Question 1: Based on the full scope of work it appears that we as bidders are to supply the desired displays for both indoor and outdoor. But based on page 18 the note stated the displays were to be provided by the Owner.

PRE-FINISHED PAINTED STEEL CANOPY WITH
INTEGRAL GUTTER & PRE-FINISHED
STANDING SEAM ROOF PANELS

OWNER TO PROVIDE AND INSTALL MONITORS
AND MONITOR BRACKETS IN LOCATIONS
SHOWN. GC TO PROVIDE POWER & DATA TO
MONITOR LOCATIONS. GC TO COORDINATE
WITH CANOPY MFR. AND ELEC. CONTRACTOR.

PRE-FINISHED PAINTED STEEL CANOPY
COLUMN
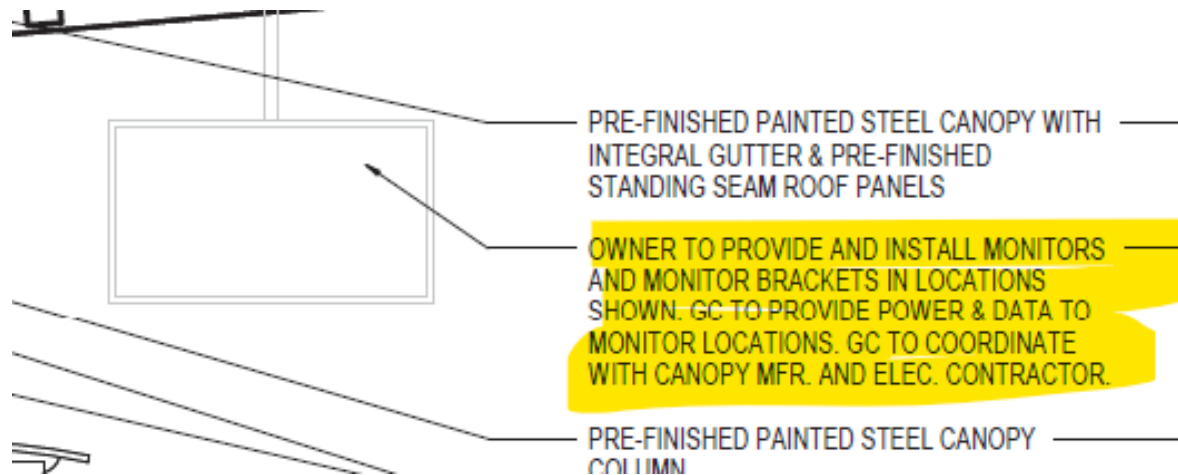
Response: The reference to Owner on page 18 is referring to SMTD. SMTD is issuing RFP #2022-06 to procure and install monitors. Proposers should prepare the proposals to reflect that the Proposer is supplying monitors and completing installation using the Scope of Work as detailed in the RFP #2022-06.

Question 2: Based on the provided details for the display sizes only the 55" interactive displays specify what size the display must be. There is not a size nor brightness specified for the Outdoor or non-interactive displays. Please provide more details around the Display specifications.

Response: For Outdoor and non-interactive displays brightness, SMTD prefers 3000-4000 nits, but is open to the suggestions of Proposers within the range of 1500-5000 nits. In addition, SMTD would prefer a light dimming sensor for nighttime adjustment. For Outdoor and non-interactive display size, SMTD would prefer screen size of 55"-60" but is open to suggestions from Proposers on the recommended size. Outdoor displays have a weight limit of 300lbs.

Question 3: Does SMTD prefer an on-premises server or a cloud server for interfacing with the AVL Server and to drive the station-based displays?

Response: SMTD prefers a cloud server.

Question 4: Is the existing AVL Server an on-premises server at the facility or is it a cloud-hosted server/service?

Response: The existing AVL Server is on premises.

Question 5: Can the SMTD publish a sample of the CAD-AVL and GTFS-RT schedule and active data?

