

Date: October 21, 2024

Phoenix Convention Center

Solicitation No: RFP PCC 24-0397

Title: Phoenix Convention Center Digital Signage

Addendum No. 2

Proposal Submittal Deadline: November 15, 2024, 12:00pm Phoenix Local Time

Phoenix Convention Center Department
Attn: Dorene Boyd, Procurement Officer
100 North 3rd Street, Level 2A
Phoenix, Arizona 85004-2231

Questions and Answers start on page 2.

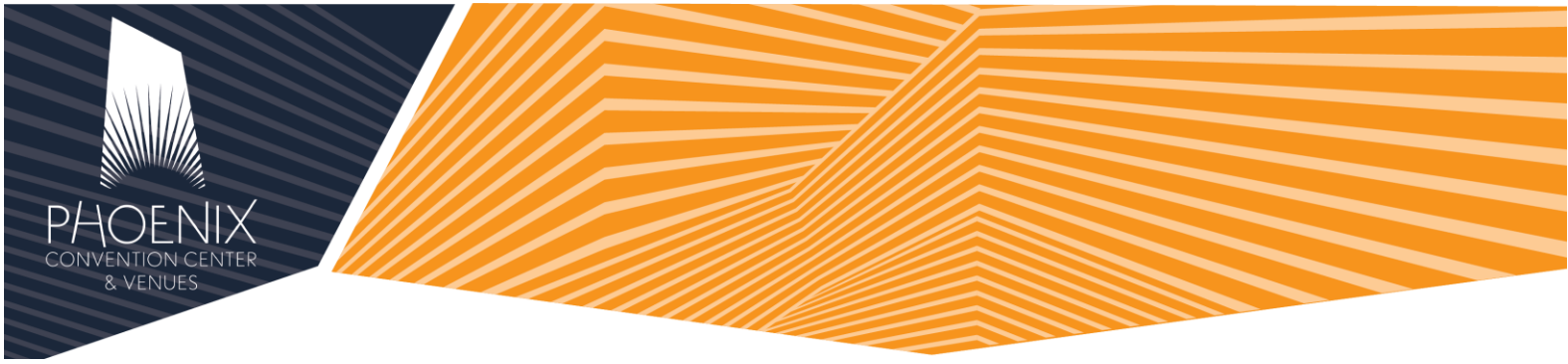
Proposers must acknowledge receipt and acceptance of this addendum by signing and returning this page with their proposal submittal.

Company Name: _____

Company Address: _____

Authorized Signature: _____

Print Name and Title: _____



Q1. Are Samsung products the only solution that the Phoenix Convention Center will accept in response to this RFP? As the manufacturer of Sharp products this would eliminate us from being able to respond.

A1. Refer to Addendum 1, 2: Pre-Award Qualifications.

Q2. Does the City require **New Meeting Room** Displays or other types of displays, or is the focus solely on enhancing the existing ones?

A2. Please note, the display monitors will not be replaced.

Q3. In case additional displays are required, Is there an **equipment list** to better understand the project scope?

A3. Refer to Addendum 1, 5: Revised Pricing Proposal.
Displays are not included in this solicitation.

Q4. Will the contractor be responsible for installing both new **interactive** and **non-interactive** displays, or is this project focused solely on **upgrading** the **content management system** (CMS)?

A4. See Answer A2: This project is focused solely on upgrading the Content Management System (CMS).

Q5. Can you clarify if **additional hardware** (e.g., screens, players) will be needed beyond those listed in the current system specifications?

A5. Refer to Addendum 1, 5: Revised Pricing Proposal.
Displays are not included in this solicitation.

Q6. Are there any preferred **technical specifications** or **design requirements** for the displays or mounts (e.g., Size, Operating System, EDLA Certification)?

A6.

Display Resolutions

Interior AD, Meeting Room Monitors, and Video Walls

- Landscape 1920 L x 1080 H

West Marquee

- Portrait (1) - 315 L x 405 H (96dpi)

North Marquees

- Portrait (3) - 315 L x 405 H (96dpi)
- Landscape (2) - 675 L x 225 H (96dpi)

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South Marquee

- Landscape (1) - 585 L x 270 H (96dpi)

Orpheum Theaters Marquees

- Landscape (2) - 448 L x 96 H (96dpi)

Symphony Hall Marquee

- Landscape (1) – 352 L x 22 H (96dpi)

Symphony Hall Portal

- Portrait (1) 1080 L x 1920 H

Ticket Windows

- North Ticket Windows - 588 x 84
- West Ticket Window Interior - 480 x 32
- West Ticket Window Exterior - 286 x 27
- West Parking Garage Display – 264 x 22
- Symphony Ticket Windows – (6 screens) 1920x1080 each

Q7. What specific **integration points** are required between the new digital signage system and the Momentus event management system? Are there any necessary requirements we need to be aware of for efficient integration?

