

Video Upgrade Milestones – 10/10/2023

The following describes the milestones and events of the 2022 equipment upgrade project:

1. The Select Board authorized the Cable TV Committee to draft the RFP to replace our entire system with digital/high definition technology, which it did.
2. A Special Town Meeting approved spending up to \$130,000 for the upgrade project.
3. Following separate on-site visits by their sales representatives, quotes were received from Headlight AV (Portland, ME) for \$126,208 and AccessAV (now Key Code Media New England, Concord, NH) for \$70,980.
4. To add items omitted from their initial quote, a revised quote included loudspeakers over the dais and a digital signage system and increased the AccessAV total to \$77,303.
5. The Committee unanimously selected AccessAV for several reasons:
 - a. Their representatives came across as very eager to accommodate to our needs.
 - b. Considering that we could not know everything needed, it allowed a larger cushion for adding the unknowns.
 - c. Its solution uses newer NDI technology that connects components through a single ethernet cable that includes control, power and digital audio and video.
 - d. The other vendor seemed to propose “overkill”, with some more expensive components.
6. When the vendor recommendation was presented to the Select Board, the Board added an amount for contingencies such that they authorized \$90,000 to be spent, beyond which the Committee would need to request further funding.
7. Further omissions from the AccessAV quote were equipment racks, a workstation table and a wireless-microphone antenna system, resulting in a supplemental quote for \$7,548, increasing the total to \$84,851.
8. Installation occurred in August, 2022, with operations using the old recording/streaming systems starting thereafter, during which several issues became apparent. One was the need for a wide-angle additional camera to show the entire dais; others related to the sound system.

Due to insufficient communication by the Committee, two critical features were not included in the AccessAV design. One was support of the moderator’s microphone and PA system “mute” switch, the other a feature of the audio system. The sound mixer did not mute the microphones not being spoken into, called “auto-mix”, which the old audio mixer did, significantly impacting the sound quality.

Because the appropriate mixer with “Intellimix” was back-ordered when the quote was written, it could not be offered in the quote. Once it became available, a refurbished pair was quoted along with remote switches to be activated by the mute switch. And because the existing ceiling loudspeakers were of low quality (and old), replacements were included in the new quote.

The quote was offset by credits for the returned mixer and the digital signage device and software, because bulletin board maintenance by office staff was to be discontinued. The net

additional cost was \$11,963, increasing the total to \$97,016. This total is approximate because of incomplete support documentation.

9. Once the Select Board increased its limit by \$30,000 (to allow additions not actually implemented) and the added/replaced equipment installed, the full “cut-over” to the new video server, streaming and video-on-demand systems, and Spectrum connection occurred mid-December. At that point the installation was complete.