April 10, 2017

ITN # 17-15
Digital Signage, Media Distribution, and Way Finding

Addendum # 2

The following written questions were received by the deadline and responses from the University are following each question:

QUESTIONS:

1. What if the proposed solution does NOT support- 5.9.1 Solution supports CAS and/or shibboleth-based authentication?

   UNF Response: UNF is open to discussing other methods, but these are the supported methods of integrating authentication. Failure to support some means of authentication integration will be grounds for exclusion.

2. What if the proposed solution does NOT support- 5.9.2 Solution supports automated account provisioning?

   UNF Response: Failure to support some means of automated account provisioning will be grounds for exclusion.

3. What if the proposed solution does NOT support- 5.9.17 Vendor has ensured that the application is not vulnerable to OWASP top 10?

   UNF Response: UNF is willing to discuss how the vendor addresses security issues. However, if an application is vulnerable to any of the OWASP top 10 vulnerabilities or is unable to demonstrate that they are not, it will be grounds for exclusion.
4. Would the vendor automatically be disqualified, should we bid if we don’t support these three?

**UNF Response:** Yes.

5. 5.9.2 Vendor provides separate production and development/test environments [Our software has version control to manage content and backups. In this case is pre-production environment is still needed or can it be an optional line item?]

**UNF Response:** Depending on the overall solution, this may be acceptable. UNF is willing to discuss specific instances. The key needs for UNF are to be able to test and preview content as well as application upgrades BEFORE they roll to production systems and potentially adversely impact them.

6. For content design and wayfinding, Are you looking for vendors to copy over all the use cases and say yes to all, or would it be understood? Is there something we should list or detail from your provided use cases and solution components lists?

**UNF Response:** The proposal should address each use case. It is acceptable to list them in aggregate or blocks and indicate that as a block they are supported. Any deviations should also be clearly marked.

7. You reference 60 digital signage displays, but do not list how many wayfinding touchscreen units you are also looking for? If its within the 60 can you break up how many touch vs non-touch it would be.

**UNF Response:** The 60 internal digital signage displays do not include wayfinding touchscreens. UNF currently has 12 static pedestrian map displays which would be replaced with touchscreen units. However, UNF is currently reviewing locations which may change the number of wayfinding touchscreens desired. For the purposes of the initial proposal, use the quantity of 12 and list the incremental cost of additional units.

8. Also please reference what size displays if we are to provide any new hardware, above your existing units.

**UNF Response:** Digital signage sizes will vary depending on location, lighting, viewing distance, etc. Desire is for vendor to provide size options and pricing for wayfinding touchscreens to accommodate each location.

9. Are your existing units all wall mounted or on kiosks? Would you need us to provide media player to those existing units? We recommend an i3 for the digital directory and i5 for our robust wayfinding solution.
UNF Response: The existing units are mostly wall mounted, with some on kiosk type setups. UNF is looking to the vendor to submit proposals for a solution in these areas, including a media player as an option or as integral to the solution, depending on the vendor’s final proposal.

10. For the wayfinding, can you please provide us a simple count of mapping input- How many total buildings do you want initially designed, within those buildings how many combined floors, and within those floors how many total rooms/destinations. (example-10 buildings, 17 floors, 1000 rooms)

UNF Response: To standardize responses, use the following: 65 buildings, 130 floors, 8000 rooms.

11. Would you want to leverage our unique 3D wayfinding, or should we quote 2D/2.5D?

UNF Response: Submit information and pricing for both options.

12. For the Mobile-Optimized Content Delivery, are you looking for a web based solution or a full iOS/Android APP capable of being updated and managed just like all other screens? Will you want to showcase all content or primarily the wayfinding and directory type information? If you are looking for web solution and need all content able to be piggy backed, we may not be able to support that and is that a deal breaker?

UNF Response: Quote multiple options as necessary, but cover web and iOS/Android solutions. The idea is to include any and all wayfinding content within the wayfinding solution. UNF is willing to look at various solutions in this area.

13. On the (60) Media Players. Can you provide specs on the operation system?

UNF Response: Microsoft Windows 7 or Windows 10.

14. What do you mean by Digital Signage Display Boards? Monitors?

UNF Response: Yes, Monitors.