A7. The current system pulls event names, dates, locations, start/stop times of meetings per room, and includes a small logo option. The API will be shared with the awarded vendor.

Q8. For content management, will the new system need to support **additional User Roles** or permissions beyond the current setup (e.g., admin, content editor)?

A8. The current permission should be sufficient.

Q9. Should the upgraded system support **real-time updates** for scheduling and wayfinding on all displays, including exterior LED marquees?

A9. Yes, wayfinding on the exterior LED marquees is excluded.

Q10. Is there an inventory of spares to maintain the existing infrastructure?

A10. Yes, We inventory approximately 13 spare players.

Q11. Are there any existing **system constraints** (e.g., bandwidth, power supply) that the contractor needs to account for during installation?

A11. No, there are no system constraints the contractor needs to account for during installation.

Q12. Will the **current digital media players** (Windows NUC and Linux BrightSign) continue to be used, or is there a plan to fully transition to **Linux-based players**?

A12. We are currently transitioning to a new content management system that will use Linux-based players (BrightSign or others).

Q13. Is the **Site Survey** mandatory? Pre-offer conference is mentioned to be non-mandatory. Does the same apply to the site visit? Additionally, Section 1.4 mentions that in order to request a reasonable accommodation, we must reach out two weeks prior to the meeting. However, the solicitation release date was less than 2 weeks prior. Can you kindly confirm if it's meant for the meeting or for the Bid Deadline?

A13. The site survey is not mandatory.

Q14. For **data protection**, does the City require adherence to specific standards or frameworks (e.g., GDPR, NIST, ISO)?

A14. Yes, refer to Section "6.57 Data Protection" of solicitation.

Q15. Can you confirm the exact number of **user accounts** that need to be supported by the new CMS, and whether multi-factor authentication is required for users?

A15. Refer to Section 3.5: New System Specifications, in the solicitation.

Q16. Does the project scope include any **outdoor displays** that require additional protection against weather or environmental factors?

A16. No, the displays are not included in this solicitation.

Q17. Are there any special considerations for **cable management** or signal distribution systems (e.g., HDMI over Ethernet, fiber-optic connections) to support video walls?

A17. No.

Q18. Could you confirm whether the video walls currently in place are **LED or LCD**? What type of controllers are being utilized to manage the video walls?

A18. The video walls are not part of this project. However, we require the new players to have HDMI output to connect to our current monitors, video walls, and marquees.

Q19. What are the specific **resolution requirements** for the video walls, and are there any plans to upgrade them to higher resolutions (e.g., 4K or higher)?

A19. The current configuration is 1920x1080.

Q20. Will the new system require multi-display video wall controllers? If yes are there any **brand requirements** or is the department Brand Agnostic?

A20. No, all we need is an HDMI hand-off from your proposed player.

Q21. For the video walls, does the project require the installation of **modular panels** for future expandability, or will they remain fixed in size?

A21. No, the video wall upgrade is not part of this solicitation.

Q22. Are there any specific **brightness and contrast ratio** requirements for video walls, especially in areas with varying light conditions, such as exterior-facing video walls?

A22. No, the video wall upgrade is not part of this solicitation.

Q23. Are there any special requirements for **cooling or ventilation** for video walls or other high-performance displays, especially if enclosed or located in areas with poor airflow?

A23. No, the video wall upgrade is not part of this solicitation.

Q24. Does the project require any specific **durability standards** (e.g., IP ratings for dust and water resistance) for video walls or any other displays used in outdoor or high-traffic areas?

A24. No, the video wall upgrade is not part of this solicitation.

Q25. Should the contractor provide **warranty** or service agreements for the video walls in addition to the system's regular maintenance and support? Especially would the department benefit from a 3 Year Standard Warranty in case a Video Wall is required?

A25. Please refer to Addendum 1, 5: Revised Pricing Proposal A1.

Q26. Do you have a cost estimate for the above project?

A26. No, it's up to the vendors to propose their estimates.

Q27. What are the items that are required to be locally stocked. What are the items that have been picked up in this manner over the last 5 years.

A27. Please refer to Addendum 1, 4: Over-the-Counter Purchases.

Q28. How can I confirm we have submitted the required paperwork or are qualified to bid this project in Arizona? I believe we are but wanted some type of confirmation if we are missing any documents.

A28. Please refer to Section 2: Instructions, in the solicitation.

Q 29. Please verify or confirm whether the Arizona State Contract purchasing method will be utilized?

A29. This is not a state cooperative agreement.

Q30. Please verify or confirm the total duration of the Customer Service Maintenance agreement?

A30. 5 years

Q31. Please clarify the specific schedule for which displays will be replaced and which will be maintained?

A31. The vendor will not be responsible for maintaining the displays; this work is done in-house. The vendor's responsibility is limited to the players, the content manager, and any associated programming.

