Statement of Work

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| Date: | 3/4/2024 |
| Client: | Cherokee Nation Entertainment |
| Job Name: | Emergency Alert Notification System for All Properties |
| Requested by: | Daniel Henson |
| Addendum: |  |

Text

Description automatically generated with medium confidence

The Cherokee Nation Entertainment IT/AV (“CNE”) group is seeking proposals for the purchase, delivery, and programming services of an Emergency Alert Notification System for 10 CNE casino properties. These properties include Hard Rock Casino – Tulsa, Cherokee Casino & Hotel – West Siloam Springs, Cherokee Casino & Hotel – Roland, Cherokee Casino – Tahlequah, Cherokee Casino – Ramona, Cherokee Casino – Grove, Cherokee Casino – Will Rogers Downs, Cherokee Casino – Fort Gibson, Cherokee Casino – South Coffeyville, Cherokee Casino – Sallisaw. Qualified audio-visual system integrators (“bidders”) are requested to provide bids to supply the equipment and related services as outlined in this document.

Bidders shall have a minimum of five (5) years of experience programming in a casino environment including the design, engineering, assembly, installation, and support of audiovisual systems of similar or greater complexity to those identified in this Statement of Work. Bidders shall be able to guarantee service and response time by providing programming services, customer support, training, and telephone support.

1. Project Scope

This is for procurement and programming services of a new Emergency Alert Notification system for all CNE casino properties. New QSYS touch panels for the BOH surveillance/security offices, as well as incorporating the existing touch panels across the casino floor at all properties.

This work consists of but is not limited to, system programming, and testing equipment.

Submittals and Manuals

1. Submit with bid a list of 3 projects of equal scope and references.
2. Submit a copy of the QSYS, Crestron & AMX Programmer Certification.
3. Example screen shots of touch panel / QSYS Designer file designs with the following criteria:

* Video/audio Routing – Emergency Notification Message Take over of all screens/audio.

**Components**

1. **Contractor Provided**

|  |  |  |  |
| --- | --- | --- | --- |
| **Description** | **MFR** | **MFR P/N** | **QTY** |
| Visionary Solutions Encoder | Visionary Solutions | E4100 | 1 |
| Contemporary Research QMOD-HDMI 2 RF Modulator | Contemporary Research | 5098-001 | 5 |
| AMX IP Video Encoder | AMX | FGN3132-SA | 4 |
| QSYS 7” Touch Panel | QSYS | TSC-70-G3 | 10 |
| QSYS Tabletop accessory | QSYS | TSC-710t-G3 | 10 |
| QSYS Core | QSYS | Core 110f v2 | 3 |
| QSYS Scripting License for Core 110f | QSYS | License | 3 |
| QSYS UCI License for Core 110f | QSYS | License | 3 |
| QSYS License for Core 510i | QSYS | License | 2 |
| BrightSign Series5 Player | BrightSign | HD225 | 10 |
| 3’ HDMI patch cables |  |  | 10 |

1. **CNE Provided**

|  |  |  |  |
| --- | --- | --- | --- |
| **Description** | **MFR** | **MFR P/N** | **QTY** |
| New Cat6 Cable drops to each location requiring a new drop |  |  |  |
| Custom QSYS Pin Pad Plugin |  |  |  |
| All Network requirements |  |  |  |
| Existing QSYS, Crestron & AMX Design files |  |  |  |
| All electrical requirements |  |  |  |
|  |  |  |  |

1. **Miscellaneous** (if applicable) – Contractor will provide all miscellaneous components to complete the install except the specific items listed in “CNE Provided” section above. This includes, but not limited to, cables, connectors, j-hooks, brackets, custom panels, labels, hardware, cable wraps, etc. Zip ties are not allowed. Cabling above ceiling must be kept off the ceiling, use j-hooks to accommodate this.

**Summary of Requirements**

**This project is to add an Emergency Alert Notification system to (10) CNE Oklahoma casino properties, listed on page 1. This will give the casino the ability to alert guest and employees of any emergency.**

**The programmer will program 15 triggers in the QSYS design file. When a button on a UCI is pressed it will use these triggers to cue up and play a file in the BrightSign player. It will also activate a pre-recorded audio file message that will be stored on the QSYS cores. CNE will provide all media files.**

**The new QSYS touch panels will be installed in a BOH surveillance or security office. These panels will be used to activate these alerts. We will also need the ability to activate the alerts from any/all existing touch panels across the gaming floors at each property. Each properties control system/touch panels are different currently. QSYS, Crestron and AMX are the current control. Must be able to program for each. Must program a QSYS UCI for iPhone. This will be used for managers at each property.**

**Some of the casinos are open 24-hours. So, a solid game plan must be put into play to not disrupt service to the casino guests during testing. For the casino properties that are not open 24-hours, all testing must be done before that property opens.**

**Any down time must be at a minimum. The existing QSYS Design file will be used and changes to the system will be made using that file.** Contractor must have a complete grasp and understanding of the existing user interfaces and control functionality prior to making any programming changes. QSYS Design file loads must be kept to a minimum, therefore the file must be fully tested and confirmed everything works before testing.

