

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.

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

DIGITAL CONTENT MANAGEMENT, RFP #23-45-1804

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

Meeting link: <u>https://spokaneairports-net.zoom.us/meeting/register/tZUqcuCgqzsoG9YYZ_PUhC8bhjz9cu4AAx-y</u> Pre-Registration is required.

Minutes:

The meeting started exactly at 11:00 AM and concluded at 11:25 AM. See attached Sign-in Sheet for Attendance

Introduction (M Merin):

- 1. Welcome to the Spokane Airports mandatory pre-proposal meeting for Digital Content Management. This meeting is being recorded.
- 2. Service Overview (R Sheehan): Digital Content Management (DCM) for the Spokane International Airport. We have an existing DCM system and are looking to enter into a 3-year agreement with a couple of one-year renewals with a firm to manage that content for us. The current system is broken up between different content providers, systems, and services. We are looking to consolidate some of that into a single agreement.
- 3. Disclaimer: Q&A is not binding until issued in written addendum. Please email Margaret any questions you feel need clarification to ensure they are correctly answered before the deadline for submission of questions, see section 5 of the RFP.
- 4. The Proposal process Please look through the RFP documents thoroughly. You are responsible for knowing its contents. Submission of your proposal confirms your understanding. Please email Margaret if you see something that may require correction or clarification.

Important Items (M Merin):

- 1. Prevailing wage: Some of the scope may require work that is subject to prevailing wage. It is important that you have an active Washington State Unified Business Identifier (UBI) number and workman's comp insurance for this location.
- 2. Certificate of insurance requirement of \$1M with an annual aggregate of \$2M. This is on the sample contract, a pass or fail for acceptance. Please read through it thoroughly.
- 3. Addendums will be issued via email to those in attendance here. Additionally, addendums will be posted with the project on our website.

Service Overview (S Wilson):

- 1. Existing digital content management system to services for all our flight information displays, ticket counter, back wall panels, any type of digital display content management, and wayfinding systems that we have throughout the airport.
- 2. Looking to enter into a 3-year agreement with a couple of one-year renewals with a firm to manage the content for us under a single agreement.
- 3. The Service Provider will need to provide a system that allows the Spokane International Airport IT team to be able to make minor types of adjustments without having to go through special requests to get very simple 5-to-10-minute type of changes made to the system.
- 4. The current system is broken up between different content providers, systems, and services.

- 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

NAME	COMPANY	PHONE	EMAIL
RYAN SHEEHAN	SIA	509-455-6418	rsheehan@spokaneairports.net
SCOTT WILSON	SIA	509-455-6453	swilson@spokaneairports.net
MARGARET MERIN	SIA	509-455-6404	mmerin@spokaneairports.net
BRUCE PETERSON			bruce.p@synectmedia.com
GINA MARIE PAQUETTE			ginamarie.p@synectmedia.com
JAMES HO			james.ho@sita.aero
CHRISTOPHER DORSEY			christopher.dorsey@sita.aero
JEAN BIANCONE			jean.biancone@sita.aero
LUIS FORERO			luis.forero@sita.aero
CELSO RODRIGUEZ			Celso.Rodriguez@radianttech.net
NEIL CHATWOOD			nchatwood@omnivex.com
BARIS BEK			baris.bek@sita.aero
TERRI-LYNN SPOCK			ts@terminalsystems.com
CURTIS REID			cr@terminalsystems.com
MARK MAYFIELD			mmayfield@stratacache.com







#23-45-1804 DIGITAL CONTENT MANAGEMENT

Tuesday, January 30, 2024 at 11:00 AM

NAME	COMPANY	PHONE	EMAIL
SARAH DUNN			Sarah.dunn@scala.com
DAVID ELFERS			david.elfers@scala.com
STEVE MOODY			smoody@infax.com
JOSHUA SMITH			joshua.smith@scala.com

