

REQUEST FOR PROPOSAL #2021-027
Digital Display Solution
RESPONSE ADDENDUM #01

DATE: May 25, 2021

QUESTIONS

1. Is Touchscreen a hard requirement or is it nice to have?

ANSWER:

- a. It does not need to be the only solution but needs to be a part of the solution. We need to have the ability to integrate touchscreen and interactivity in areas where needed.

2. Would you consider a solution that can't support touch screen?

ANSWER:

- a. Some End-Users with UMS will require interactive features; If your content creation solution does not allow touch screen input, then we would ask that you detail what, if any, interactivity you support or can integrate

3. How many total displays are you looking for a solution for? How many are touch screens vs non-touch screens?

ANSWER:

- a. The estimated amount of displays we currently have is 135. The expectation is that they will be replaced as their life cycle expires and as requests occur. There will be 5 additional buildings that will be coming online in the next several years that will also require signage throughout them.
- b. As of now, we have roughly half dozen requests for touch screens with expected growth as the systems become seen and utilized by a wider audience.

4. What is the existing make and model for the existing hardware?

ANSWER:

- a. The existing legacy systems vary widely as there has been no one set standard that has been deployed. There is not one make and model for the existing hardware.
- b. Current new displays are commercial grade, 4k sets such as the Panasonic TH-xxEQ1U line of monitors.

5. Are the TVs that you currently have 1080p compatible and have an HDMI port?

ANSWER:

- a. Most Legacy models are 1080p compatible and have an HDMI port.
- b. New purchases are 4K commercial grade monitors with HDMI ports such as Panasonic TH-xxEQ1U line of monitors.
- c. New monitor purchases support control from AV systems via RS-232 or similar protocol

6. What quantity of displays do you estimate needing initially per campus?

ANSWER:

- a. Please refer to our response to Question 3.

7. What quantity of display growth do you project?

ANSWER:

- a. Please refer to our response to Question 3.

8. Is this RFP for software and media players or is display hardware also to be included?

ANSWER:

- a. We will consider a solution that just includes software and media players only and are prepared to evaluate that solution with our brand-agnostic monitors that we purchase separately. We will also consider hardware displays as a part of the solution. If your solution includes hardware display options, please provide them in the proposal.
9. Will you be utilizing Homeland security alerts and Emergency notifications? Will Homeland security funding be utilized?
ANSWER:
- a. We would like to include security and emergency notifications and content override features, such as those in Blackboard Connect. The solution should be compatible with CAP standard. We would like to know what emergency alert solutions your product can integrate with.
- b. There is no homeland security funding that we are aware of.
10. Wayfinding assistance: Can you expound upon how this will be used? Basic directions or a true wayfinding application?
ANSWER:
- a. True wayfinding is desired, but there may also be installations that only require basic directions.
- b. Detail the infrastructure required to implement your wayfinding solution.
11. Blackboard Connect Integration: How would you like that to behave?
ANSWER:
- a. Please see our response to question 9.
12. Live streaming feed: What type of feeds or streams are you looking to display?
ANSWER:
- a. Typically, the feed would be from a weblink, i.e. Wirecast, YouTube or RTMP stream. One anticipated use case is wanting to display stream of local game in lobby while the event is occurring, or for overflow from an event where the primary space is at capacity.
13. Live feed for the portal for events: Is there an existing portal or does that need to be developed? If it already exists, can you provide a link for testing?
ANSWER:
- a. Not aware of an existing portal
- b. See response to question 12 above.
14. Synchronized clock system: Do you already have a vendor that needs to be integrated to a digital signage solution or are you looking for the clock system to be included with the digital signage application?
ANSWER:
- a. Not a requirement
- b. Media Players should be able to subscribe to an NTP (Network Time Protocol) or UTC (Coordinated Universal Time) service or similar source for accurate date/time.
15. Vendor needs to be onsite within three days' notice: Please describe onsite tasks to be completed in these circumstances. How should billing for this time be included on the RFP?
ANSWER:
- a. If your solution provides hardware-based equipment there is an expectation that a minimum standard and extended warranties offered would provide either replacement or on-site warranty repair services within 3 business days
- b. There is the expectation that there is no billing for warranty work.
- c. Please include extended warranty options in your proposal.