Response: Please, use the following link to access this type of data: https://www.smtd.org/gtfs-data-file

Question 6: Will any of the displays (e.g., 3rd Floor Walkway to Amtrak) have Amtrak Train Information, or is the information exclusively SMTD local buses? The same question would apply to regional bus services.

Response: SMTD prefers the ability to include Greyhound and Amtrak information on some monitors, including the Greyhound bus bay and at a handful of selected locations in the building if possible.

Question 7: Regarding Public Service Announcements, does the new Transit Facility have a Public Address System for making audible announcement in the station and/or on the bus islands? If yes, can you please identify the make/model of the system? If no, would you want to receive a proposal for an integrated Public Address & Digital Display System?

Response: The Transit Center does not have a public address system, but there is a paging system with speakers throughout every room and each floor of the facility, interior and exterior, including the island canopies that is accessed through the phone system; Cisco IP Phone 8851. SMTD is interested in the proposal including an integrated Public Service Announcement System.

Question 8: Will advertising be created/managed by SMTD or a third party? If the latter, who is the advertising agency?

Response: SMTD Advertising is administered by a third party, Houck Advertising. However, currently, SMTD does not a contract for digital display advertising, but will add this option to future contracts.

Question 9: What is the fiber specification for the indoor and outdoor displays (i.e., Single Mode Fiber or Multimode Fiber)? What is the Fiber Termination Type? Who is responsible for providing the Fiber to Copper Media Converters?

Response: No fiber to monitors. Cat 6 is provided between the monitor location and an ethernet switch. Ethernet switches will be provided by SMTD IT for fiber to copper conversion. Cat 6 will be provided from ethernet switch to monitor location.

Question 10: Can you provide any elevation details for the interior displays (e.g., will they be wall mounted, ceiling mounted, floor mounted, etc.)?

Response: The interior displays will either be ceiling or wall mounted. The interactive kiosk will be floor mounted.

Question 11: Are you open to using LED Signs on the bus islands in lieu of outdoor LCD displays?

Response: SMTD prefers LCD Displays.

Question 12: Are bidders permitted to offer Alternate Pricing? If yes, would this be via a modified bid form or simply a referenced attachment to our Proposal?

Response: For Proposal Submittal, please follow the instructions from the RFP and submit one price proposal. If SMTD advances to interviews for a competitive range of proposals, then SMTD may request Alternate Pricing, using a modified bid form.

Question 13: Can you define the budget allowance for the new TDDS?

Response: SMTD does not publish the project budget in any part of the solicitation.

Question 14: Regarding the interactive kiosk, when selecting the "Route Maps, Schedules, Trip Planning" Options, is it your intent that these be URLs to the existing SMTD Website for a consistent presentation of data and maps?

Response: SMTD uses Clever's Bus Tracker Map. It is the intention of SMTD to find a user-friendly support system for the Interactive Kiosk that will automatically display information with little, ongoing intervention.

Question 15: Who is responsible for providing, installing, administering, and maintaining the network hardware/software (i.e., network switches, routers, internet services, etc.)?

Response: SMTD is responsible, but eventually it will be the responsibility of Sangamon County.

Question 16: Would SMTD consider electronic submissions of Proposals?

Response: No.

Question 17: Does SMTD prefer a one-time purchase model or a subscription service model for purchasing this System?

Response: SMTD prefers a one-time purchase model.

Question 18: Does SMTD have brand guidelines that will influence content creation?

Response: Branding consideration should include SMTD's logo and color scheme.

Question 19: Is there a creative team at SMTD that will be creating assets (images/videos/etc.) for inclusion in the creative design process, or does creation need to be included in the proposal?

Response: SMTD Marketing will handle creation of images, videos, etc.

Question 20: Besides CAD/AVL or GTFS-RT data, what data feeds would SMTD like to be included in the content design? For example, visual paging for hard of hearing passengers, emergency alerts, such as fire alarms, etc.?

Response: SMTD would prefer to include weather alerts, as well as possible feeds for Greyhound and Amtrak, if available.

Question 21: If there is interest in visual paging, who is the current overhead PA provider?

