



**SPOKANE INTERNATIONAL AIRPORT**

BUSINESS PARK AND FELTS FIELD

9000 W AIRPORT DRIVE, SUITE 204  
SPOKANE, WA 99224

**REQUEST FOR PROPOSALS #24-45-9999-005**

**DIGITAL CONTENT MANAGEMENT**

**Addendum No. 2**

**DATE OF ADDENDUM: February 8, 2024**

The following changes, additions, and/or deletions are considered as Addendum No. 2, and are hereby made a part of the contract documents. All bidders are required to base their proposal upon the information furnished in this addendum; and as required in the contract documents. The Contractor is required to acknowledge Addendum No. 2 in their company proposal. Failure to acknowledge addendum on the proposal form will result in the proposal being declared non-responsive.

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The proposal submission due date scheduled for **Thursday, February 22, 2024 at 2:00 PM** has not changed.

Attached are the following documents as part of Addendum No. 2.

Attachments to this addendum are as follows:

1. Pre-Proposal Conference Call Minutes
2. Pre-Proposal Conference Call Attendance Sign-In Sheet

**End of Addendum No. 2**

**MANDATORY PRE-PROPOSAL MEETING**  
**Tuesday, January 30, 2024 @ Virtual Conference**

**Minutes:**

## Introduction (M Merin):

- ### Important Items (M Merin):

- Service Overview (S Wilson):**

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5. Implementation of shared use technology. We are implementing Amadeus Shared use systems which will interact with GIDS displays, coming online this spring before this RFP is implemented. Also, there is the opening of the C Concourse expansion currently under construction, expected to open in May or early June. This new area will require assistance to make the integration a seamless transition.
6. We have a wide variety of distinct types of displays. We are currently having some maintenance issues with the waterfall nano lumen displays because of the physical location, we cannot get to them to service. Photos included in the RFP show all the types of existing signage throughout the Airport.
7. Site visits may be scheduled by contacting Margaret via email. See section 3, Pre-Proposal Meeting and Site Visit, of the RFP.

**Safety & Security:**

1. Badging is required.

**Q&A -**

Q. I am looking for the total number of displays, I could not find the number of wayfinding displays. Do you have a total number of displays for the whole airport? We are looking for a count of each type of display so we can figure out how many players will be needed to drive the displays.

A. We do not have a full count but will put a list together and publish through an addendum.

Q. Is there a preference between Smart TV / Thin Technology like IoT vs a full thin client player running Windows or Linux, assuming some of the displays might have a system on a chip built in that would be appropriate for display purposes?

A. No preference, this should be detailed in the proposal.

Q. Is there an interest in exploring smart technology or sticking with what it is, or consistency, or power savings, or less devices in the field? What do you think your priorities might be? In that regard?

A. We are always open to other options regarding what is out there.

Q. The Amadeus implementation, will it be hosted, or will it be on premises?

A. It is hosted.

Q. The Southwest custom integration they are discussing is like a serial interface, like they are on site typical serial?

A. That was put into place because Southwest does not transmit their data like a lot of other airlines do. To get their flight information up on the GIDs a special program was written and put into place so that Southwest could submit their data and go through the GIDs that way.

Q. Is it on premise serial feed that go to the UDS 100?

A. No

Q. The RFP mentions content changing the theme with the seasons.

A. On our Nano Lumens and the big wall show photos and animation that match the seasons like leaves and snow.

Q. Will the CMS portion be used for revenue generation or is that handled through a separate advertising provider?

A. That's handled through a separate advertising provider. They have their own displays in their own system.

Q. Will the successful proposer have access to the existing graphic files?

A. Yes.

Q. A few of us jumped on here late. Can we get access to the recorded version in case there's things we missed?

A. No. The recording is only for us to be able to make sure we get all the questions captured, then it will be deleted. An addendum will be issued with highlights of this discussion.

Q. Please explain how the touch screens work for the LIDS.

A. Those are small screens that are probably 10" by 12" touchscreens with a menu on them. They are behind the ticket counter. They are programmed to allow us to change the LIDS. Each airline provides us with the menu items such as bag drop, assistance, or special services, and we can add and remove those graphics so they can select those or not, depending on the airline.

Q. Is that integrated with the common use at all? Is the selection based on who signed in currently to the common use?

A. Not currently.

Q. Is it dedicated by position or pick your carrier then pick your side?

A. Correct. The way our ticket counter is structured is we don't currently have common use at the ticket counter. Each counter is dedicated to an airline or where we have multiple airlines using a counter on a per turn, we would add both airlines to that LIDS display control. However, Southwest Airlines, for example, only sees the options for Southwest Airlines.

Q. Is there an incumbent? Company that currently handles digital content management.

A. There is and they are on the call.

#### **Wrap Up (R Sheehan):**

Thank you all again for your time. There is still an opportunity to submit questions. Please refer to the RFP for the instructions on how to do that and who to send the questions to and the deadline. Again, I would encourage you if you asked a question today, you're welcome to follow up in writing just to make sure we captured your question adequately. An addendum will be forthcoming with notes from this meeting. Then, if necessary, we will issue a final addendum with the questions submitted in writing.



## SPOKANE INTERNATIONAL AIRPORT



### #23-45-1804 DIGITAL CONTENT MANAGEMENT

Tuesday, January 30, 2024 at 11:00 AM

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