16. Should turnkey installation including hardware and software be included in this RFP response?

ANSWER:

Ideally, we would be looking to our digital signage provider for (1) content creation software, (2) cloud hosting of content, (3) media players for content delivery, (4) Wayfinding including map development and mapping delivery.

If you provide bespoke solutions for display hardware, such as custom kiosks, we would like that cost listed out as a separate line item from the aforementioned items.

17. From a procurement standpoint is there a reseller partner that the University of Maine already works with that we need to align to in order to provide a complete solution?

ANSWER:

We can either purchase directly through your organization or, alternatively, we can purchase through our preferred vendors:

- a. Headlight AV, Portland ME
- b. ProAV, Portland, ME
- c. Connectivity Point, Auburn, ME
- d. B&H Photo, NY, NY
- e. Connection, Merrimack, NH
- f. SHI
- g. Dell

18. Are the units you are looking to purchase Indoor Units or Outdoor Units? (Both?)

ANSWER:

- a. Both, although the vast majority of units will be Indoor Units.

19. Do you have a required or preferred display/screen size?

ANSWER:

- a. We would like to remain flexible as Use-Cases arise
- b. 55" is generally the smallest display we would deploy; however, some end users have expressed an interest in being able to use a tablet or iPad for bespoke digital signage, particularly at POS locations (point of sale)

20. Should orientation be Landscape or Portrait?

ANSWER:

- a. This solution should be able to accommodate both landscape and portrait display orientations equally well, as determined by UMS Content Creators.
- b. UMS installers will provide the mounting options required for the chosen orientation.

21. Have quantities been established?

ANSWER: Please see our response to Question 3 above.

22. Will the contractor be responsible for providing power and data to these units?

ANSWER:

- a. No.

23. Will all the units require Interactive Capabilities?

ANSWER:

- a. Please refer to our response to Question 1 above.

24. Regarding Hosting – would you purchase a Management Server and host in your cloud, or would you take advantage of our Cloud Hosting (both options are available)

ANSWER:

- a. Our preference is to lease cloud hosting from the signage vendor.
- b. You may provide pricing for both options.

25. Is the University tax exempt?

ANSWER: Yes.

26. Could the University please provide a figure for the average number of displays per campus?

ANSWER: See response to Question 3 above.

27. Could the University please verify a figure for the average display to player ratio (i.e., how many displays utilize 1 signage player)?

ANSWER:

- a. We would expect a 1:1 deployment of media players to monitors.

28. Could the University please verify if any campus has video walls or multi-display systems?

ANSWER:

- a. There is currently one known video wall.

29. Could the University please provide general specifications for the existing/preferred hardware (i.e., size, manufacturer, model, etc.)?

ANSWER: Please see responses to Questions 4 and 5 above.

30. In terms of hardware, does the University wish for bidders to provide pricing for all of the following:

- displays
- display mounts
- Players
- installation labor

ANSWER: Please see response to Question 16 above. The UMS expects to perform all hardware installation.

31. The RFP lists some basic functionality required for the digital content management system. Is the University interested in additional functionality including data visualization, KPI dashboarding, etc?

ANSWER: We are interested in learning about software capabilities but do not require any specific reporting functions at this time.

32. The RFP asks bidders to provide information related to SLAs. Could the University list any specific SLA preferences?

ANSWER: The Rider E related to the SLA to support the University is part of the Master Agreement and will be negotiated With the award winner at the appropriate time.

33. The RFP indicates that campuses have deployed their own digital signage systems. What platforms have been utilized for digital signage?

ANSWER:

- a. Previous deployments are irrelevant; All existing deployment cases will be upgraded upon reaching end-of-life, and all new instances will conform to our new signage solution.