Q32. Request for approval - SHARP NEC displays?

A32. The displays are included in this solicitation.

Q33. How many interactive displays are in use?

A33. There are 23 interactive displays in use.

Q34. How many unique map designs (by floor and orientation) will need to be designed and/or programmed?

A34. The maps will all be the same. However, the wayfinding path starting points will be unique per Virtual Concierge (VC) and endpoints.

- West Building: 4 floors, 37 meeting locations
- North Building: 4 floors, 71 meeting locations
- South Building: 1 floor, 21 meeting locations

Q35. Can video of any interactive content in use be provided?

A35. Yes, a video of interactive content will be shared with the awarded vendor.

Q36. How many meeting room displays are in use and how many unique calendars are being displayed?

A36. We have 101 meeting room displays, and the calendars are per event.

Q 37. Can a sample JSON feed from the Event Management System be provided to determine the structure of the data?

A37. Please refer to Answer A7. The API will be shared with the awarded vendor.

Q38. Is the wayfinding platform going to be maintained or will a new platform be required?

A38. A new wayfinding program will be required.

Q39. Will Networks Switches be owner furnished? If new networks switches are requested, do you have a preferred vendor?

A39. Network switches are not part of this solicitation.

Q40. Will the videowalls be replaced, if so please include the dimensions and sizing requirements?

A40. No, the video wall upgrade is not part of this solicitation.

Q41. Please provide the requirements for the ticket booth display sizes and scope of work for the outdoor marquee(s)?

A41. Displays are not included in this solicitation. The responsibility of the successful bidder will be to provide us with players that handle scalable resolutions.

Q 42. Please provide a BOM and ROM of the project?

A42. Please refer to Addendum 1, 5: Revised Pricing Proposal A1.

Q43. Do you have the technical specs for the signs in this bid? The physical size, pixel pitch/resolution, etc?

A 43. Please refer to Answer A6.

Q 44. Will all players reside locally at each display for Meeting Room Displays, Promo Reader boards, Virtual Concierge, and Ticket Window Displays?

A44. We plan to house some players in our IDFs and connect them to the signs via HDMI over Ethernet.

Q 45. Where will the player(s) reside for the (2) Video Walls and the (9) Exterior LED Marquees?

A45. The players for the video walls and exterior LED marquees will be located in our IDFs.

Q.46 Will there be any displays that will require a personnel lift for access? If so, what is the maximum height requirement?

A46. No displays will require a personnel lift for access.

Q 47. Once awarded will we receive a full site plan view drawing set of the PCC with all existing display and MDF/IDF locations provided?

A 47. Yes, a full site plan view drawing set of the PCC, including existing display and MDF/IDF locations, will be provided to the successful bidder.

Q 48. Is the Momentus management system an HTML or API that we can point our content creator to for creating and managing content?

A48. Momentus is our cloud-based event management system. The new signage system will pull information from Momentus via an existing API.

Q 49. Does each display need a player? Are there some displays that always have the same content sent to them (example: all the lobby displays have the same content playing at the same time).

A49. Each display needs its own player. The AD monitors and Virtual Concierges (VCs) will display the same group content, while meeting room monitors will show schedules related to events in each room.

Q 50. Are there enclosures outside to protect the players from the heat, rain, wind, dust, etc.)?

A50. No, players are not located on the exterior of the buildings.

Q 51. Will this be a “one time” large purchase or will there be modifications/add-ons purchases over the life of the 5 year contract?

A51. Additional players may be acquired over the contract's life. A layout refresh may occur during the contract term.

Q52. Will there be 4k content created and sent to any of the displays or will all content be 1080p?

A52. Yes , 4K content is a possibility.

Q53. Do you have display sizes, model numbers and in-service dates for the displays listed below?

- 101 Meeting Room Displays
- 34 Promo Readerboards (Ad monitors)
- 24 Virtual Concierges (For schedules and wayfinding)
- 2 Video Walls
- 9 Exterior LED Marquees

- 7 Ticket Window Displays.

A53. Please refer to display sizes in Answer A6. Model numbers and in-service dates are not available at this time.

Q54. Please confirm the contractor will provide new displays

A54. No, Displays are not included in this solicitation.

Q55. Please confirm the contractor will provide new signage players

A 55. Yes, the contractor will provide new signage players.

Q56. Do you have floor plans, elevations and one-line drawings for the existing system

A56. Yes, floor plans, elevations, and one-line drawings for the existing system will be provided to the successful bidder upon request.

Q 57. Is it possible to schedule another site walk?

A 57. The site walk was optional, not mandatory. We cannot offer another visit at this time.

Q58. Does the committee have a specific Linux variant in mind?