15. What do you mean by External Digital Signage, OUTDOOR??

UNF Response: External Digital Signage refers to the three large entrance displays located outdoors. See Solution Components, item D on page 8.

16. What types of signs do you need for the three entrances to campus?
UNF Response: Vendor should propose best options to accomplish desired features outlined in section 5.11, External Digital Signage.

17. How many outdoors kiosk do you want?

UNF Response: UNF currently has 12 wayfinding pedestrian map displays which would be replaced with touchscreen units. However, UNF is currently reviewing locations which may change the number of wayfinding touchscreens desired.

For the purposes of the initial proposal, use the quantity of 12 and list the incremental cost of additional units.

18. Will there be power and data on all unit locations?

UNF Response: Power and data are required for all external digital signage locations but currently is only present at the three External Digital Signage units at the entrances to campus.

19. Are we to include General contract work as well?

UNF Response: Please include any such work as optional portions of a proposed solution. If the solution does not include such options, simply indicate that the proposal will require additional work in those areas if implemented.

20. Functional Requirement 5.2.16: Allow Viewers to watch broadcast television - In what aspect are we receiving the broadcast signal? Is it a stream, cable feed, satellite feed? Will it be per screen/player, system wide or what? Please provide clarifications

UNF Response: We currently provide a satellite feed of channels (Campus Televideo/Apogee Telecom is the supplier). The idea is that any display could be ‘tuned’ to the signage content or used to display the TV channels. Consider this as a per display requirement, excepting the outdoor signage / wayfinding units.

21. Functional Requirement 5.1.1 - Interface with the UNF Emergency message application - What is the UNF emergency message application/ interface? Please provide manufacturer and model number.

UNF Response: This is an internally developed system. List options within your proposal response for integration, ability to consume messages and convert to content. Suggested sources would be consuming email or RSS feeds.

22. Non-Functional Requirement 5.9.26 - Solution can receive and display stream from on demand streaming sources – Please give some examples of the on demand streaming sources you would like us to display?
UNF Response: Satellite TV channels, prepared content, etc.

23. Non-Functional Requirement 5.9.30 - Solution integrates with Event Management System (EMS) information for publishing event information – What EMS system/systems do you need us to integrate with?

UNF Response: Dean Evans - EMS Campus Ver. 44.0.175.0
www.emssoftware.com

24. What TV/cable provider does the campus use? Are channels 170/171/174 a part of this cable system?

UNF Response: Campus Televideo / Apogee Telecom. Yes. There are no spare channels at this point, so if a proposal intends to peel off a channel(s) for use, this would have to be a point of discussion. The channel numbers are listed as an informational item.

25. Page 6 under UNF Use Cases: References “energy utilization of facility”. What is the source of data for this information (name of system, does it produce an output, etc.)?

UNF Response: The current energy consumption reporting system is Clockworks by KGS Buildings. Idea is that any content management system will be able to consume data from this system and present it in the form of a dashboard. Content creation could occur in an automated or manual method for this purpose.

26. Page 7 under UNF Use Cases: Can you please explain this requirement in more detail, “Allow Content Manager to deliver self-service, multi-touch-based interface and content”

UNF Response: Would be used in a wayfinding application with an interactive map and search function.

27. Page 7 under UNF Use Cases: What specific library data sources are you trying to integrate with?

UNF Response: There are several systems in use by the library. For the purposes of this proposal, assume that all such data will come from either RSS feeds and/or a SQL backend.

28. Referencing Functional Requirement 5.2.16. For clarification, please provide a use case related to this requirement.

UNF Response: Ability to inject content as a television broadcast. Perhaps similar to a live streamed event such as commencement.
29. Referencing Functional Requirement 5.2.17 and 5.2.18. Is UNF currently streaming live content? If so, how and with what type of hardware? Is the UNF network setup for multi-casting? Please clarify what is desired for this functionality and provide a use case.

UNF Response: Yes. Example is commencement, using existing video camera and a hosted streaming solution.

30. Referencing Functional Requirement 5.2.30. What is the source of the data for this requirement? Dean Evans EMS? Other?

UNF Response: Dean Evans - EMS Campus Ver. 44.0.175.0
www.emssoftware.com

31. Referencing Functional Requirement 5.5.6. Can you confirm what type of backend DB is being used (SQL, Oracle, third party, etc.)?

