)
 - Admin Building (via Theatre)
 - Peabody Hall
 - QFRF MN-1000
 - Peabody Hall (See Appendix C)
 - Bowditch Hall (See Appendix C)
 - Admin Building
 - MDF + 1 IDF (only MDF currently provides service to building)
 - QFRF MN-1000
 - Sullivan Building
 - MDF + 1 IDF (only MDF currently provides service to building)
 - QFRF MN-1000
 - Library
 - MDF + 2 IDF's
 - QFRF MN-1000 in IDF on Level 0; RG11 to MDF & 2nd IDF
 - Ellison Campus Center
 - MDF
 - QFRF MN-1000
 - Theatre (Auditorium)
 - MDF
 - QFRF ORR-1000 Optical receiver
 - Dining Commons
 - No gear. Fed from Theatre ORR-1000 via RG11
 - 331 Lafayette St
 - MDF
 - QFRF MN-1000
 - 287 Lafayette St
 - MDF
 - QFRF MN-1000

- **Central Campus**
 - Stanley Building
 - MDF + Data Center (listed separately, below as “Head End”)
 - Optical Splitter (8-way) Servicing:
 - Theatre
 - O’Keefe Center
 - Local service provided via RG6 from head end
 - Central Campus Classroom Building (Building 1)
 - MDF + 5 IDF’s (only MDF and Police IDF have service)
 - QFRF Transmitter servicing:
 - (South Campus) Academic Building
 - QFRF MN-1000
 - To SSP-PIN
 - To QFRF D-1000 for Police IDF
 - Marsh Hall
 - Atlantic Hall
 - 287 Lafayette St
 - Enterprise Center
 - Meier Hall
 - 60VAC power supply
 - Viking Hall (See Appendix C)
 - Atlantic Hall (See Appendix C)
 - Marsh Hall (See Appendix C)
 - Enterprise Center
 - MDF + IDF
 - QFRF ORR-1000 Optical Receiver
 - To coax splitter providing service to MDF
 - RG11 to IDF
- **O’Keefe Center**
 - MDF + 2 IDF’s (MDF and Fitness Center IDF have service)
 - QFRF ORR-1000 Optical Receiver
 - Hardline to Fitness Center IDF
 - 60VAC Power Supply
- **South Campus**
 - Bates Complex (See Appendix C)
 - Harrington Building
 - MDF + IDF (only MDF has service)
 - QFRF MN-1000
 - Academic Building
 - MDF
 - QFRF Optical Coupler servicing:
 - Harrington Building
 - Alumni House (out of service)
 - QFRF Fiber Optic Receiver
 - To splitter for:

- local service
- QFRF CATV AM Laser Transmitter FY1320EG to Bates Complex

Head End

NOTE: Rack 4 is currently populated with additional DirecTV standalone receivers and Blonder Tongue Encoders to support them. Any equipment in Rack 4 not in Appendix E was a part of a service upgrade and is not/will not be the property of Salem State when the existing contract ends. For the purposes of this RFP it is shown as “Empty Rack” (below). This note is meant to remove any confusion during walk-thru. The head end is located in the Stanley Building (Central Campus).

- Video Rack 1
 - Pico Digital SDQ6 SD QAM 6-in-1 Standard Definition Encoders (2 units)
 - Drake Digital DSE 2 Plus HD Encoders for locally originating content (2 units)
 - Monroe Electronics OneNet Analog/Digital Emergency Alert System (1 unit)
 - AppleTV used for CheddarU
- Video Rack 2
 - Blonder Tongue Electronics 8-Channel HDE-8C-QAM Encoders (3 units)
 - DirecTV standalone receivers (19 units)
 - Dish Networks standalone receivers for International Programming (4 units)
- Video Rack 3
 - Blonder Tongue Electronics 8-Channel HDE-8C-QAM Encoders (3 units)
 - DirecTV standalone receivers (24 units)
 - Blonder Tongue Electronics ACM 806A Chassis (2 modules)
- Video Rack 4
 - Empty Rack
- Data Rack 4
 - QFRF CATV AM Laser Transmitters
 - FT1326EG (fiber to B1)
 - FT1320EG (fiber to B1)
 - FT1320EG (fiber to Stanley MDF Rack 1 8-way optical splitter)

Appendix E: Inventory of Current SSU-owned Equipment

- Pico Digital SDQ6 SD QAM 6-in-1 Standard Definition Encoders (2) -- may be deprecated
- Drake Digital DSE 2 Plus HD Encoders (for locally originating content) (2)
- Monroe Electronics OneNet Analog/Digital Emergency Alert System (1)
- Blonder Tongue Electronics 8-Channel HDE-8C-QAM Encoder (6)
- Blonder Tongue Electronics ACM 806A Chassis (1)
- Blonder Tongue Electronics ACM 806A modules (2)
- QFRF CATV AM Laser Transmitter FT1326EG (1)
- QFRF CATV AM Laser Transmitter FT1320EG (3)
- 8-way Optical Splitter (1)
- QFRF Optical Transmitter
- QFRF Optical Receiver MN-1000 (19)
- QFRF Amplifier DA-1000 (3)
- 60VAC power supply (6)
- QFRF ORR-1000 Optical Receiver (5)
- QFRF Optical Coupler (3)

Appendix F: RFP Acknowledgements Checklist

This checklist is to be completed and included with your response. Failure to complete and include this form will invalidate your response. The purpose of this matrix is to acknowledge understanding of each section. It does not preclude responding to required parts of this document.

