



REQUEST FOR PROPOSALS

Cary TV Equipment and Control Room Upgrades and Maintenance

RFP No. 354-TMO27-09

Issue Date: Monday, August 24, 2026

Proposal Deadline: Friday, September 21, 2026, 5:00 p.m. ET

Issuing Department	Town Manager's Office
RFP Contact	Kristy Buchanan, Marketing & Creative Manager kristy.buchanan@carync.gov
Submission Method	Electronic submission through the North Carolina Electronic Vendor Portal (eVP) https://www.evp.nc.gov
Project Locations	Cary Town Hall Council Chambers, control room, and atrium 316 N. Academy Street, Cary, North Carolina

Procurement Method. This solicitation is issued as an information technology request for proposals under N.C.G.S. § 143-129.8. Award will be made to the proposer submitting the best overall proposal based on the factors stated in this RFP, and not necessarily to the proposer offering the lowest price.

1. Solicitation Schedule and Notice

The Town of Cary, North Carolina (“the Town”) is seeking qualified vendors to assess, make design and replacement recommendations, and provide equipment replacement, upgrades, and ongoing maintenance services for its government access channel (Cary TV) audio, visual, and lighting equipment and systems. These services will support operations within the Town Hall Council Chambers, associated control room, and Town Hall atrium, where public meetings and official programming are produced and broadcast to the community.

Cary is a community committed to transparency, accessibility, and high-quality public service. The Cary Town Council serves as the governing body and holds regular meetings to conduct Town business and engage with residents. These meetings, along with other programming, are broadcast live and on-demand through CaryTV to ensure residents have access to local government.

This project is focused on the replacement of critical equipment and systems, to ensure continuity of operations and long-term system reliability. The selected vendor(s) will be responsible for the full process of auditing, assessing, designing, procuring, installing, integrating, training staff in, and maintaining the systems and associated equipment, including warranty coverage, and responsive, on-call service. Vendors are expected to assess existing infrastructure and recommend durable, sustainable solutions that align with an established project budget and support ongoing operational needs. See Appendix A for a list of current equipment and systems.

Event	Date and Time (ET)
RFP posted	Monday, August 24, 2026, 5:00 p.m.
Optional site visits	Available between August 24, 2026 and September 4, 2026.
Written questions due	Monday, September 7, 2026, 5:00 p.m.
Town responses/addenda posted	Monday, September 14, 2026, 5:00 p.m.
Proposal deadline and electronic opening	Monday, September 21, 2026, 5:00 p.m.
Anticipated award	Wednesday, September 30, 2026
Anticipated contract effective date	Monday, October 12, 2026

Notice. The complete description of the requested goods and services is contained in this RFP and is available through eVP. The Town reserves the right to reject any or all proposals. Proposals submitted under N.C.G.S. § 143-129.8 are not subject to public inspection until a contract is awarded. The Town further reserves the right, in its sole discretion, to award this project in its entirety to a single vendor, or to separate the project into individual components or parts and award such components or parts to one or more vendors.

Site visit and questions. Site visits are optional but highly encouraged. Site visits will be held at Cary Town Hall. Questions and request for site visits must be emailed to the RFP Contact by the deadline with “RFP 354-TMO27-09 Questions” in the subject line. Provide a preferred date/time (Mon.-Fri., 9 a.m. to 5 p.m.) and a backup date/time for site visit requests. Only written addenda posted through eVP are binding.

2. Submission Requirements

- [Download and complete the Proposal Response Form](#) and upload your signed and searchable PDF through the North Carolina Electronic Vendor Portal (eVP) at <https://evp.nc.gov> no later than the Monday, September 21 at 5:00 p.m. The eVP timestamp controls. Late, emailed, faxed, or paper proposals will not be considered.
- The proposal must identify the proposer’s legal name, address, primary contact, and authorized signer.
- The proposal must have all required sections in the [Proposal Response Form](#) completed. A complete engineered design is not required before award.
- Prices must remain valid for 90 days after the proposal deadline.

3. Required Scope

The selected contractor will provide one point of responsibility for assessment, design, procurement, installation, integration, testing, staff training, documentation, and ongoing support of audiovisual, broadcast, lighting-control, and related software systems used for Town Council meetings and other public programming. For organizational purposes, we have divided the work into separate components based on the function of the equipment.

3.1 Component 1 - Audiovisual and Broadcast Systems

- Assess existing cameras, monitors, microphones, audio systems, production switching, signal routing, recording and streaming systems, control-room equipment, control systems, racks, cabling, network interfaces, power, and related infrastructure.
- Identify obsolete, unsupported, unreliable, incompatible, and end-of-life components and recommend priorities, system architecture, phasing, equipment, software, recurring costs, and budget allocation.
- After Town approval, procure, install, integrate, configure, label, test, and commission the approved equipment and software.

- Provide operator and basic troubleshooting training for Town staff.

3.2 Component 2 - Lighting Systems

- Assess lighting fixtures, controls, power and electrical interfaces, mounting, coverage, color quality, glare, and broadcast performance in Council Chambers and the atrium.
- Recommend, procure, install, program, focus, calibrate, test, and document approved lighting fixtures, controls, accessories, and related infrastructure.
- Provide operator and basic troubleshooting training for Town staff.