UNF Response: Assume backend is SQL.

32. If using a third party, do you know what data outputs are available (XML, RSS, etc.)?

UNF Response: No existing solution in this area at this time.

33. Referencing Functional Requirement 5.5.7. User interface where a map showing the locations of computers is displayed along with status of each computer (e.g. in use, available). What data sources are available today to track this information?

UNF Response: This is an internally developed scripted solution. Assume SQL backend for data integration purposes.

34. Referencing Functional Requirement 5.7.4. Please provide a use case and further clarify your reporting expectation for content to be displayed on each device for a future period of time?

UNF Response: Ability to print a schedule of content.

35. Referencing Non Functional Requirement 5.9.30. EMS was mentioned for event management. Please confirm this is Dean Evans EMS.

UNF Response: Dean Evans - EMS Campus Ver. 44.0.175.0

36. What version of EMS are you running?

UNF Response: See response to question 35
37. Is this hosted locally on your UNF servers or cloud based?

UNF Response: UNF Server

38. Is EMS the system referenced on page 6 under “UNF Use Cases”? “Allow Event Coordinators visiting the venue to interactively request reservation for event space”

UNF Response: See response to question 35

39. Please confirm the location of the three (3) new external displays to be the same as the existing displays? Also, is there interest in using the existing sign structures or will this require new structure design? Please also provide photos of the existing displays and their structures.

UNF Response: UNF intends to replace the existing external entrance signs and replace with a signage option provided by the vendor that would best accomplish the requirements outlined in section 5.11. The new signs may or may not be located in the same location and is dependent upon size and allowable time for drivers to read signs while driving onto campus. See Google Maps for photo:

https://www.google.com/maps/@30.2615401,-81.5018494,3a,75y,339.63h,87.85t/data=!3m6!1e1!3m4!1sh0dEe8VeEe8VeXr-uHAEOsMkyuwl2e0l7i13312l8i6656l6m1l1e1

40. Referencing Non-Functional Requirement 5.11.27 Please confirm the sign back up power requirement detail as this would generally be provided by the end user thru their electrical contractor. This would not be a traditional inclusion/component to the LED hardware solution.

UNF Response: For the purposes of a proposal, the vendor may select to include this service, list as an optional item, or assume that such power will be provided by the University.

41. What is the current EMS system that UNF uses that is required to support?

UNF Response: See response to question 35

42. How are event coordinators visiting the venue currently requesting reservations for event spaces?

UNF Response: Phone, email, paper form or fax. However, there is a module within EMS called Virtual EMS which would allow pre-approved coordinators to request space directly through EMS.

43. Referencing the listed Use Cases, How is UNF currently portraying energy utilization of the facility? Is it through a website?
UNF Response: Currently through a report. Desire is to surface this information as a dashboard.

44. What existing event information sources is UNF currently using? What type of feed is utilized?

UNF Response: UNF currently uses a master calendar that was developed internally. Assume SQL backend for this purpose.

45. What existing online library data sources is UNF using? Again what type of feed?

UNF Response: Assume SQL backend for this purpose.

46. Does UNF have an existing Google Apps account?

UNF Response: Yes.

47. Are existing internal display boards equipped with HDMI inputs? Is power and data available at each location? Hard wired or wireless?

UNF Response: Yes, internal display boards are equipped with HDMI inputs. Yes, power and data are available at each location. Hard wired.

48. Is a Windows based player a requirement or is another media player option allowed? (Such as chrome or mac?)

UNF Response: Vendors are free to present the solution they recommend, keeping in mind the security and use requirements.

49. How many internal and external kiosks do we need to account for in this ITN?

UNF Response: To standardize proposal responses, please use three external locations for signage and 12 wayfinding locations.

50. With respect to internal signage, do we need to allocate for a certain number of new displays, and if so, what dimensions will be required or do we just need to allocate for the “display board player devices” needed for the existing 60 or so displays?

UNF Response: Assume the 60 existing displays and then break out the per player pricing for additional displays.

51. Does an inability to communicate with all displays across campus, both internal and external, through one content management solution eliminate us from consideration?

UNF Response: Yes
52. Who will handle permitting for all installations?

