**Q&A Record**

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| Question | Response |
| (relating to question 1 in section 2.1): For benchmarking purposes, could you please provide a high-level summary of the current SLA you receive or your minimum expectations for this framework? | The current SLA identifies support by telephone for office hours, and next day call out, to respond to a failed unit (ie 8 hours). As noted in the tender notes, we have on-site staff with the capability to troubleshoot, or install a temporary solution.  No specific timelines are made for any annual maintenance visits, (albeit that we seek to minimise any room down-time) or for the supply lead times where refurbishment of AV are undertaken (this is more about agreeing the specificity of any installation date). |
| (relating to design scenarios in section 3): Beyond the general synopsis, do you have any additional use cases or requirements for the room? For example: | See below |
| Display: Do you prefer an interactive or passive display within these rooms? | It varies, however more than 90% are passive, and where interactive have been used, E.G.  BOC Health One Simulation Rooms, or BRC Dome 1.04, these have tended to be Clevertouch.  See <https://help.chi.ac.uk/rooms> for details of the rooms. |
| Writing Surfaces: Are there any requirements for dry wipe writing surfaces? | No, we have an in-house ‘trades’ team to source and fit these. |
| Sources: What are your minimum connectivity expectations within these rooms? | HDMI |
| Lecture Capture: Do you need video, content, and/or audio lecture capture? If so, what platform do you use? | No, we have Lecture Capture – Teams/Stream |
| Hybrid Conferencing: Is audio/video conferencing required? If so, what platform do you use, and would it be presenter and/or audience capture? | No, we have Lecture Capture – Teams/Stream |
| DDA: Are there specific requirements for accessibility or for individuals who are hard of hearing? | We have hearing loops in a small number of large lecture rooms, and rely on lecturers to take a portable hearing loop solution if required. |
| Preferences/Standards: Do you have any preferences or standards regarding manufacturers or models? | No |
| (relating to design scenarios in section 3): Could you provide AutoCAD DWG versions of rooms JP2 and E312, including ceiling heights (from the finished floor and above the suspended ceiling), and details about the construction of the floor, walls, and ceiling? Alternatively, could we arrange a site survey to gather the required details? | The rooms can be seen at  <https://help.chi.ac.uk/rooms>  As you will see from the link above, and the inventory E312 is a rather older room, with a wooden lectern, NEC projector, and ceiling mounted speakers. For JP2 please review JP4 – the older Smartboards in JP and Dome building are being replaced with an 84” Samsung TV in the next few days. |
| we note that it advises on page 2 of the tender document that the “answers to any questions you raise may be circulated through our tendering web page”. Please can you advise where this can be found? We received tender documents from here: [Tenders and contracts | Support and Information Zone (chi.ac.uk)](https://url.uk.m.mimecastprotect.com/s/rmXHCq2G6S1ZQO7UZPCbn?domain=help.chi.ac.uk). We couldn’t see anywhere on this site where questions/answers would be published. | Q&A (including those above) will be added to the Questions and Answers Section as a rolling record, usually within 24 hours of their receipt. |
| Would it be possible to provide a measurement for the two rooms within the worked examples in section 3.1 and 3.2 of the tender? | Please see the attached floor plans for the rooms. Their respective floor areas are as follows:  John Parry 2 BRC – 62m2 ([Link](https://help.chi.ac.uk/sites/default/files/inline-media/BRC_JOHN%20PARRY_JP02.pdf))  E312 BOC – 69.5m2 ([Link](https://help.chi.ac.uk/sites/default/files/inline-media/BOC_UNIVERSITY%20HOUSE_E12.pdf)) |
| Can we submit our responses to the two worked examples in section 3 as separate documents with links added to the sections in the submission document? | We will accept answers to section 3 in separate documents as long as they are attached to your submission email and submitted on time etc.  Please don’t embed those within the tender document and simply reference the document name we need to review.  It may be best to list the documents you are submitting in your email to ensure we receive everything.  We will endeavour to confirm successful receipt of documents and advise if we consider anything is missing. |
| What is your current preferred manufacturer of projectors, interactive and non-interactive displays? | We have no preference of manufacturer or model so long as they meet our requirements. |
| Can we submit our responses to the two worked examples in section 3 as separate documents with links added to the sections in the submission document? | We will accept answers to section 3 in separate documents as long as they are attached to your submission email and submitted on time etc.  Please don’t embed those within the tender document and simply reference the document name we need to review.  It may be best to list the documents you are submitting in your email to ensure we receive everything.  We will endeavour to confirm successful receipt of documents and advise if we consider anything is missing. |
| Do you require us to submit any detailed design drawings or examples and if so in which format? | While there is no mandatory requirement to submit detailed design drawings or examples, we would encourage these if you consider they would be beneficial and support your submission. If you do choose to submit drawings please reference these in your answers.  You can submit them in any format of your choosing.  We will advise if we are unable to open upon receipt. |