3.3 Component 3 - Maintenance and Support

- Provide preventive maintenance, inspection, testing, troubleshooting, repair coordination, warranty support, and system-health reporting.
- Provide remote and on-site support for urgent problems, including problems occurring before or during live meetings. State proposed coverage hours and response targets.
- Maintain service records and provide repair, upgrade, and lifecycle recommendations.

3.4 Electrical Work and Permits

No structural or general building modifications are included. Any electrical work is incidental to installation and integration of the system. The contractor shall obtain required permits and inspections and shall ensure that electrical work is performed and supervised by a properly licensed North Carolina electrical contractor. Permit and inspection costs must be included in the proposal price or identified as a specific allowance. The prime contractor remains responsible for all subcontracted work and correction of deficiencies.

3.5 Required Deliverables and Conditions

3.5.1 Assessment & Documentation of Existing Conditions

- Existing equipment/system inventory and condition assessment
- Current-state system diagrams, as-builts, or verified drawings
- Functional and performance assessment of existing systems
- Identified deficiencies and risks

3.5.2 Recommendations & Planning

- System assessment and recommendations report
- Recommended future-state architecture
- Recommended equipment/software list, if warranted
- Budgetary cost estimate
- Phasing and prioritization plan
- Implementation schedule
- Infrastructure, electrical, and network requirements
- Operations and training considerations/plan

3.5.3 Implementation & Delivery

- Installed and operational systems
- Testing and commissioning results
- Staff training
- Post-installation as-built drawings, schematics, and configuration information
- Updated equipment/software inventories
- Manuals, licenses, credentials, warranty information, and maintenance records
- Final assessment/closeout report

3.5.4 Conditions of Performance

- Coordinate access, outages, and installation around scheduled Council meetings and broadcasts; some work may occur evenings or weekends
- Comply with applicable laws, codes, permits, manufacturer requirements, and safety requirements for occupied public buildings

4. Project Schedule and Price

- Anticipated effective date: October 12, 2026.
- Component 1 target: final acceptance within 12 to 18 months after the effective date.
- Components 1 and 2 substantial completion: no later than August 30, 2028.
- Component 3 base maintenance term: two years beginning at completion of component 1 or 2, with up to two additional one-year renewals at the Town's option.
- Components 1 and 2 combined may not exceed \$300,000, including all labor and purchase of supplies, equipment, and shipping. Component 3 and all recurring software, licensing, hosting, subscription, and support costs must be priced separately.

Acceptance. Acceptance requires completion of the approved installation, successful agreed testing, correction of material defects, staff training, and delivery of required documentation, licenses, credentials, inventories, and warranty information.

5. Proposal Contents and Evaluation

Submit only the following:

- A signed, completed proposal response form (Appendix B) identifying the proposer and authorized representative.
- Concise approach to completing the required scope, including proposed schedule, support coverage, and identification of subcontractors and legally required licenses.
- Assumptions, exclusions, and requested contract exceptions, or a statement that there are none.

Evaluation factors. The Town will determine the best overall proposal using the following factors:

Factor	Weight
Responsiveness and approach to required scope	35%
Ability to meet proposed timeline and budget	25%
Qualifications and references	30%
Overall value and risk to the Town	10%

The Town may request clarification, conduct discussions, request revised proposals, and negotiate with any proposer within the advertised scope. The Town may award all or part of the scope, reject any or all proposals, or cancel the solicitation. The Town further reserves the right, in its sole discretion, to award this project in its entirety to a single vendor, or to separate the project into individual components or parts and award such components or parts to one or more vendors. No award is binding until a written contract is signed and any required finance preaudit is completed.

6. Required Contract Terms

By execution and delivery of a proposal in response to this RFP, proposer understands that proposer will be expected to enter into a contract in a form substantially similar to the [Town's Principal Contract](https://carync.box.com/s/t3zhl6p3l2usqoufgjlq8n144lznff4k), (<https://carync.box.com/s/t3zhl6p3l2usqoufgjlq8n144lznff4k>), including insurance requirements, should Town select proposer's proposal.

Appendix A

Current Software and Services

Streaming & Playout

- Boxcast Experience Plan (Legacy)
- Cablecast
 - Support (Platinum) hardware and software technical support coverage
 - Cablecast Reflect+ — cloud reflection/storage & delivery service

Graphics & Content

- ProPresenter Standard
- Carousel Digital Signage

Conferencing

- Webex Enterprise

Audio Control

- StageMix (Yamaha) — network app for LS9

Current Systems Architecture

Content & control sources

- 4x Panasonic PTZ Cameras
- 2x Crestron TSW-1060 touch panels for room control
- Smartfade 1248 for lighting

Audio/video processing

- Yamaha LS9 (mixed via StageMix)
- TesiraFORTE AVB AI (DSP)
- Blackmagic VideoHub 40x40 12G (video routing)
- Crestron RMSS-650J DM-MD8x8 (matrix switching)
- Ross Video Switcher

Head-end/playout

- Cablecast VIO4-700 + VIOLite for encode/decode and CG playout
- ProPresenter for graphics, Carousel for e-bulletin gap-filler content

Network layer

- PR460X dual-WAN router, 2x GSM4248PX-100 PoE+ switches
- WAX620 WiFi 6 AP

Distribution

- Boxcast (live streaming)
- Cablecast Reflect+ (cloud storage/delivery)
- CBL-LIVE-700 (embedded HLS player)
- Webex appliances (for hybrid meeting participation)