



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. 3

DATE OF ADDENDUM: February 13, 2024

The following changes, additions, and/or deletions are considered as Addendum No. 3, 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. 3 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. 3.

1. Digital Content Management Displays and Players
2. Updated SUBMITTAL FORM B, submit this form with your proposal.

CHANGES, ADDITIONS, DELETIONS AND/OR CLARIFICATIONS TO THE CONTRACT DOCUMENTS:

A. REMOVE AND REPLACE:

1. Remove SUBMITTAL FORM B which includes three service packages.
2. Replace with attached SUBMITTAL FORM B. This updated form must be included with the proposal. Submission of the old form will not be accepted or considered.

B. CLARIFICATIONS: Q&A closed on Friday, February 09, 2024 at 2:00 PM

1. Question: Section 1, SOW, Pg 2, Budget and Funding Source(s): "The anticipated costs for this project/service are: \$85k - \$100K per year".
Are these values to cover any and all proposer costs including, but not limited to: hardware, software, implementation/commissioning, and content services?
Answer: No. The proposed budget was based around the maintenance and support costs of the existing system. However, the airport is open to proposals that include hardware and software changes. Proposers should bear in mind that proposal cost is weighted at 30% in the proposal scoring.
2. Question: Section 1, SOW, Pg 2, Goals: "The proposer shall provide all services and equipment to accurately display information on the displays around the airport facility and on the airport website."

Does "services and equipment" that proposer shall provide include commissioning of a new DCMS backend, VM or VMs, hosted on-prem? Also, please explain your strategy for the proposer to display content on the web site.

Answer: YES, proposer shall provide all services and equipment necessary to ensure a functioning system. Content display for the SIA web site consists of flight data feeds that are displayed on the flight status page of the web site.

3. Question: Section 1, SOW, Pg 2, Goals: "Systems that will require integration may include, but not limited to, website (1), airline flight information (2), baggage carousel (3), paging system (4), airline provided content (5), and Amadeus Shared Use system (6) content".

For the proposer to calculate the amount of integration services required to connect a DCMS to required data sources, can we get a complete list of the systems expected to integrate with the DCMS at launch?

Answer: Integrated systems include FIDS, GIDS, BIDS, LIDS, Wayfinding, Airline provided content, EVIDS, Tuggman Baggage handling system consoles., Amadeus Shared Use and visual paging system (Visual paging currently not implemented).

4. Question: Section 1, SOW, Pg 2, Goals: "Devices may need to support multiple types of content on an individual display. Current content shall be recreated for the proposed system."

Do any individual displays currently support multiple types of content, i.e., will that be a requirement for recreating current content?

Answer: Yes, several individual displays support multiple types of information that will be required to be recreated (i.e., one screen displays both FIDS on upper portion and airport information on lower portion of the screen)

5. Question: Section 2, Arch, Pg 4, Goals: "Displays are controlled using small form-factor computers mounted behind each display."

Does the "services and equipment" that proposer shall provide include re-use or reimaging of all existing small form-factor PCs used to drive displays?

Answer: The airport is open to proposals that include hardware and software changes. Proposers should bear in mind that proposal cost is weighted at 30% in the proposal scoring.

6. Question: Section 1, UC/CR, Pg 3, Unique Considerations/ Challenging Requirements: "The airline's ticketing counter LIDS displays are individually controlled via a touch screen located behind each airline's ticket counter."

Is a new DCMS expected to integrate with the current ticketing display touch screens, or just provide airlines the equivalent control over the LIDS displays?

Answer: SIA would prefer proposer to integrate with the existing system of LIDS control.

7. Question: Section 2, GIDS, Pg 5.

Can you provide the resolutions for the 26 Gate Information Displays? Also, manufacturer and model #?

Answer: There are currently fourteen LG model 49SM5KD-BH 49" standard bezel GIDS displays running a resolution of 1920 (W) x 1080 (H). See attachment for model numbers.

8. Question: Section 2, BIDS, Pg 6.

Can you provide the resolutions for the 210 Baggage Information Displays? Also, manufacturer and model #?

Answer: There are currently Ten LG 49" standard bezel BIDS displays running a resolution of 1920 (W) x 1080 (H). See attachment for model numbers.