A58. No

Q59. Would the committee accept a submission if the digital signs were using the BrightSign hardware/OS, but the 24 virtual concierge touchscreen experiences be developed on Windows platform for more robust feature sets?

A59. No, we are transitioning away from Windows OS.

Q60. Is remote access available via TightVNC, TeamViewer, or otherwise to existing digital signage players?

A60. Our current cloud-based system does not use remote access for most tasks. In rare cases, we use LogMeIn, provided by the current contractor. The successful bidder should provide an equivalent and secure solution.

Q61. The Pricing Proposal has an “Annual License Fees” section, however the cost of the CMS is more for the 1st year (setup included), than the years to follow. Can you please split that up into the number of years desired (5) so that we can show the actual annual license fees.

A61. Refer to Addendum 1, 5: Revised Pricing Proposal A1.

Q62. The Pricing Proposal has a “Discount off Parts” section, however the discount is different for the media players versus the internal memory cards. Can you please split that up so that we can provide accurate discounting?

A62. Refer to Addendum 1, 5: Revised Pricing Proposal A1.

Q63. The Pricing Proposal does not include a section for extending the manufacture warranty of the players. The manufacturer only includes the first year, years 2 through 5 will need to be purchased. Can you please include a section for the desired additional years?

A63 Refer to Addendum 1, 5: Revised Pricing Proposal A1.

Q64. Pertaining to the CMS, does the Phoenix Convention Center want a mobile web app experience, non-downloadable, web based?

A64. A mobile web app experience is not a requirement of this solicitation. But it can be included in your proposal.

Q65. Can specifications be provided of the display screens in use at the Phoenix Convention Center (Meeting Room Displays, Promo Readerboards, Virtual Concierges, Video Walls, Exterior LED Marquees, Ticket Window Displays)?

A65. Please refer to Answer A6.

Q66. Can specifications be provided of the Linux players planned for use?

A66. No, it’s up to the vendors to propose what they think would work best with their systems.

Q67. In Evaluation Criteria #1, it includes hardware in the criteria. Is hardware purchasing/delivery required of the vendor, or is this referring to anything suggested as part of the vendor’s proposed solution?

A67. The evaluation criteria refer to the vendor’s proposed solutions.

Q68. Is the “Setup and configuration of new devices” mentioned in 3.3 meant to support the installation of the new Linux players planned in the transition by the Phoenix Convention Center, or solely for new devices required in the vendor's proposed digital signage solution?

A68. Setup and configuration are solely for new devices proposed by the vendor.

Q69. If installation is required by the vendor for the new Linux players planned in the transition, how many of the digital media players will be new?

A69. There is no transition.



Q70. Beyond Momentus for event management, are there other applications/systems requiring integration (e.g. ad management systems, ticketing systems, etc.)?

A70 No, the integration is solely with the Event Management System, and there is an existing API developed by Momentus.

Q71. Is the 8 hours of city employee training, mentioned in the Documentation and Training section of the Evaluation Process, desired on a recurring basis (quarterly or annually)?

A71. The 8-hour training is a one-time requirement. If the content management system undergoes a major change, additional training may be required.

Q72. Regarding wayfinding capabilities, is the goal to most closely replicate the wayfinding currently in place, or to enhance what is used by the Convention Center today?

A72. Replicate the existing wayfinding at a minimum. Proposers should indicate any enhanced wayfinding capabilities offered.

Q73. We understand that the system must allow a minimum of 5 users. Are different permission levels expected of the users?

A73. Please refer to Answer A8.

Q74. Would the Phoenix Convention Center be interested in content creation support to help build effective templates to display information and enhance the Convention Center's brand?

A74. Please submit in proposal.

Q 75. Is the scope of this RFP intended to cover a full system takeover, or is the focus primarily on hardware upgrades?

A75. This is a full takeover of the backend system (new content management system, new design, new players).

Q 76. Could you please clarify the expected quantity of replacements for each type of display, to assist in conducting a thorough and competitive analysis?

A76. Displays are not included in this solicitation.

Q77. Does PCCD have an existing contract or preference for Samsung displays, or is the use of equivalent hardware permitted?

A77. Refer to Addendum 1, 2: Pre-Award Qualifications.

Q 78. Will PCCD be utilizing an open API for system integration, or will raw data file samples be provided?

A78. We will be using the same API that Momentus developed for the current system.

Q79. Are the existing players connected to your network wired, wireless, or both?

A79. All players are wired.

Q80. Will the locations require wireless if not already there?

A80. See A79. All locations have Ethernet wiring.

Q81. Are you replacing any of the current displays?

A81. Displays are not included in this solicitation.

Q82. Any hardware or cabling replacement or runs needed?

A82. No, there is no hardware or cabling replacement needed.

Q83. The statement of need calls for design services, but there is not a field in the pricing grid for those services. Will that part be added?

A83. Refer to Addendum 1, 5: Revised Pricing Proposal A1.

