



ERIE COUNTY WATER AUTHORITY

Request for Proposal for:

DESIGN, INSTALLATION AND PROGRAMMING OF AUDIO AND VIDEO
EQUIPMENT FOR ECWA

Project No. 2012800163

Erie County Water Authority
295 Main Street, Room 350
Buffalo, NY 14203

Contact:
Terrence D. McCracken
Secretary to the Authority
Telephone No. 716-685-8245
tmccracken@ecwa.org

Second Amended Response Submitted by:

VoIP Supply, LLC
80 Pineview Drive
Amherst, NY 14228

Contact:
Steve Neuss
Sales Manager
Office: 716-531-4309
sneuss@voipsupply.com

October 31, 2018

Terrence D. McCracken
Secretary to the Authority
Erie County Water Authority
295 Main Street, Room 350
Buffalo, NY 14203

RE: Request for Proposal for DESIGN, INSTALLATION AND PROGRAMMING OF AUDIO AND VIDEO EQUIPMENT FOR ECWA

Project No. 2012800163

Dear Mr. McCracken:

The following is VoIP Supply's second amended response to the Authority's request for proposals, adapted to include outfitting both the Main Street and Union Road conference rooms and their corresponding overflow rooms with complete audio and video equipment.

- Our amended solution does recommend a highly flexible transcription service
- Incorporates an advanced wireless microphone system
- Includes an additional camera to enable (2) live views of the room and meeting members

The overflow rooms in our configuration participate with meetings using the Lifesize client on a computer or laptop connected to a display in that room. We have included an option to upgrade the room by adding a Lifesize Icon 600 with Camera, HP Phone and two micpods - much stronger hosting and participation capabilities. We also added pricing for display units. If awarded this opportunity, and ECWA wishes to have VoIP Supply provide the displays we will finalize specs of the displays with your team and revise special pricing accordingly.

With the increase in scope, we are able to work with vendors to achieve additional discounts that we have passed through to ECWA. Thank you again for the opportunity to propose this revised audio/video conferencing solution to the ECWA.

Sincerely,

Steve Neuss
Sales Manager
VoIP Supply
sneuss@voipsupply.com
(716) 531-4309

Second Amended Response

Outfitting both Main Street and Union Road locations

Main Boardrooms with live feed to Overflow Room \$104,575.00

- 3-Year Extended Licensing and Support
- 2-Days Onsite Lifesize Professional Services Onsite Implementation & Training
- Lifesize Icon 800 w/(2) 10x Optical Cameras in each of the main meeting rooms
- Yamaha Wireless Conference Ensemble wireless audio solution in each of the main meeting rooms
- Voicera Premium transcription services account (extended 3-year cost)

The overflow rooms in this configuration participate with meetings using the Lifesize client on a computer or laptop connected to a display in that room. Two options for expanding the experience in each room:

1. Add Microphone and (2) Mic Pods for each conference table \$4,300.00 (2 overflow rooms)
or
2. Add (2) Lifesize Icon 600 plus 10x Optical PTZ Camera \$23,550.00
w/Extended Microphones

Ultimate Advanced Configuration \$128,125.00

- Main boardrooms w/Lifesize Icon 800s (dual cameras)
- Lifesize Icon 600s (single cameras) in each overflow room
- HD phone plus Yamaha Wireless audio in main meeting rooms &
HD phone plus two micpods in the overflow rooms

VoIP Supply continues to recommend that ECWA utilize display units rather than projection screens for rendering content and meeting video. The above prices do not include the costs of displays or mounting equipment.

LED 55" Interactive 4K UHD Touchscreen Display \$2250.00/each

Or

LED 55" Non-Interactive 4K UHD Display \$ 925.00/each

There are two options for the displays, using mounting brackets or using a cart which would hold the display and have room to hold other system components.