9. Question: Section 4, Eval, Pg 8, Evaluation Criteria #5 - Support: "Provide details of the Service Level Agreement (SLA) that covers all devices under the contract. Please explain/elaborate what the airport wants as far as "Support for devices". Please provide a list of all the "devices". This reads as if the proposer will be expected to provide support services to devices beyond the content services. Is this correct?
- Answer: "Support for all devices" includes remote support and maintenance of the backend system, servers, software updates, content updates, schedule modifications, etc. Does not include routine, on-site hardware maintenance activities.
10. Question: Do you anticipate reusing the exiting media players for the new vendor's content?
- Answer: Yes, where practical. The airport is open to proposals that include hardware and software changes. Proposers should bear in mind that proposal cost is weighted at 30% in the proposal scoring.
11. Question: Please provide manufacturer, make, model, etc. of existing media players
- Answer: The current media players are all Scala branded. Depending on the use requirement, some are single output (model S-B409-H01-04-064), and some are multi output (model B396-H04-08-0T2-Q). All players are running Windows OS
12. Question: We noticed the RFP encompasses a broad range of requirements, including not only content management but also the design, installation, and maintenance of digital signage systems. These elements seem to span across different expertise areas, typically offered by distinct types of providers. Could you please clarify how these broader technical and operational requirements align with the primary focus on content management services? Understanding this relationship better would help us tailor our proposal to fully meet your project's objectives.
- Answer: SIA is expecting the proposer to provide content management services including remote support and maintenance of the backend system, servers, software updates, content updates, schedule modifications, etc. SIA is responsible for the maintenance, replacement, or upgrades to all of the digital displays at the airport. If the proposer intends to employ third parties for the various types of service, please include details of these services in your proposal.
13. Question: Is your current airport map interactive or static?
- Answer: Our current airport map is static
14. Question: What make/model of small form factor machines are currently being used?
- Answer: See Question #11
15. Question: Pg 2, Please confirm that the public address system (PAS) has an API with which to interface for visual paging.
- Answer: The SIA paging system (Q-Sys) does have the capability of interfacing with a visual paging system. We believe this is done through an API but are not sure. We are not currently using visual paging.
16. Question: Pg 3, Please confirm which check in counters and which gates will be Common Use.
- Answer: Current plans are to have 2 ticket counter locations with 8 check-in positions converted into Shared Use. All gates on the C Concourse (9 gates at completion of TREX project) and 3 gates on A Concourse will be part of Amadeus Shared Use

17. Question: The airport currently has unlimited licenses to add media players for the duration is the contract. Should the new contract allow for the same?

Answer: YES

18. Question: Proposal Form, Page 1, Please provide an example of “Custom metadata development” and how it might apply to this project.

Answer: Any custom metadata would be at the discretion of the proposer as needed. The airport has no preconceived ideas of what, if any, custom metadata can or should contain.

19. Question: Are there any input devices utilized for the baggage claim displays to indicate bags are being delivered? If yes, can you provide details such as make, model and configuration information (OS, hardware specs, etc.)

Answer: SIA uses baggage handling consoles at the bag drop area. There are 5 devices that are DLI model #DLI9200B-TF100. The system does not use a first bag / last bag identifier.

20. Question: Section 1, SOW, Budget and Funding Source(s) The anticipated costs for this project/service are: \$85,000.00 to \$100,000.00 per year

Is this stated budgetary range representative of an absolute 'hard number/pricing ceiling' beyond which proponents/vendors are similarly advised not to exceed?

Answer: The proposed budget was based around the maintenance and support costs of the existing system. However, the airport is open to proposals that include hardware and software changes. Proposers should bear in mind that proposal cost is weighted at 30% in the proposal scoring.

21. Question: Section 2, Section 9, and Sample Agreement Sections 1 and 2

The Schedule (post award) on page 2 of 31 and Section 9 of the Evaluation Criteria, Cost on page 9 of 31 of the RFP both differ from the Term in Section 1 of the Sample Contract and the language in Section 2 Fees, paragraphs B. and D. of the Sample Contract. Because a proposer must certify to agreement with the terms and conditions of the SIA Contract, this potential proposer seeks confirmation that the SIA Contract Term and Fees provisions will be revised to reflect “the firm-fixed price contract for a term of three (3) years beginning on April 1, 2024 and ending on March 31, 2027, with two (2) optional 1-year term extension[s], at the sole discretion of the Airport” as noted in the Schedule (post award). Please confirm.