UNF Response: Whoever is responsible for the installation. For additional information on the University’s permitting process visit: http://www.unf.edu/ehs/Building_Code_Administration.aspx

53. Who will run all required cable (high and low voltage) for all installations?

UNF Response: Whoever is responsible for the installation. List as optional or clearly list assumptions for providing this work (3rd party integrator, expect UNF, etc.)

54. Who provides power, networking and data cabling to displays?

UNF Response: See response to question 40

55. Can the front gate areas support 220v service?

UNF Response: Not currently. Assume the need to run this service as part of any proposal. Also refer to question #40.

56. Please provide the number of required Kiosk Locations

UNF Response: For the purposes of this proposal, use 60 displays.

57. Please define the characteristics of the physical Kiosks to be placed outside each building.

UNF Response: UNF requests the vendor to make their best recommendation in this area. The ability to select from multiple styles will be entertained.

58. Please provide the name of the Emergency Management Applications currently in use and how they would provide triggers to the signage solution?

UNF Response: Assume RSS feeds as a minimum. Support of the Common Alerting Protocol (CAP) is also possible.

59. Please provide the time table for installation?

UNF Response: See response to question 63

60. Please provide the number and requirements for all displays to be installed?

UNF Response: Upper limit in future years could be in the hundreds. The existing count is 60 displays, 3 external signs and 12 wayfinding locations.
61. Who will be managing this application?

  UNF Response: The functional owner of this application has not been identified.

62. Is an on premise or cloud solution preferable or is one required?

  UNF Response: UNF is open to either solution, bearing in mind the various requirements and use cases.

63. Will the entire solution be purchased at once or over time?

  UNF Response: Due to the multiple components of this ITN, implementation of components may be phased in and/or postponed to future budget years. Wayfinding will be evaluated as an optional component with implementation pending budget sourcing. (Page 9 of ITN document)

64. How many spares should be accounted for?

  UNF Response: Assume 2 media players and zero displays.

65. Who will hang/mount the Displays?

  UNF Response: If there is a wholesale replacement of the existing displays, then the vendor should include that cost as a separate line item. The incremental cost of hanging of displays should be listed as an optional service.

66. What type of surfaces which each display need to be mounted to.

  UNF Response: Wall, ceiling or pedestal.

67. How long are warranty requirements for players in network?

  UNF Response: 3 years.

68. Will players be required to screen shot content on screens for quick diagnostics?

  UNF Response: UNF is open to the vendors' recommendation in this area.

69. Will network be protected by physical security flaws in players such as SD cards?

  UNF Response: Depends on the solution recommended. Assume physical security is part of the proposal.

70. What are the 60 digital display boards you currently have and, what media players are being used on them?
UNF Response: No media players are currently installed. We are using a very outdated 3rd party system with minimal functionality.

71. You request eliminating the DOT signs. How many and, what is displayed on them?

UNF Response: UNF currently uses 3 mobile signs for special events at the entrances to display various messages including parking, directional and safety information, to name a few.

72. Page 4: Wayfinding: People who look at a static sign (click here for a map) want to take the information with them on their mobile. How elaborate does this need to be? If you are looking to have on that static map a go here on your phone for this map, we can do that. If you are looking for a more elaborate Wayfinding of clicking on their cell and, having the cell change as they walk with it mapping them we will want another product included (which adds a lot in price).

UNF Response: Please include your best fit recommendation. If you have substantial differences in the solutions in terms of cost/functionality, include items as optional line items.

73. Page 8 section D #1 "When and where applicable, functionality for content management and user interaction should be available and optimized for mobile devices (e.g. iOS and Android-based), allowing those viewing and/or interacting with digital signage content and/or wayfinding content to “take the content with them” on their devices.” We can push information to mobile devices but, we really need to know if that can be just simple communication information that is sending to the phone or, truly the way finding of having the cell phone direct you all over campus as you move.

UNF Response: Please include your best fit recommendation. If you have substantial differences in the solutions in terms of cost/functionality, include items as optional line items.

74. Page 6 Broadcast TV: Allow viewers the ability to view broadcast TV. We will treat TV streams just the same as content as long as they can multicast it on their network. If you do not have the ability to multicast on your network, we need to know. We can help you multicast on your network.

UNF Response: UNF has the ability to multicast.

75. Another question since we are looking at 5 years is understanding the growth. At the moment, we know we are looking at a minimum 60 displays. We have different levels 5-50, 50-250 (where you would fall), 250-1000, 1000 – 4000. Do you see over the course of the next 5 years increasing past the 250 device license model?