**Functionality**

QSYS Touch Panel & Designer Functionality (if applicable)

* + - Audio zone volume control
    - Audio/Video source selection for all end points and zones
    - Video Routing – any source to any destination
    - Multiple passcode login’s
    - Emergency Messaging Playback – Use of Triggers
    - Use of Snapshots
    - Adding an audio player for pre-recorded marketing announcements. (Adding play functions in names controls for scheduling purposes)
    - “Hot Button”
      1. The ability to select a group of video endpoints that can be switched to a designated source upon activation of a button. When deactivated, the endpoints must switch back to the source it was previously on.

QSYS Touch Panel Design

* + - Contractor agrees to consultation meeting with CNE IT/AV prior to panel design to “storyboard” touch panel interfaces for various areas and ensure aesthetics and functionality are acceptable. CNE IT/AV will provide a UCI Standards Document.

QSYS Custom Plug-ins

* + - CNE IT/AV will provide any CNE Owned QSYS Plug-ins to use. These Plug-ins are expected to be used.

QSYS UCI APP

* + - Design/Program iPhone mobile interface for control of Emergency Notification Alert System.

Q-SYS Designer

* + - CNE IT/AV will provide a QSYS Designer Standards Document to follow.

Documentation

* + - All written code must be documented (commented) to a function/line level as appropriate.
    - Non-written code shall have comment blocks in design and/or accompanying documentation as needed to describe functions.

Code Review

* + - The programmer will perform a thorough code review with CNE IT/AV engineering staff. This includes touch panel designs, Designer layout and functionality.

**Task**

1. **Pre-Install** – Contractor will meet with CNE IT/AV to develop a project timeline and a systematic install/programming approach.
2. **Installation** – CNE will install all necessary components to complete the project.
   1. Equipment – Contractor is responsible for procuring all components needed to complete this project.
3. **Testing & Commissioning** –
   1. Programmer will test all functions for each casino property.

**Statement of Deliverables**

Proposals must provide a complete turn-key solution, including purchase of all products and services contained in the SOW, and the following documentation.

1. **System Operation** must include introduction and overview to system components and their functions.
2. **System Documentation** must include:
   1. Thumb drive that includes all utilized manufacturer’s software, editable copies of all software configurations, editable copies of source code in an industry standard format, e.g., AutoCAD; this includes but is not limited to the control panel, and other source code.
3. **Warranty Information** must include all components and software covered under this SOW and must include, at a minimum, the following:
   1. A warranty period of no less than one year for all components and software covered under this SOW.
   2. Manufacturer’s statement that shows the maintenance support of the proposed equipment for the period after the equipment is installed.
   3. Any proprietary equipment, technology, or software proposed must be clearly identified and the source code of all software developed for this project must be owned by the CNE IT/AV.
   4. All systems delivered must include all tools for upgrading and monitoring the system. All systems provided and installed must be turnkey solutions.
   5. Contractor will not be allowed to substitute system components after award of contract without CNE IT/AV’s written approval.
4. General Information

The submission requirements for this SOW are set forth below.

1. **Submission Requirements**
2. To be considered responsive, a proposal must contain the following, prefaced by a table of contents, referenced by number and in the order below.
3. A brief description of the history and organization of the bidder’s firm, and of any proposed subcontractor.
4. A description of at least three (3) similar projects completed by the bidder within the past three (3) years. Include personal references with contact information for each. Provide a statement of your firm’s background and experience in performing similar projects for other organizations. Qualifications, background and experience of the programmer and other staff proposed to work on the project.
5. QSYS/Crestron/AMX Programmer’s qualifications: proof certification. At least 5 years of programming experience, including programming for Casino’s.
6. List any subcontractors that may be used and specify the work to be performed by each.
7. Describe your commitment to the project. Describe warranties. Describe commitment to resolving problems that arise after implementation.
8. Provide a detailed implementation schedule and timeline for completing migration from the existing to the new system, with a minimum of down time.
9. A detailed cost proposal, including any travel costs and other expenses. Bidders must submit an Itemized Cost Proposal electronically per instructions below.
10. A detailed equipment list: List all hardware, software, and all associated materials along with the quantity, manufacturer, model, accessories with their price.
11. Programming: List the total dollar number, including any subcontractors.
12. Travel Costs: List amount of travel costs and basis of estimate to include trip destination, length, airline fare or mileage expense, per diem costs, lodging and car rental.
13. Other Direct Costs.

Key Requirements

* + - Programmer must work with CNE IT/AV for all testing/commissioning.
    - Must follow Avixa standards.
    - An End of Day Update, via email, must be submitted daily to the CNE IT/AV Team.
    - Contractor understands and agrees to late night and/or overnight working hours if needed.
    - No substitutions allowed unless owner permission is provided in writing.
    - Bid prices must be good for 120 days. Once contract is signed, equipment can be ordered and invoiced upon delivery. Proof of delivery, including packing slips & pictures must be submitted for payment.
    - Any change orders must be agreed upon and signed off on by the CNE IT/AV Engineer & CNE IT/AV Manager.
    - Programming, once work has started, can be invoiced as following:
    - 25% - Equipment is ordered, received & delivered. Programming has started.
    - 50% - When half of the properties half been programmed, deployed, and tested 100%.
    - 25% - When the remaining properties have been programmed, deployed, and tested 100%.
    - Bid must include these two items:
  1. TERO Fee – ½ of 1% of total project cost.
  2. Non-native worker fee -- $25 per day, per non-native worker.