Answer: Yes, these will be updated.

22. Question: Sample Contract, Section 2

On page 2 of 10 of the Sample Contract, Section 2 Fees, paragraph C states that prevailing wages may be required for this Contract. Can the Airport clarify if in fact prevailing wages are applicable to the scope of work?

Answer: No, as it depends on the nature of the on-site work needed during the term of the contract.

23. Question: Sample Contract, Section 5

On page 2 of 10 of the Sample Contract, Section 5 Contractor’s Rights and Obligations, paragraph A. states: “Contractor is required to be an authorized provider of the work set forth in Attachment A and hold all applicable licenses necessary for the same...” Can the Airport confirm whether an electrical or general contractors license is required? If any such license is required, is it required at the time of proposal submission or at the time of contract execution?

Answer: The proposer must be properly licensed for the work they represent per the Washington State L&I requirements.

24. Question: Sample Contract

On page 6 of 10 of the Sample Contract, Section 2 (should be Section 11) Cancellation of Contract, would the Airport consider adding a cure period prior to any cancellation of the contract?

Answer: Correct, there is a numbering error that will be corrected before the final contract goes out for signature. Please also see Section on Non-Performance Just before the Cancellation section. It is standard practice to issue Notice to Cure prior to cancellation. Timing is at our discretion.

25. Question: Sample Contract

On page 5 of 10 of the Sample Contract, Section 1 (should be Section 7) Indemnification and Waiver of Damages, paragraph D., would the Airport consider lowering the aggregate maximum liability from ten times (10X) the aggregate compensation paid or payable to contractor under this contract to something less than ten times?

Answer: Correct, there is a numbering error that will be corrected before the final contract goes out for signature. No.

26. Question: Section 1, Statement of Work/Project/Service Summary. The contract covers DCM services including flight and ground operations information services for airport and airline operations, various flight information displays, baggage carousel displays, airport wayfinding, Electronic Video Display Information (ticketing back wall LCD displays, large-format LED display arrays), SIA web page flight and ground information feeds, and pre-recorded FAA and TSA public address announcements.

Could you please provide more information on the current public address system and its provider?

Answer: The current PAS is a Q-Sys system that is supported by Avidex.

27. Question: Section 1, Statement of Work/Project/Service Summary. The contract covers DCM services including flight and ground operations information services for airport and airline operations, various flight information displays, baggage carousel displays, airport wayfinding, Electronic Video Display Information (ticketing back wall LCD displays, large-format LED display arrays), SIA web page flight and ground information feeds, and pre-recorded FAA and TSA public address announcements.

Could you please clarify if there is a need for LED replacement, or if the existing system is to be maintained as is? If LED video wall positions are to be refreshed, can you kindly provide drawings, specifications, and any other relevant details for those positions?

Answer: There is no need for replacement of the large format LED displays currently. These displays will be maintained as is. The airport is currently planning on the replacement/upgrade of the ticket counter LCD displays. This is not part of the DCM Proposal.

28. Question: Section 1, Statement of Work/Project/Service Summary. The contract covers DCM services including flight and ground operations information services for airport and airline operations, various flight information displays, baggage carousel displays, airport wayfinding, Electronic Video Display Information (ticketing back wall LCD displays, large-format LED display arrays), SIA web page flight and ground information feeds, and pre-recorded FAA and TSA public address announcements.

Could you please confirm Tugmans/Bagge Input Consoles are within the scope of this project? If so, how many are needed?

Answer: There are currently 5 devices that are in-scope of this proposal and will require integration with the DCM system

29. Question: Section 1, Statement of Work/Project/Service Summary. The contract covers DCM services including flight and ground operations information services for airport and airline operations, various flight information displays, baggage carousel displays, airport wayfinding, Electronic Video Display Information (ticketing back wall LCD displays, large-format LED display arrays), SIA web page flight and ground information feeds, and pre-recorded FAA and TSA public address announcements.