Response: There is no interest at this time.

Question 22: If there is interest in emergency messaging, who is your emergency event management tool?

Response: There is no interest at this time.

Question 23: Would SMTD be interested in seeing a breakdown of cost for the 46 non-interactive endpoints and 2 interactive ones? We estimate the 2 interactive kiosks will consume over 50% of data integration/content development costs.

Response. Yes, this information may be included in the proposal. Please, only submit one price proposal.

Question 24: Would SMTD be interested in being trained on designing/implementing digital signage content, including designing for accessibility?

Response: Yes.

Question 25: Do SMTD have any current directive on cloud vs on-prem technology? What is your team's preference?

Response: SMTD prefers cloud technology.

Question 26: Is there any preference of operating system for digital signage endpoint playback?

Response: No.

Question 27: Will preference be provided for systems that meet Buy America requirements without waivers?

Response: Compliance with 49 U.S.C. 5323(j) and 49 C.F.R. Part 661, which provide that Federal funds may not be obligated unless steel, iron, and manufactured products used in FTA-funded projects are produced in the United States, is required unless a waiver has been granted by FTA or the product is subject to a general waiver.

Question 28: P9/10 SOW para 3. Will only the touch screen kiosks be responsible for enabling annunciation of real-time transit information for the visually impaired?

Response: Touch screen kiosks and departure boards should be enabled.

Question 29: P10 1.1 Multiple Location. Do the different locations have different layouts/content? Note that it is assumed that the touchscreen kiosks will be different from the displays.

Response: Outdoor passenger waiting areas would have same layout, but content would vary depending on which bus bay the screen is located in, e.g. the screen at Bus Stop A would show arrival times for buses arriving at that stop, Bus Stop B would show arrival times for those buses, etc. For the indoor displays, we would prefer the ability to configure the layout and content of each individually, including the option to have multiple showing the same layout/content if/when we desire to do so.

Question 30: P10 1.3, bullet 2. What formats should displays that are NOT larger displays (i.e. not interactive kiosks) support for advertising?

Response:
Static Image Formats
- *.png*
- *.jpg / .jpeg*
- *.gif*

Video Formats
- *.avi*
- *.mpeg*
- *.mp4*
- *.wmv*

Question 31: P10 1.4, bullet 1. Please describe the intent of the "mute" option when applied to systems that are not touchscreen-based. (i.e. Should all non-kiosk displays incorporate a

physical button to mute the audio, and if so, is this a temporary muting, or persistent until the button is pressed again?)

Response: SMTD prefers a "mute" option to control sound on the non-touchscreen based displays, with the intention of "unmuting" by touching the mute option. A physical button is not required.

Question 32: Is it the intent that a person viewing the kiosk can mute the audio, or that the audio can be muted from the management system?

Response: SMTD prefers this as an option for the Management System.

Question 33: Are all displays and kiosks generating audible announcements by default?

Response: Yes.

Question 34: For outdoor displays, at what minimum distance should the annunciation messages be audible?

Response: SMTD prefers a minimum distance of 10 feet.

Question 35: Our system provides for an on-demand audio playback of information using a button mounted externally to the display (typically wall mounted with a braille plaque and at an accessible height). Please indicate if a system such as this would be acceptable to meet the Audio/Video/Alerts requirements.

Response: Yes.

Question 36: P10 1.5. How will the fiber be terminated?

Response: No fiber to monitors. Cat 6 is provided between the monitor location and an ethernet switch. Ethernet switches will be provided by SMTD IT for fiber to copper conversion. Cat 6 will be provided from ethernet switch to monitor location.

Question 37: Will the contractor be responsible for providing transceivers and/or Ethernet media converters?

Response: No fiber to monitors. Cat 6 is provided between the monitor location and an ethernet switch. Ethernet switches will be provided by SMTD IT for fiber to copper conversion. Cat 6 will be provided from ethernet switch to monitor location.

Question 38: Will the integrator need to secure any permits to complete integration and installation?