Q84. Will line diagrams and/or schematics be given?

A84. This information will be shared upon request with the awarded vendor.

Q85. Is prevailing wage or union rates required?

A85. This is not a part of this solicitation.

Q86. Is PCC using on-premise Momentus or the cloud-based version?

A86. We are using the cloud-based version of Momentus.

Q87. Can you please provide more details on the types of user analytics you are looking to capture? Do you have existing tools in place to capture this or is the expectation that we provide pricing for additional hardware that would be required, such as sensors and cameras?

A87. Sensors and Cameras are not a part of this solicitation. The user analytics pertain mainly to the VCs. We would like to get an insight into the type of interactions attendees have with the VCs.

Q88. It is stated that the proponent will provide creative mock ups. Is the expectation that all content will be provided by proponents? Will the city be providing existing assets to build templates?

A88. Proposer shall provide the layouts that will display the content that will be pulled from our Event Management System. The city will not be providing assets to build the templates.



Q89. As both costs above could be one-time costs, where should this be reflected in the pricing proposal if required?

A89. Refer to Addendum 1, 5: Revised Pricing Proposal A1.

Q90. Can we get a full list of all make and model of players?

A90. No. All players are being replaced and it is up to the proposer to suggest what they think is the appropriate player for the job.

Q91. Can we get a full list of make and model of all displays?

A91. Refer to Answer A90.

Q92. Is the interactive touchscreen direction/wayfinding displaying HTML content? Is this already built in some offboard system, or will it need to be built in our offering?

A92. It's up to the proposer to suggest the best solution.

Q93. Can the city provide sizes, resolutions, and content requirements for existing videowalls? (outdoor and indoor)

A93. See answer A6.

Q94. Can the city provide more details on the requirements for the virtual concierge? Is the only functionality required displaying schedules and wayfinding?

A94. The main functionality is to display schedules, wayfinding, listing of downtown restaurants and entertainment places with maps.

Q95. Regarding 101 Meeting Room Displays – are there any Meeting Room Displays within 10/20 feet of other displays? If so, how many? (Some of our players are capable of running multiple screens – with the same or different content)

A95. Each meeting room will have its own player.

Q96. Regarding 34 Promo Readerboards – are there any Promo Readerboards within 10/20 feet of other Readerboard Displays?

A96. Each promo reader board will have its own player.

Q97. Regarding 2 Video Walls

a. Can you provide the Technical Specifications of the new Monitors/Panels you are deploying in place of the current screens?

b. What is the quantity of screens/panels?

c. What is the resolution of the screens/panels?

A97. The video wall replacement is not part of this solicitation.

Q98. Regarding the Excel Pricing Proposal Document

Ordinarily, we provide a line item by line item listing of all items:

- i. Hardware / Players (different size/power players depending on functionality i.e. Broadcast only vs. Interactive)
- ii. Hardware / Server
- iii. Hosting
- iv. Installation
- v. Shipping

The Excel Sheet provided does not allow for this level of detail – should we include a separate detailed document with our submission?

A98. Refer to Addendum 1, 5: Revised Pricing Proposal A1.

Shipping is not permitted, see Section 6.2 of the solicitation.

Q99. During the Pre-bid call it was stated that 187 media players and 200 licenses were required – can you confirm these counts?

A99. We currently have 187 players, but we are acquiring 200 in the project.

Q100. Can you provide the media player models that are currently in place?

A100. No.

Q 101. Is there any desire to reuse / image the existing media players if applicable?

A101. No, we do not intend to reuse or image the existing media players.

Q102. What additional hardware – excluding media players should be included in this project submittal? (displays, mounts, cables, network, etc.)

A102. None, besides media players, are required in this project.

Q103. It was stated in the Pre-bid call that displays were out of scope – can you confirm?

A103. Yes

Q104. Will all displays be replaced with new?

A104. Displays are not included in this solicitation.

Q105. Can you provide the quantities and model numbers of the displays?

A105. Displays are not included in this solicitation.

Q106. Will all displays be installed prior to media player installation?

A106. Displays are not included in this solicitation.

Q107. Who is responsible for display installation?

A107. The Phoenix Convention Center.

Q108. Is the selected vendor responsible for installing / commissioning media players and CMS only?

A108. Yes.

Q109. What is to be done with the existing media players?

A109. Phoenix Convention Center will dispose of them.

Q110. Are all media players installed locally to each display?

A110. Yes.

Q111. Who is responsible for the wayfinding software?

A111. The successful proposer will be responsible for the wayfinding software.

Q112. Are there additional software / applications (Momentum for example) that will need to be integrated into the new solution and are API's available if applicable?

A112. Momentum integration is currently handled via an available API.

Q113. Will there be a need for unscheduled screen takeovers?

A113. No.