Display carts are \$675.00/each

Mounting brackets are \$150.00/each



(Previous Submittals)

September 28, 2018

Terrence D. McCracken
Secretary to the Authority
Erie County Water Authority
295 Main Street, Room 350
Buffalo, NY 14203

RE: Request for Proposal for DESIGN, INSTALLATION AND PROGRAMMING OF AUDIO AND VIDEO EQUIPMENT FOR ECWA

Project No. 2012800163

Dear Mr. McCracken:

The following is VoIP Supply's amended response to the Authority's request for proposals, adapted to consider the requirements and interests shared during our visit with your team.

- Our amended solution does recommend a highly flexible transcription service
- Incorporates an advanced wireless microphone system
- Includes an additional camera to enable (2) live views of the room and meeting members

We appreciate your team's elaboration of your immediate as well as longer term objectives and the opportunity to propose a revised solution that will provide the Authority with a high tech, high feature, yet straightforward to use solution.

As your team continues in the evaluation process, we would be glad to answer any question you have on the enhancements to our original proposal. Thank you again for the opportunity to meet and propose an audio/video conferencing solution to the ECWA.

Sincerely,

Steve Neuss
Sales Manager
VoIP Supply
sneuss@voipsupply.com
(716) 531-4309

Amended Response Highlights

Transcription Services

Lifesize, our recommended vendor for video conferencing, teams with Voicera to bring in-meeting voice recognition technology to take notes and present high quality transcripts.

Unlimited Meeting Length
Rapid Transcripts w/Error Correcting & Personalized Vocabulary
Integrations w/Office 365 & Google Suite

Details on Voicera can be found on their website: <https://www.voicera.com>.

VoIP Supply recommends that ECWA utilize the Premium service; priced at \$31.99/user/month (annually).

Voicera offers a free 30-day full feature trail of their services. We tested this service during a recent webinar we hosted and the service did an outstanding job capturing the full conversations of the multiple hosts and participants. Setting up Voicera to “participate” in the meeting was easy and straightforward. There was a running transcript as the conversation was being recorded with the capability to place highlights/comments into the timeline. At the end of the session there was a draft of the conversations readily available while the system spent approximately 30-45 minutes optimizing and error correcting. I would estimate that it would take an additional 30-45 minutes to convert our transcription to a public facing document - correcting technical terms, product names, and a few dialect errors (though the tool did very well especially with one of our host that had a strong foreign accent).

In addition to the free trial, VoIP Supply would be glad to broker a Q&A call with Voicera.

Wireless Microphones

Yamaha will be releasing their new YAI-1 Conference Ensemble in November, a best quality audio solution for applications in large conference rooms and boardrooms. This out-of-the-box deployment can be placed in the ECWA meeting room with no user programming or audio expertise required.

- Yamaha DSP (digital signal processing)
- Adaptive Echo cancellation: full duplex & adjusts to the room audio dynamically
- Noise reduction eliminates acoustic signals that are not relevant like air conditioning sounds
- Dugan mixer ensures quality output when several mic's are active

The all-in-one solution includes (8) wireless microphones. One option would be to place (6) wireless 12-inch gooseneck microphones on the boardroom tables and have two wireless microphones that could be utilized with guests. Types and placement of the microphones can be flexible based on desire.

This YAI-1 Conference Ensemble provides the Authority with an easy to deploy/redeploy state-of-the-art high quality audio solution.

Yamaha consultants are available to further expand on the strengths this solution and help protect ECWA from common issues that occur when deploying audio solutions.

Second Camera Main Conference Room

An additional camera has been added to the configuration in the meeting room; one unit to be placed up front while the other attached to the back wall - capturing all meeting participants and attendees.

