

Salem State University
RFP 2020-01 Television Service
Addendum III– Post Pre-Bid Conference Questions and Answers
October 15, 2019

The following represents questions concerning RFP 2020-01 Television Service.

Questions received

Q1: Does the school prefer the vendor provide maintenance and support to the closet or to the in-room outlet?

A: Maintenance support is only extended to the point the signal leaves the data closets.

Q2: Does the school prefer students call the campus help desk for support, in turn, an SSU administrator would call the vendor? Or does the school prefer students to call or email the vendors call center directly for in-room support?

A: The RFP does not require Help Desk Support for either students or the administrative staff that will be supporting the contract. As such, no preference will be stipulated. Appendix G, questions 17-20 will be used to evaluate the bidder's support models. If a bidder supports both phone and email, and there is a cost difference between the two, this should be noted in the response.

Q3: How would you handle WGBH?

A: WGBH's over the air transmission was recently changed from UHF to VHF. When this occurred, Salem State lost WGBH's HD broadcast. This is a required channel. Bidders will need to determine the best method for providing this channel again. If the method proposed does not work, it will be up to the awardee to correct this with no additional cost to the contract. The RFP requires the only head-end be in the Stanley Building. If a substantial savings may be obtained by placing a single antenna on another building to extend a signal back to the Stanley Building, this solution would be considered. However, the bidder must not assume so and should provide a separate solution in the bid that adheres to the initial requirement in the event the proposed change is not acceptable. ALSO NOTE: not every building has existing facilities to support a second retransmission point (e.g. not every building is on a generator). If a bidder elects to take this route, any additional cabling/equipment costs must be building into the contract. Lastly, all installations, whether at the Stanley Building or any other structure at Salem State, will require adherence to Massachusetts building codes and proper installation means and methods, in adherence to the Salem State University Low-Voltage Wiring Specifications Appendix G. This document can be downloaded at:

[Low-Voltage Wiring Standards](#)

Closing

Responses must be received on or before Friday, November 15, 2019, by 3 pm in the Purchasing Department Salem State University or emailed Evelyn Wilson, Purchasing Director at ewilson@salemstate.edu.