Section	I understand and agree/accept	I <i>do not</i> agree/accept (see below*)
1.2 Purpose of RFP	<input type="checkbox"/>	<input type="checkbox"/>
1.3 Proposal Acceptances	<input type="checkbox"/>	<input type="checkbox"/>
1.4 Key Date Information for Vendors	<input type="checkbox"/>	<input type="checkbox"/>
1.5 Pre-Bid Conference	<input type="checkbox"/>	<input type="checkbox"/>
1.6 Examination of the RFP	<input type="checkbox"/>	<input type="checkbox"/>
1.7 Delivery of Proposals	<input type="checkbox"/>	<input type="checkbox"/>
1.8 Proposal Format	<input type="checkbox"/>	<input type="checkbox"/>
1.9 Proposal Evaluation	<input type="checkbox"/>	<input type="checkbox"/>
1.10 Vendor Profile	<input type="checkbox"/>	<input type="checkbox"/>
1.11 Scope of Work and Technical Resources	<input type="checkbox"/>	<input type="checkbox"/>

*If unable to agree or accept, please include reason(s) for exclusion with this checklist.

Authorized Signature Date

Appendix G: Summary Questionnaire

This Questionnaire is to be completed and included with your response. Failure to complete and include this form will invalidate your response. Please complete as appropriate. *If alternatives or explanations are merited, please include as an attachment to this summary.

****If answering yes, please be sure to attach a complete description of this answer and the related services**

	Yes	Alternative /No*	Value
1. Can your company commence services on or before 1/1/2020?			
2. Does your company agree to provide a minimum of 3 references to the University upon request, with specific contact names and phone numbers?			
3. Based on Section 1.11, can your company provide the required services? **			
4. Based on Section 1.11, are you proposing optional services? **			
5. Based on Section 1.11, have you included pricing for all base and optional services (optional services require line-item pricing)? **			
6. Will your company participate in a Prompt Payment Discount?			
7. Does your company offer an annual prepayment discount?			
8. Total number of employees at your company.			
Total number or years in business under current name.			
9. Does your company agree to provide financial/D&B reports upon request, per Section 1.10?			
10. Does your company offer ability to accept credit cards for invoice and/or other costs?			
11. Does your company agree to provide a list of lost accounts, per Section 1.10?			

SALEM STATE UNIVERSITY TELEVISION SERVICE RFP 2020-01

	Yes	Alternative /No*	Value
12. Does your company fully understand the technical scope, requirements and project specifications of this RFP as defined in Section 1.11 and Appendixes A-E?			
13. Does your company have the ability to provide Clear/Open QAM digital service to the University?			
14. Does your digital (non-streaming) service require a set-top box?			
15. Is your proposed system considered a “managed service” or will Salem State own all electronics added to provide service at the end of the contract?			
16. Does your proposal require any underground work?			
17. Does your company offer Help Desk Services for students?			
18. Does your company offer a direct number for University support personnel?			
19. Does your company offer system monitoring?			
20. Does your company offer remote system support?			
21. Does your company allow for prorated billing and number of billing units during summer closure? (if so, please ensure this is in the submitted cost table)			
22. Does your company offer Foreign Language Programming? (If so, please add to cost tables as an optional service)			
23. Can your company integrate our existing Emergency Alert System (EAS) into your proposed system (see Appendix E)			
24. Can your system integrate our 4 existing SSU Local-origination channels?			
25. Can your system integrate/provide the CheddarU channel? (please note, CheddarU is currently hosted on our existing system through an AppleTV. If you have the ability to host the channel natively, please indicate)			

	Yes	Alternative /No*	Value
26. Does your company offer an IPTV (streaming TV) option? (If so, please include in cost tables as an optional service)			
27. If answering “yes” to item 26, are there special requirements for Apple/Windows laptops?			
28. If answering “yes” to item 26, are there special requirements for mobile devices (Android, Apple, Smartphones, Tablets)?			
29. If answering “yes” to item 26, do you have the ability to stream IPTV to a traditional television?			
30. If answering “yes” to item 26, where do the “channels” originate (ie on-campus from the head end, or from the Internet/your data center(s))?			
31. If answering “yes” to item 26, do you have the ability to stream CheddarU and the 4 local-origination Salem State channels?			
32. Will your proposed system require any infrastructure construction beyond what Salem State can provide?			
33. Have you included any significant past or present lawsuits? (a “no” indicates none exist)			
34. Is your company willing to instantly transfer ownership and title to Salem State of/to any infrastructure constructed or installed on Salem State property or buildings as a part of this project? For this purpose, “infrastructure” is defined as, but not limited to, handholes, manholes, conduits, raceways, cabling, antennae, terminations, power supplies, line amplifiers, taps, couplers, actives, passives, jacks, outlets, etc			
35. Are there conflicts of interest in doing business with the University?			

Authorized Signature

Date

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