Revised Pricing Plan

Solution Plan - Main Boardroom with live feed to Overflow Room

Lifesize Conferencing System

Qty	Description
1	Lifesize Fast Start Account - 3-years
1	Lifesize Icon 800 - 10x Optical PTZ Camera - Dual Display 1080P w/DSS 3-year Support
1	LifeSize Camera 10x w/DSS 3-year Support (second camera)
1	Lifesize Record and Share Unlimited Promotion For Premium 3-Yr Subscription
1	Lifesize Share Device - w/3-year HW Warranty & Help Desk Support
2	Lifesize Virtual Meeting Room - 3-year
1	Lifesize Implementation Success Service - for Premium 10/20 Users
1	Professional Services 1-Day Onsite Training
1	Lifesize LiveStream 150users
1	Portable Rack
1	Cables and Accessories
1	Installation Services
1	Yamaha YAI-1 Conference Ensemble
1	Voicera Premium Account

Price \$61,485.00

Additions to revised pricing:

- Extended licensing and support to 3-years
- Lifesize Professional Services Onsite Implementation & Training
- Additional 10x Optical Camera
- Additional cabling, mounts and accessories
- Wireless audio solution
- Voicera Premium transcription services account (extended 3-year cost)

The overflow room in this configuration participates with meetings using the Lifesize client on a computer or laptop connected to a display in that room. Two options for expanding the room experience:

1. Add Microphone and (2) Mic Pods for conference table - Price \$2,150.00 or
2. Add Lifesize Icon 600 plus 10x Optical PTZ Camera w/Extended Microphones - Price \$13,500.00

This is an exciting upgrade to your platforms with a lot of detailed parts and key business use requirements. As your team considers the recommended technologies in the revised response, we understand there will be questions your group may have. We would be glad to broker a call with our consultants at Lifesize and/or Yamaha or, if preferred, we would be glad to respond to a list of those questions.

VoIP Supply has a Lifesize Icon 600 demo unit and would be glad to host ECWA for a live demonstration of the conferencing solution.

We appreciate the opportunity to visit with your team and learn more about your goals to have a audio/video solution that will be cutting edge into the future. The revised solution is designed to provide ECWA with leading high quality conferencing using the latest in wireless audio technology. To ensure a successful implementation we have included Lifesize resources coming onsite to be part of the implementation and training. The Yamaha audio component of this solution will be available next month - a revised implementation plan will be based on ECWA's schedule once the product can be purchased.

Please reach out to me via email at sneuss@voipsupply.com or at my direct extension (716) 531-4309 with your interests in proceeding with our recommended solution.

Thanks again for this opportunity to offer a revised response to your needs.

Regards,

Steve Neuss
VoIP Supply

(Original Response) Requirements

Main Street Meeting Room & Overflow Room



Union Road Meeting Room & Overflow Room



Requirement: Portable Audio & Video Conferencing Solution

Solution: Lifesize Icon 800

Lifesize Icon 800 is designed for meeting places up to 50' by 50' and larger with 30 plus seats. Designed for multipurpose big rooms and flexibility, multiple AV inputs and outputs to connect multiple devices (cameras, laptops, DVRs, microphones, etc.). Integration with third-party integrated audio solutions — and a secure, rack-mountable design — the Lifesize® Icon 800™ includes Camera 10x and Phone HD. During our recommended meeting with vendors, we can investigate if the Icon 600 would be an option.

- Four HD video inputs and 2 HD video outputs
- Simple touchscreen Lifesize phone enables easy administration or use Lifesize app from PC/laptop
- Easy to switch between inputs/sources and display content to one screen & camera to another
- Lifesize Digital MicPod reduces ambient room noise and features beam-forming technology that automatically steers its three microphones toward the person speaking for greater voice pickup

Requirement: (7) Microphones at each location, Active Speaker Capabilities for Meeting Members
Note: ceiling mic's were mentioned in the RFP

Solution: Included in the Lifesize Icon 800 are the Lifesize Phone HD and Lifesize Digital MicPods

For the room sizes and use scenarios that were identified, the Icon 800 includes a Lifesize Link Adapter that supports placing the phone and MicPods up to 200feet. Placing the Lifesize Phone HD on a main desk and placing the MicPods on secondary desk at either setup will exceed the sound capture and quality looking for.

