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City of Isle of Palms

RFP 2026.08

Response to Questions



ISLE OF PALMS, S.C., AUGUST 17, 2026

1. The RFP identifies fourteen (14) existing gooseneck microphones, wireless microphone and receiver, and two existing flat-panel TVs as equipment that may be reused. Please provide the manufacturer, model numbers, and current condition of the equipment. Are proposers permitted to recommend replacement if the existing microphones are not compatible with the proposed system?

Yes, the proposer can recommend replacement.

Microphones, cameras, and TVs are in good, working condition. However the Q-SYS and encoding system is slow, buggy, and feels dated. We are wanting to modernize the system.

YouTube for streaming

Mac Studio for production

3x Q-SYS NC-12X80 cameras

1x Shure SLXD2 Wireless microphones

2 x Samsung flat screen TVs

2 x Yamaha wall mounted speakers

4 x Ceiling mounted speakers

1 x NVS-33 datavideo streaming server

1 x QSC Q-SYS NV-32-H network video

1 x QSC SPA2-200 2 channel amplifier

1 x Netgear AV Line M4250-10G2XF-PoE++

3 x QSC Q-SYS GIO-ML4i Peripheral

1 x QSC Q-SYS GIO ML2x2 Peripheral

1 x Furman M-8X2

12 x Shure MX418D/C Gooseneck microphones

1 x DENON DN-300R MKII Solid State SD/USB Audio Recorder

2. Will the City permit proposers to conduct an on-site walkthrough and inspect, test, and document the existing AV equipment, cabling, network infrastructure, electrical service, rack/cabinet, and room conditions prior to submitting a proposal?

Yes, proposers are welcome to tour and document the space.

3. The RFP requires four (4) or more permanently installed 4K ptz cameras. Is there a minimum required optical zoom level, field of view, frame rate, or low-light performance requirement for the cameras?

No hard requirements on optical zoom level, field of view, or low-light performance. Proposers should recommend cameras that will be able to stream meetings in the room professionally and of high quality.

Frame rate should be at least 24FPS.

4. Does the City require or prefer automated speaker/councilmember tracking, or is camera selection and operation intended to be performed manually by the AV operator? If automated tracking is acceptable, should the proposal include tracking for councilmembers, the public comment podium, and/or round-table participants?

Currently, an AV operator controls the cameras manually, switching between preset positions.

Automated tracking would be a great addition to our system if the proposers can figure out a solution that fits the needs of the chamber. Currently, we switch the configuration of the room between council and committee configurations, unplugging and moving microphones for these various layouts which may confuse an automated tracking system that depends on a permanent, fixed arrangement.

We welcome solutions to camera tracking in a multi-purpose room.

5. For captioning systems requiring cloud subscriptions, software licenses, or recurring service fees, should proposers include these costs for the initial contract period only, or should pricing include a specified number of years of recurring licensing and subscription costs?

Proposers can include the cost for 1 year in the RFP total, while making it clear this will be an annual recurring subscription cost.

6. The RFP references Zoom/Teams/etc. integration. Does the City have a preferred remote meeting platform, such as Zoom or Microsoft Teams, and does the City currently maintain an organizational account/license that will be used with the new AV system?

The City prefers Microsoft Teams as a meeting platform and we have Office 365 licenses.

7. The warranty section specifically references “all QSYS control functionality.” Is Q-SYS an existing City standard or a mandatory platform for the proposed control system, or may proposers propose an alternative control platform? If Q-SYS is mandatory, please identify any existing Q-SYS processors, control interfaces, licenses, or programming that must be retained.

Q-SYS is a system we currently use, but it is not mandatory. Proposers can use whatever system they deem best for the goals of this RFP.

8. The RFP requires documentation of network setup, passwords, access information, and system instructions. Please clarify whether the City will provide administrative credentials for existing network, YouTube, Zoom/Teams, or other systems necessary for integration, or whether the proposer should establish new accounts and credentials.

The City will provide administrative credentials including network, Microsoft Teams, YouTube, and Mac login.

9. The RFP requests a proposed project timeline and downtime. Does the City have a required completion date, preferred installation window, or maximum allowable period during which Council Chambers may be unavailable for meetings? Are there scheduled council or committee meetings that the proposer must work around?

The Chamber should not be made unavailable for any council or committee meeting. The City website calendar will indicate dates that the room is unavailable closer to the RFP due date.

We would like the system installed within 60 days of selecting a firm.

10. The RFP requires hands-on training of all AV technology installed. Please clarify the expected number of City personnel to be trained and whether the City requires operator training, administrator training, troubleshooting training, or separate training sessions for each user group.

The City requires operator training for 2 or 3 City staff which can take place in one short session.

11. May proposers provide alternate equipment or system configurations that meet or exceed the mandatory requirements, including optional upgrades such as automated camera tracking, enhanced audio processing, extended warranties, captioning services, or additional displays?

Yes, the City is wanting to fully modernize and create a professional streaming and production system. Include any recommendations that exceed the mandatory requirements as “add ons” and the City will decide whether they justify the additional cost.