UNF Response: Not at this time.
76. Do you want us to build out one main application layout to be built or, will there be multiple? Our software model is about enabling clients to be the creators and, content updaters but, often we see that on large rollouts there is not full responsibility assigned at the beginning so they have contracted the vendor to build some applications.

**UNF Response:** Include as an optional line item.

77. What is the quantity breakdown of the 60 units of signage? (wayfinder vs transit vs information vs directories, etc)

**UNF Response:** All 60 are currently used to display content related information and schedules. No wayfinding information of note is currently digital.

78. Are the sizes / mode of the various displays identified by function and location? (i.e. wall mount at conference room = 32” diagonal in portrait mode; outside directories = 47”diagonal in portrait mode; wayfinders = 55” in landscape mode, etc.)

**UNF Response:** No. Vendors are free to make their best fit recommendation based on the expressed requirements and use cases.

79. What is the quantity breakdown of the 60 units of signage for wall mount versus pedestal, etc.?

**UNF Response:** 58 are wall mounted, two are kiosks and pedestal mounted.

80. What is quantity breakdown of interior versus exterior signage?

**UNF Response:** Assume 60 interior displays, 3 external signs and 12 external wayfinding locations.

81. How many signs need to have multi-touch capability? Which signs are they?

**UNF Response:** Interior and Exterior wayfinding signs will require multi-touch capability. There are currently 12 static exterior wayfinding maps.

82. Can the front entrance signs be LCD also rather than the Daktronics type LED (i.e. video wall)

**UNF Response:** Yes

83. Are all signs permanently affixed or do some need to be portable?

**UNF Response:** Excepting two used by UPD, all displays are permanently affixed to their present location.
84. Are any displays kiosks?

   UNF Response: The majority of displays are wall mounted units. There are very few kiosks, notably 2 in the University Center.

85. Are any displays currently mobile?

   UNF Response: Only the two mobile units used by UPD.

86. For exterior displays, who provides in ground mounting cages, anchor plates, etc. for mounting the displays?

   UNF Response: Vendor. If an item cannot be performed by the vendor, it should be noted.

87. Does the signage vendor provide all of the installation services?

   UNF Response: Yes. If an item cannot be performed by the vendor, it should be noted.

88. Is there ongoing maintenance required for the digital signage (monthly or quarterly) ?

   UNF Response: Proposals may include this as an item if the vendor feels it is necessary. A description of the maintenance performed and the benefits should also be included.

89. Are there existing design criteria for the digital displays?

   UNF Response: See response to question 57 and section 5.11 of the ITN document.

90. Are there specifications available for each of the different type / application of display?

   UNF Response: No.

91. Who would be the contact for on-going design / specification questions?

   UNF Response: Please send all questions related to this ITN through UNF Procurement Services.

92. Do the digital displays providing the emergency messaging system capabilities need to have speakers and amplifiers for broadcast?

   UNF Response: No.
93. Will the media players be placed inside the individual display enclosures or in a rack in IT areas?

UNF Response: Depending on the proposed solution, either option could work. Please propose recommended configuration and provide additional information about options if available.

94. Please explain this comment........5.11.11 Sign size dimensions are a minimum 10' Width X 8' Height (i.e. "Poster-sized") Are these the front entrance sign dimensions? Is this flexible?

UNF Response: Yes, the noted minimum size requirements are for the front entrance signs. Please include your best fit recommendation.

95. Which signs would necessitate double sided designs?

UNF Response: The three exterior entrance signs.

96. Does this reference apply only to front gate signs? 5.11.27 Sign has back-up power source (e.g. in case of emergency)

UNF Response: Yes.

97. Is this project something that will not be integrated with the new WiFi infrastructure project after it is installed?

UNF Response: UNF does not currently have an expectation with regards to wireless integration. Vendors should feel free to discuss their proposals as they relate to wireless integration if germane to their solution.

YOU MUST ACKNOWLEDGE RECEIPT OF THIS ADDENDUM WITH YOUR ITN RESPONSE ON THE FORM PROVIDED IN THE ITN DOCUMENT

Gaea Holt, CPPB
Senior Buyer

cc: Evaluation Committee members