For ultimate flexibility, VoIP Supply would recommend that the Authority consider Yamaha's Executive Elite (8) Channel Wireless Microphone solution that would provide untethered microphones.

The use of ceiling microphones puts the Authority into a position of having a fixed or limited configuration in rooms that are multipurpose. With the Authority looking for flexibility and portability, VoIP Supply and our vendor consultants recommend that the Authority consider the microphones that are included with the solution and have better sound quality control and look to our add-on wireless options when considering expanded needs.

Requirement: Broadcast Public Meetings Live over the Internet & to Overflow Room

Solution: Lifesize Live Stream 150

Lifesize Live Stream meetings support up to 10,000 viewers. Our recommendation is to start with the 150 concurrent viewer license and add incremental licenses if public viewing surpasses that number.

- Full HD broadcast
- Set viewing permissions easily
- Support simultaneous live stream events
- Watch from a variety of browsers and mobile devices
- Stream live to web enabled displays in overflow rooms or connect a laptop to the display
- Integrates with Lifesize Record and Share for easy recording & sharing of live events & building a library
- Via admin console, you can generate a link for the event, monitor streaming utilization and access attendee and event reporting

Requirement: Meetings Recorded for Later Viewing on Website

Solution: Lifesize Record and Share

Lifesize Record and Share is a powerful cloud-based one-click recording, sharing, and auto-publishing solution.

- All videos are encrypted
- Permission based controls
- Records from any device (laptop, tablet, smartphone, and Lifesize Icon conference room system)
- Playback via browsers

Requirement: New Projection Screens w/4600 Lumen Projectors w/Wireless Presentation for Easy Connection of Laptops & Portable Devices

Solution: Lifesize Share

Lifesize Share quickly enables wireless capabilities to conference/huddle rooms, supports AirPlay and sharing from laptops without special software downloads. We do not recommend the purchase of projection units and screens - rather utilize large displays the Authority currently owns and adds additional displays as needed.

- Multiuser sharing queue for quickly changing presenters
- Supports Lifesize Icon systems & HDMI full 1080p presentation, up to 60fps video streaming support

Pricing Plans

Solution Plan - Option 1 | Main Boardroom with live feed to Overflow Room

Lifesize Conferencing System

Qty	Description
1	Lifesize Fast Start Account - 1year
1	Lifesize Icon 800 - 10x Optical PTZ Camera - Dual Display 1080P
1	Lifesize 800 - DSS - 1year
1	Lifesize Record and Share - Unlimited - Small Account - 1year
1	Lifesize Share Device - w/3year HW Warranty & Help Desk Support
2	Lifesize Virtual Meeting Room - 1 year
1	Lifesize Implementation Success Service - for Premium 10/20 Users
1	Lifesize LiveStream 150users
2	Lifesize Digital MicPod
1	Portable Rack
1	Cables and Accessories
1	Installation Services

Price \$23,970.00

Solution Plan - Option 2 | Union Road Boardroom with live feed to Overflow Room

Lifesize Conferencing System

Qty	Description
1	Lifesize Fast Start Account - 1year
1	Lifesize Icon 800 - 10x Optical PTZ Camera - Dual Display 1080P
1	Lifesize 800 - DSS - 1year
1	Lifesize Record and Share - Unlimited - Small Account - 1year
1	Lifesize Share Device - w/3year HW Warranty & Help Desk Support
2	Lifesize Virtual Meeting Room - 1 year
1	Lifesize Implementation Success Service - for Premium 10/20 Users
1	Lifesize LiveStream 150users
2	Lifesize Digital MicPod
1	Portable Rack
1	Cables and Accessories
1	Installation Services

Price \$23,970.00

Solution Plan - Option 3 | Main Boardroom & Union Road Boardroom with live feed to Overflow Rooms