Q114. Can you provide drawings or building layout indicating all display locations?

A114. This information will be shared upon request with the awarded vendor.

Q115. Who is responsible for data cabling / patching?

A115. Phoenix Convention Center Internal staff.

Q116. Do all displays currently have a data connection dedicated for the media players?

A116. All displays are connected to the media players via HDMI.

Q117. What method of screen control is preferred / required?

A117. We have no preference that is to be proposed.

Q118. Who is responsible for content creation?

A118. The Convention Center staff is responsible for content creation.

Q119. The Pricing Proposal included in the RFP document package does not include a line item for cumulative hardware/ labor – only rates, discount and license fee. Where / how should total project pricing be submitted?

A119. See Addendum 1, #5, Revised Pricing Proposal A1.

Q120. Given this is a 5-year project, is there a current deployment schedule available?

A120. No. This is not a 5-year project. It's a 5-year contract. The project should be fully implemented by June 30, 2026.

Q121. Are there any requirements for work to be done afterhours?

A121. Yes, and It will be discussed once contract is awarded.

Q122. Are there any restrictions on deliveries and/or use of the freight elevator(s)?

A122. Refer to Section "6.2 Free on Board (FOB)" of the solicitation.

Q123. Will this be a "one time" purchase (equipment ordered, delivered and stored) or does the client intend to order equipment over the life of the 5-year contract?

A123. Yes, we intend to purchase additional players.

Q124. Once awarded, when can the awarded contractor expect to receive the current set of plans including power, data, conduit?

A124. This information will be shared upon request with the awarded vendor.

Q125. Elaborate and clarify redundancy requirements (data backups, traffic routing, URL mirroring, ISP scenarios, etc.)

A125. The only redundancy we expect from the vendor is pertaining to the cloud service (URL, and data backup)

Q126. Please provide detailed information on conveying the expectations for configuration & design of layouts, content creation, number of templates needed, custom requirements, etc.

A126. Refer to Section 3: "Scope of Work"

Q127. Will there be 4k content created and sent to any of the displays or will all content be 1080p?

A127. Yes , 4K content is a possibility.

Q128. The use case of each "section" of the system (meeting rooms, reader boards, virtual concierges, video walls, exterior marquees, ticket windows) will have products & licenses

specified in accordance to use case – are modifications to the bid sheet permitted to reflect unique elements?

A128. Refer to Addendum 1, 5: Revised Pricing Proposal A1

Q129. What quantity of displays, both interior/exterior require a lift to access?

A129. No lift will be needed by the contractor for display access.

Q130. What quantity of displays are mounted higher than 8’ off the deck?

A130. All the Ad monitors are mounted close to higher than 8 ft.

Q131. At the pre-conference meeting LED Video walls, was determined to be out of scope and released as a separate RFP, please confirm whether these locations are in scope.

A131. LED video walls are not included in this scope.

Q132. How high are the LEDs mounted on the building?

A132. There is no work to be done at the displays.

Q133. Are existing equipment enclosures in place to house current players? If so, please detail make and model Outdoor enclosures for equipment may be required based on the end-user content requirements, please detail end-user requirements for content at these locations.

A133. Yes. Players are not located on the exterior of the buildings.

Q134. 187 existing displays & mounts please provide make, model, and quantity of each.

A134. Displays are not included in this solicitation.

Q135. Are any of the mounts pop-out mounts?

A135. No, there are no pop-out mounts.

Q136. Provide structural/ enclosure details for the existing millwork surrounding the wayfinding displays (specifically regarding accessing behind the display)

A136. Internal staff will take care of the deployment. Contractor will not need to access the displays.

Q137. What “pain points” are currently experienced by the end-users with the current platform, and which aspects specifically does the client desire to be more user friendly? What does an ideal end-state look like from an end-user perspective?

A137. This is part of the proposal. Refer to section 3.1 Scope of Work, Introduction.

Q138. Are there some displays that ALWAYS have the same content sent to them. I.E. “all the lobby displays have the same content playing at the same time always”? “Industrial grade displays with long lifespans, built-in cooling, and protective features”

A138. No.

Q139. At the pre-conference meeting, client determined that all existing displays and mounts meet the client’s needs and shall remain in place, however, the RFP reflects the request for new displays. Please confirm whether new displays/mounts are in scope.

A139. New displays and mounts are out of scope.

Q140. At the pre-conference meeting, the client detailed that in addition to the 187 existing displays, 13 new displays are forecasted to be added. Will the additional displays & players be added on an "as-needed" basis, or are these scoped out // accounted for in the project execution timeline?

A140. The additional 13 player will be concerned as backup inventory. There are no displays being replaced.

Q141. What use-case or “section” do these displays fall into? What content requirements are associated with each?

A141. Displays are not included in this solicitation.