Response: The proposer is responsible for obtaining all permits from the jurisdictions.

Question 39: P10 1.6 bullet 1, "...All communication between Digital Display signage system equipment must be through the main AVL server." Please provide additional information regarding this requirement. Our system, and most systems of this nature, typically rely on using the AVL server as a data source as opposed to a communications infrastructure.

Response: All communication between Digital Display signage system equipment must be rely on the AVL server as a data source as opposed to a communications infrastructure.

Question 40: P11 1.6 bullet 2, "... interfacing data to or from the digital display system software." For hosting planning purposes, does SMTD have any known/targeted plans to interface with the digital display system software?

Response: No.

Question 41: P11 1.6 bullet 2, "... The proposer is responsible for obtaining all permits from the jurisdictions." What jurisdictions may be applicable in this context?

Response: This section relates to the use of software and hardware. SMTD requests that the use of the proposed system is not impeded in any way due to the lack of proper licensing by the proposer. It is the responsibility of the proposer to secure all necessary licensing, permitting, or certificates so that system may be fully operational.

Question 42: P11 2.1 "Screen placement has been designed in all areas by the project architects." Please provide drawings showing the intended screen placement in all areas. Please indicate the desired diagonal size intended for each screen at each location.

Response: Drawings are included page 17 and 18. PDF versions of these drawings are available on SMTD's website: https://www.smtd.org/bids.

Question 43: P11 2.1 "... but may not be limited to..." Is the number of screens and locations considered fixed for the term of the scope of work of this proposal?

Response: The location totals listed in 2.1 reflect the number of current locations planned. Since the site is under construction, SMTD may add additional locations, and prefers to use this contract to order additional equipment.

Question 44: Are the outdoor screens intended to be "platform" displays, i.e. each focusing only on routes arriving / departing at a particular bus platform?

Response: Yes. Certain routes use one of five bays within four "islands". They are not assigned a particular bay, but each island only has certain routes assigned to it. SMTD prefers to configure the displays in such a way as to support this format.

Question 45: P11 2.2. Please provide photos and drawings for the canopy structures in sufficient detail so as a mounting solution can be assessed. (In particular the drawings as-provided are pixelated and details cannot be read.)

*Response: Drawings are included page 17 and 18. PDF versions of these drawings are also available on SMTD's website: **https://www.smtd.org/bids**.*

Question 46: Should all displays provide for 24/7 operation?

Response: Yes, as well as configure start/end times.

Question 47. P11 2.3 Which screens are considered to be in the outdoor plaza area? Is this all 32 screens designated as being outdoor?

Response: No locations are identified in the outdoor plaza area referred to in Section 2.3. SMTD is open to the proposer providing options for digital displays in this area. Section 2.1 includes a total of 32 outdoor displays.

Question 48: P13 5.0 "...when a user enters both origin and destination address into an interactive display to receive navigational instructions..." / "Trip Planning." Note that this functionality will likely require separate licensing and recurring fees from a navigational API such as that provided by Google Maps. Please confirm that this does not present an obstacle.

Response: This does not create an obstacle for SMTD to obtain licensing with Google Maps API.

Question 49: P13 5.0, bullet 9 "ADA Compliant." Please confirm that compliance in this context is limited to physical placement and physical accessibility of the devices and interface elements.

Response: Compliance in this context is limited to physical placement and accessibility of the devices and interface elements.

Question 50. P13 6.0 "... Maps shall show real-time bus locations as graphical icons..." Please confirm that real-time bus location data is available through the CAD/AVL provider. Please provide information on the API for accessing real-time bus location data.

Response: Real-time bus location data is available through the CAD/AVL provider. This can be obtained either through Clever Devices' BusTime API (http://ride.smtd.org/bustime/apidoc/docs/DeveloperAPIGuide3_0.pdf) or via the GTFS-RT feeds available here: https://www.smtd.org/gtfs-data-file

Question 51: Would you be open to speakers connected to the displays for better sound quality at each screen location?

Response: Yes.

Question 52: In terms of a mute option, are you seeking a physical button?