Lifesize Conferencing System

Qty	Description
1	Lifesize Fast Start Account - 1year
2	Lifesize Icon 800 - 10x Optical PTZ Camera - Dual Display 1080P
2	Lifesize 800 - DSS - 1year
1	Lifesize Record and Share - Unlimited - Small Account - 1year
2	Lifesize Share Device - w/3year HW Warranty & Help Desk Support
1	Lifesize Virtual Meeting Room - 1 year
2	Lifesize Implementation Success Service - for Premium 10/20 Users
1	Lifesize LiveStream 150users
4	Lifesize Digital MicPod
2	Portable Rack
2	Cables and Accessories
1	Installation Services

Price \$42,734.00

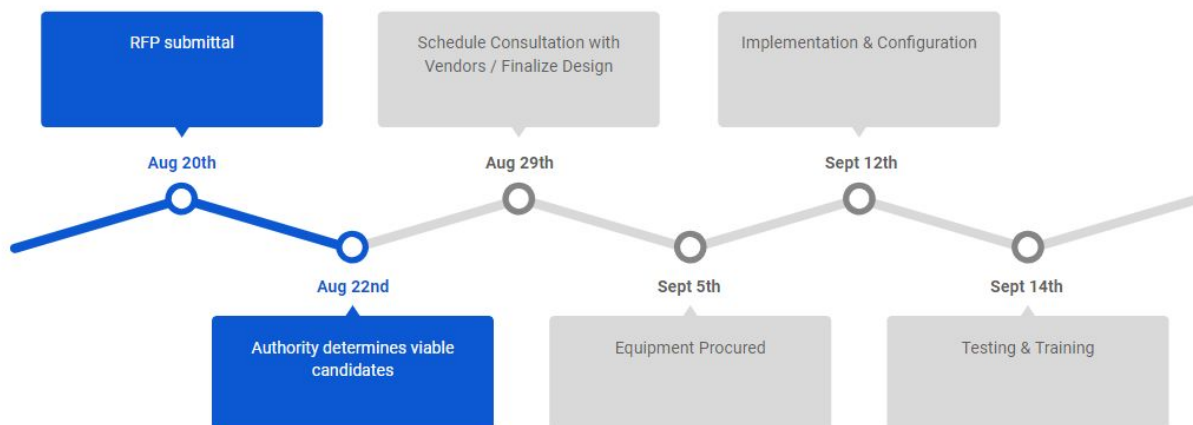
Additional Options

Yamaha Executive Elite - 8 Channel Wireless Microphone Solution

Price \$5,989.00 (requires purchase of a DSP and installation services)

*to consider this option, recommend a design consultation with Yamaha consulting engineers

Timetable for Installation



Conclusion

Reaching people with a cost effective, feature rich, easy to use conferencing & live streaming solution
VoIP Supply appreciates the opportunity to help the Erie County Water Authority improve your audio and video technologies, enabling the Authority to provide richer experience for your meetings. To best evaluate the direction you take, we recommend a consultation with our vendor consultants. Through a session with our parties, you will best be able to make a decision that will ensure you meet your current as well as future goals for empowering your communication systems.

Please contact me with any questions you have.

Regards,

Steve Neuss
Sales Manager
sneuss@voipsupply.com
(716) 531-4309

References

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Follow Up Email

Terrance:

On behalf of VoIP Supply and our vendor partners that we are recommending for your audio and video equipment upgrades, we appreciate the opportunity to help the Erie County Water Authority consider options for a richer experience for your meetings.

As we did the walk through plus prepared our response to the RFP there are components of your interest that through a meeting with our recommended vendor, Lifesize, the Authority may tune its requirements to reach an optimal solution that best serves your interest, provides more flexibility and ease of use. Having used Lifesize as my go-to tool for virtual meetings and collaboration for a number of years, I am confident we are bringing the right partner to the team. Regardless of the direction the Authority takes, the time will help you with your evaluations and decisions.

Thanks again for allowing VoIP Supply to respond to your request for proposals. We appreciate the work the Authority does in our communities and look forward to helping you advance your communication tools.

Attached are copies of our insurance certificates.

Regards,