Q142. Please describe in detail the anticipated locations of these displays for contractors to accurately quote make/model, size, mounting type, indoor/outdoor rating, lift requirements, digital signage player/license type, etc?

A142. Displays are not included in this solicitation.

Q143. Is the Momentus management system an HTML or API?

A143. It is a full cloud-based CRM and Event Management System.

Q144. What is the time frame of previous purchases to ‘other buyers’? Our industry’s equipment, just like most, fluctuates due to inflation, market demands, individual contract negotiations, contract vehicle, etc.... Please provide clarification of time frame and ‘similar conditions’. Is this ‘other convention centers’ is this other ‘city owned entities’?

A144. This project has a not to exceed one-year timeline to complete the upgrade.

Q145. Please clarify ‘final acceptance of work’. Does this mean that the awarded contractor is liable for all product (protection of or loss of) for the period of 5 years during the duration of

the project or will there be incremental notices of acceptance throughout the duration of the 5-year contract?

A145. Yes, incremental notices of acceptance will be provided in three phases.

Q146. Please detail how the City defines & determines 'fair and reasonable' pricing?

A146. Market research is used to determine fair and reasonable pricing.

Q147. Please clarify tax status of this project?

A147. Refer to Section 5.11: State and Local Transaction Privilege Taxes.

Q148. Are hours of operation for detailed for the warehouse (M-F 7 AM – 4:30PM) the same for on-site labor for install?

A148. No. Hours are established by the Contract Manager.

Q149. Will equipment for all 200 display locations be ordered upon execution of the contract, or does the client intend to order on an as-needed basis over the course of the project?

A149. All 200 players will need to be configured, tested, delivered and operating no later than June 30, 2026.

Q150. Will all equipment be delivered and stored at the above address upon award of contract, and subsequently pulled from inventory on an install on-by-install on basis?

A150. Refer to Section 6.2: Free on Board, and Section 6.40: Storage Space, in the solicitation.

Q151. If so, what security measures are in place monitoring the delivered equipment and inventory?

A151. We have secure storage for the equipment.

Q152. If not, will all equipment for 200 locations be ordered and stored at contractor warehouse, and inventory will be brought to job site on a deployment schedule basis?

A152. No, the equipment will not be stored at the contractor's warehouse.

Q153. RFP states that contractor must supply material for walk-in over-the-counter basis. Is this standard for this particular award? Or just general contract language? If it is standard for this particular award, what are the quantities of product required to be stocked?

A153. Refer to Addendum 1, 4: Over-the-Counter Purchases.

Q154. RFP states the contractor will 'stock' replacement parts. Is the contractor holding these parts at their expense? Or will the City pay for 'stored replacement parts'? What is the me frame for housing 'replacement parts'?

A154. The replacement parts are new players. If, additional players are required, a PO will be issued.

Q155. Do you want the network Wi-Fi or hard wired?

A155. Wired

Q156. Can materials be opened and programmed in our offices and still delivered in original packaging?

A156. Yes.

Q157. How quickly does a spare need to be replaced?

A157. A spare player should be replaced within 7 to 10 business days.

Q158. How many spares need to be provided?

A158. There are 13 spare players included in the required quantity.

Q159. Do the spares get left on site for future use or do we need to hold them and install upon request?

A159. On site.

Q160. For the warranty, do you require onsite service included with the support contract? Or can onsite service be billed as needed and separate from the support contract?

A160. On site service is not needed. Our staff will swap out failed player and sent it to the vendor for replacement. Other support needed pertains the CMS.

Q161. Do you want the same model BrightSign media player for all screens so they can be interchangeable?

A161. Yes

Q162. Do you want the same size SD card for all screens so they can be interchangeable even if that means most of the players will have more storage than needed.

A162. Yes

Q163. Are all media players located behind the screens or remotely located in a rack? If remote, do we need to replace any TX/RX devices or can we assume they all work?

A163. The new players will be remotely located in the IDF's and connected to the displays via HDMI over Ethernet. All these will be handled internally.

Q164. Do you want new HDMI cable replaced or use the ones that are already installed?

A164. No, use existing HDMI cables.

Q165. How easy will it be to access the players?

A165. Now need to access current players. New players will be moved to the IDF.

Q166. Will any displays need to come off the wall to replace the media players?

A166. No.

Q167. Will a lift or anything more than an 8' ladder be required to access the players.

A167. No lift will be needed by the contractor.

Q168. If a lift is required, will you be providing one or do we need to provide it?

A168. No lift will be needed by the contractor.

Q169. What are the hours we can perform the work?

A169. Work hours will vary due to event schedule.

Q170. Is there a preference of sequence on where and when these are installed and in what order?

A170. No

Q171. Will work need to be done during an event? Or will we have full range to install during normal working hours without attendees' present?

A171. Work hours will vary due to event schedule.

Q172. Do you want way finding for all 5 buildings or just the 3 Convention center buildings?