Response: SMTD prefers a "mute" option to control sound on the non-touchscreen based displays, with the intention of "unmuting" by touching the mute option. A physical button is not required.

Question 53: What is the ideal size of the requested LCD monitor displays?

Response: For Outdoor and non-interactive display size, SMTD would prefer screen size of 55"-60" but is open to suggestions from Proposers on the recommended size. Outdoor displays have a weight limit of 300lbs.

Question 54: What is the ideal orientation (Portrait/Landscape) for the LCD monitor displays?

Response: SMTD prefers landscape for any outdoor, arrival boards. SMTD does not have preference for indoor displays.

Question 55: Section 2.6.1 (RFP page 20-21) indicates a tentative award date of February 27, 2023, and a "full integration and installation of the project to be complete by May 15, 2022. Project should include thirty-day System Acceptance Testing period."

- **We assume the May 15, 2022 date was meant to be May 15, 2023, but was a date so close to the project award intended?**

  *Response: Yes, the date in this section should read May 15, **2023**.*

- **The global supply chain slowdown has greatly affected lead times for numerous components including digital signage, occasionally reaching 6-8 months to obtain these components. Would SMTD be willing to extend the deployment schedule to better match the realities of current manufacturing and delivery times?**

  Response: SMTD understands the current market, as the construction of the new Transfer Center has been heavily affected by supply chain issues. Please, indicate potential market conflicts when developing the proposal timeline. SMTD prefers to keep these dates as project benchmarks.

- **Does the "installation of the project" also include the thirty-day System Acceptance Testing period?**

  Response: Yes.

Question 56: Regarding section 1.5 Power and Data, this section notes that power and data will be roughed in.

- **Can SMTD provide an estimated distance that each power and data connection will be from each sign location?**

  Response: SMTD estimates power to edge of canopy structures where monitors are intended to be mounted.

- **Will any underground conduit be required?**

  Response: No. Any necessary conduit was installed during construction.

- **What are the sign contractor's responsibilities?**

  Response: For Power and Data, contractor's responsibilities are installation and any necessary connection to roughed in power and data.

Question 57: Regarding section 2.2 Other Requirements, this section notes that monitors shall be capable of withstanding extreme heat and cold weather. Can SMTD provide minimum and maximum temperatures so specific signs can be designed?

Response: Springfield weather ranges from just below zero degrees F in the winter to over 100 degrees F in the summer.

Question 58: Regarding section 2.2 Other Requirements, this section refers to brackets.

- **Will SMTD be responsible for providing brackets that meet the 300lb requirements?**

  Response: The proposer provides appropriate brackets and installation for any monitor proposed.

- **Is a professional engineered design required by the sign contractor?**

  Response: No.

Question 59: Regarding Section 2.2 Other Requirements, this section notes that most outdoor monitors will be mounted on a canopy structure with some cover. Will LCDs have contact with direct sunlight?

Response: That is likely at certain parts of the day when the sun drops to a level where the canopy roofs no longer provide shade.

Question 60: Section 3.0 requests permit costs to be included in the price proposal. Will the sign contractor be responsible for permits?

- **If so, will each facility need installation permits, or can we be part of the existing construction permit?**
- **Will any delays due to permit administration by the applicable governing bodies be added to the allowable project schedule?**

Response: Yes, the proposer is responsible for permits, and delays due to applicable governing bodies will be added the allowable project schedule. SMTD will work with the contractor to coordinate with the construction manager on any permitting issues that may arise.

Question 61: Can SMTD provide the size of the displays required that are not kiosks?

Response: For Outdoor and non-interactive display size, SMTD would prefer screen size of 55"-60" but is open to suggestions from Proposers on the recommended size. Outdoor displays have a weight limit of 300lbs.

Question 62: Would SMTD please consider extending the proposal deadline due to the holidays and requirements for hard copies? An alternative would be to allow for electronic submittal of proposals.

Response: At this time, SMTD is not able to receive electronic submissions. The project due date is January 10, 2023.