Digital Signage P13/9814

Answers to Vendor Questions – Questions are in black, Answers are in red

1. Question: 60” and 30” aren’t too common. Is Pima willing to evaluate 32” and 55”/65” displays?

   Answer: Yes, 32” and 55” or 65” would be fine substitutions.

2. Question: General outline, section 3 (IT & Hardware), sub point a. – Our solution does not support LDAP / AD – is this an immediate disqualification from proposing our Solution?

   Answer: While this would not be an immediate disqualification, it would be a substantive disadvantage.

3. Question: General outline, section 4 (Content Display and Content Types), sub point d. – Our product does not support PowerPoint and PDF natively. They must be saved / exported to image or video format to play natively on our solution. Is this an immediate disqualification from proposing our Solution?

   Answer: While this would not be an immediate disqualification, it would be a substantive disadvantage.

4. Question: General outline, section 2 (Technical Requirements), sub point i. – Does Pima have an existing CAP interface and if so, what is the interface being used? Our solution can utilize most feeds, but we want to be sure we understand how Pima is using CAP / IPAWS systems

   Answer: Pima College is using an EST3 Fire Solutions system produced by Edwards Fire Solutions. Currently only fire alarms are connected to the “Fireworks” event management software. IPAWS is not integrated at this time.

5. Question: Can you clarify what is meant by the following that is found on page 5? Proposal for implementation consulting services (product configuration, best practices; 2 – 3 weeks of services)

   Answer: Our goal is to have the option to pursue a service to help us successfully implement the product in our environment. Because digital signage implementation is new to us, we are not prescriptive in what we are looking for. Instead, we are looking for a proposal to include services that would help us understand how best to configure the product to our needs, what kinds of process and procedures we may need to have in place, etc. Our expectation is that this would be a standard implementation service that you typically provide clients.

6. Question: Any special preferences on the hardware style (mainly the interior pedestals and enclosures)?

   Answer: Minimum required specifications are based on Armagard enclosures, or a college approved substitute that meets or is equal to those requirements. Vendor must be able to demonstrate that an alternate enclosure or pedestal fulfills the requirements of the RFP.
7. Question: Page 4 (Device Management) – Who will be responsible for the digital signage maintenance?

Answer: Maintenance agreements should be included as part of the proposal as separate line items.

8. Question: Page 4 (Pricing & Firm Experience) and Page 7 (c. References) – Are non US references acceptable?

Answer: Yes, but some references should be US based.

9. Question: Page 5 (Preferences) – There is a mention of Phase 1. When will Phase 2 begin?

Answer: No timeline has been set for Phase 2. When Phase 1 implementation is complete (December, 2013) an assessment process will occur to identify what will be done in Phase 2 and what the new timeline will be.

10. Question: Page 5 (Hardware Specifications) and Page 14 (Displays) – Can the screen size be flexible? (i.e. 55” or 65” and 27” or 32”)

Answer: Yes, 32” and 55” or 65” would be fine substitutions.

11. Question: Page 5 (Outdoor Enclosures) and Page 14 (Outdoor Enclosures) – Is there any flexibility regarding the enclosure size, depending on the screen size?

Answer: Yes, the enclosure size should match the screen size.

12. Question: Page 5 (Project Deliverables) – Does the bidder need to provide both consulting and implementation?

Answer: Similar to answer #5 above, the proposal to provide implementation services is preferred but not required.

13. Question: Page 5 (Project Deliverables) – What is the project schedule? What is the implementation timeline?

Answer: Our goal is to have everything installed, configured, and fully operational before by December 20. We anticipate building a detailed project timeline when a vendor is selected.

14. Question: Page 7 (Cost Proposal) and Page 19 (Lack of Funding) – Is there a minimum budget or range we should be mindful of?

Answer: No
15. Question: **Section 4, Item (c), Page 5** Can you provide more detail on the use case envisioned for “allow[ing] different content based on display size.”

   Answer: Our thought process here is that while content may look good on a 65 inch display, the same format and layout may not work on a 32 inch display. Therefore, it may be necessary to have fewer channels, for example, on our fleet of 32 inch displays.

16. Question: **Section 4, Item (e), Page 5** Does “Calendar (Web Event)’ refer to Asure Software WebEvent calendaring software?

   Answer: Yes.

17. Question: **Section 5, Item (c) Page 5** What type(s) of emergency notification systems will interface with the digital signage system?

   Answer: None at present. This is something that we are considering for a Phase 2 implementation. See also question #4.

18. Question: **Hardware Specifications, Page 5** The display requirements call for 60-inch and 30-inch Commercial Flat screen LCD LED Displays. In addition to these sizes, may we price and propose options such as 32-inch and 55 inch displays? As more vendors provide 32 – and 55 – inch displays there is an opportunity for a lower cost point on the display hardware for slightly different screen sizes.

   Answer: Yes, 32” and 55” or 65” would be fine substitutions.

19. Question: **Hardware Specifications, Page 5** The outdoor display requirements also call for 60-inch and 30-inch displays. In addition to these sizes may we propose alternative sizes available at a potentially lower cost point? We have had positive results with a particular 55” display made for direct sunlight that is not manufactured in a 60” size.

   Answer: Please make the appropriate adjustments to the outdoor enclosures as necessary.

20. Question: **Hardware Specifications, Page 5**
   - Material requirements for outdoor enclosures specify power coated steel chassis. Do the enclosures have to be steel or can an equally-acceptable material be an option?
   - Material requirements also call for polycarbonate windows, which in our experience can scratch easily. Can some alternate options be proposed?

   Answer: Yes, see answer to question #6.