A172. Only the North, South and West Convention Center buildings.

Q173. Do you want mobile way finding for these with a scannable QR code to move it to the mobile device (additional cost for this service)?

A173. A scannable QR code is not a requirement of this solicitation. But it can be included in your proposal.

Q174. Can you provide a breakdown of end point locations and how many endpoints per building?

A174. The maps will all be the same. However, the wayfinding path starting points will be unique per VC and endpoints. (West Building: 4 floors, 37 meeting locations; North Building: 4 floors, 71 meeting locations; South Building 1 floor, 21 meeting locations).

Q175. Can you confirm Building, floors, location and number of end points for way finding mapping.

A175. Refer to Answer A174.

Q176. How do we confirm we are all set up in your system to qualify for this bid and meet the requirements if we are out of state? Is there someone that can confirm we are all set up to properly bid this project?

A176. Refer to Section 2.2: Vendor Self-Registration and Notification.

Q177. Will a California Low Voltage Contractors license in good standing be acceptable for this project or does each bidder need an AZ issued license?

A177. Refer to Section 2.11: Licenses, in the solicitation.

Q178. Will a California Business License in good standing be acceptable or do we need an AZ issued business license?

A178. Refer to Section 2.11: Licenses, in the solicitation.

Q179. What model Brightsign players?

A179. It's up to the proposer to propose the player.

Q180. What Windows OS? Any chance you can share specs?

A180. Windows OS is not a requirement of this solicitation.

Q181. Can you provide any other specifications around interactive kiosk hardware?

A181. No.

Q182. Can you provide hardware specifications for the video walls?'

A182. Video wall replacement is not part of this solicitation.

Q183. Can you provide more information around the wayfinding experience requirements? Is there a map or example you can provide so we can understand the full scope of the wayfinding requirements?

A183. The maps will all be the same. However, the way-finding path starting points will be unique per VC and endpoints. (West Building: 4 floors, 37 meeting locations; North Building: 4 floors, 71 meeting locations; South Building 1 floor, 21 meeting locations).

Q184. What are the full requirements for engagement tracking? Are there concerns with using computer vision to capture this information?

A184. We are interested in insights into attendee interactions with the Virtual Concierges (VCs).

Q185. Can you confirm your integration with Momentus is specific to upcoming events within the venue? Please elaborate on any other requirements if they exist.

A185. The integration is specific to events that are happening each day. The API will be provided to the successful bidder.

Q186. Describe the current network infrastructure and how locations are connected IE in a single LAN (direct cabling), with multiple LANs joined with VPN tunnels, Or each location simply connects to the cloud services and is managed there?

- What is the network speed 100Mb/1Gb? **1GB**
- It is hardwire only? Or is there wireless access to it? **Hardwired.**

A186. The network connections are hardwired, with a 1GB speed, and contain a firewall.

Q187. Can you describe the internet connectivity on the current digital signage network (ie connection type and speed), does this network contain a hardware firewall?

A187. The network connections are hardwired, with a 1GB speed, and contain a firewall.

Q188. Is the network infrastructure for the Digital Signage communications managed by the Digital Signage vendor or will this be managed by the city or another third party?

A188. Network infrastructure is managed by the City.

Q189. Does the network infrastructure need to be replaced under this current bid proposal?

A189. The solicitation is not requiring a network replacement.

Q190. Can use provide any details on the Momentus event management system API interface (IE a Swagger document)?

A190. The API will be provided to the successful bidder.

Q191. Can you confirm what of the following items are to be replaced:

- 101 Meeting room Displays?
- 34 Promo Readerboards Displays?
- 24 Virtual Concierge Displays?
- 2 Video Walls Display?
- 9 Exterior LED Marquees?
- 7 Ticket Windows Display?
- All 177 digital signage players to be replaced?
 - If not, only the Window (NUC) players?
 - If so, how many Windows (NUC) players are in the system currently?
- All network hardware?

A191. Only players and the content management system are to be replaced.

Q 192. For displays that require replacement, but are contained in a decorative finishing, surround, or enclosure, if it needs to be adjusted or replaced to fit the new display, should this be undertaken but the Digital Signage vendor? Or would this be completed by the city or another third-party vendor?

- If it is the Digital Signage vendor, should the costs be accounted for in this proposal?

A192. Displays are not a part of this solicitation.

Q193. Will the chosen vendor for the digital signage, from the starting date of their contract be responsible for the maintenance of the existing:

- 101 Meeting room Displays?
- 34 Promo Readerboards Displays?
- 24 Virtual Concierge Displays?
- 2 Video Walls Display?
- 9 Exterior LED Marquees?
- 7 Ticket Windows Display?
- **177 digital signage players?**

A193. Maintenance of the displays and players is the responsibility of the Phoenix Convention Center.