Are any one-time costs for the refresh / replacement of LCD or LED display positions (if requested) considered in the stated budget range of 85,000 - 100,000 USD per year? Is the stated range only for Monthly Recurring costs? One large LED video wall position may cost several times this amount.

Answer: The proposed budget was based around the maintenance and support costs of the existing system. However, the airport is open to proposals that include hardware and software changes. Proposers should bear in mind that proposal cost is weighted at 30% in the proposal scoring. See answer to Question #27 above.

30. Question: Section 1, Statement of Work/Project/Service Summary. The contract covers DCM services including flight and ground operations information services for airport and airline operations, various flight information displays, baggage carousel displays, airport wayfinding, Electronic Video Display Information (ticketing back wall LCD displays, large-format LED display arrays), SIA web page flight and ground information feeds, and pre-recorded FAA and TSA public address announcements.

What is the level of recurring content creation that is expected? Are these minor graphical and layout updates or does the airport wish to undertake large marketing and design initiatives with this included budget?

Answer: Recurring content creation will primarily be for minor graphical and layout updates. The airport will be undergoing a rebranding during the 2Q of 2024 so this will require a one-time update to most content.

31. Question: Section 1, Statement of Work/Project/Service Summary. The contract covers DCM services including flight and ground operations information services for airport and airline operations, various flight information displays, baggage carousel displays, airport wayfinding, Electronic Video Display Information (ticketing back wall LCD displays, large-format LED display arrays), SIA web page flight and ground information feeds, and pre-recorded FAA and TSA public address announcements.

Please confirm that all LCD screen positions of all types (such as 50 LIDS displays) mentioned in the RFP are requested to be replaced with equivalent or superior models.

Answer: See answer to Question #27 above.

32. Question: Section 1, Statement of Work/Project/Service Summary. The contract covers DCM services including flight and ground operations information services for airport and airline operations, various flight information displays, baggage carousel displays, airport wayfinding, Electronic Video Display Information (ticketing back wall LCD displays, large-format LED display arrays), SIA web page flight and ground information feeds, and pre-recorded FAA and TSA public address announcements.

Please describe the ground information feed and where it is desired to appear on FIDS positions and/or the airport website.

Answer: There are several dedicated FIDS displays around the airport. Please reference Exhibits F and K in the RFP for examples of both the split screen FIDS and dedicated displays. The flight information feed for the web site will be used on the Flight Status page and Arrival/Departure splash screen.

33. Question: Section 1, Statement of Work/Project/Service Summary. The contract covers DCM services including flight and ground operations information services for airport and airline operations, various flight information displays, baggage carousel displays, airport wayfinding, Electronic Video Display Information (ticketing back wall LCD displays, large-format LED display arrays), SIA web page flight and ground information feeds, and pre-recorded FAA and TSA public address announcements.

Is the airport website development limited to a component for arrival and departure information, or is a more substantial re-design of the website requested?

Answer: Currently, we are only looking for arrival and departure flight information feeds to our web site. No web site redesign.

34. Question: Section 1, Statement of Work/Project/Service Summary. The contract covers DCM services including flight and ground operations information services for airport and airline operations, various flight information displays, baggage carousel displays, airport wayfinding, Electronic Video Display Information (ticketing back wall LCD displays, large-format LED display arrays), SIA web page flight and ground information feeds, and pre-recorded FAA and TSA public address announcements.

Regarding the proposed solution, we'd like to clarify whether there is a preference for a cloud-based solution or an on-premises deployment. Could you please provide guidance on the preferred deployment model?

Answer: SIA is open to either a cloud base or on-prem solution. It is at the proposer's discretion which type of deployment they propose.

35. Question: Can the airport please elaborate/confirm the total quantities of items provided by the airport: Displays? Controllers? Baggage Claim Input Controllers?

Answer: Reference attachment to Addendum number 3 for count and type of displays

36. Question: In regards to maintenance and support, are there any minimum or specified requirements that the airport would like to implement for this project?

Answer: The airport expects the selected proposer to provide complete maintenance and support of all content management feeds. Support and maintenance include remote support and maintenance of the backend system, servers, software updates, content updates, schedule modifications, troubleshooting and problem resolution, etc. Does not include routine, on-site hardware maintenance activities.

37. Question: Will the successful bidder be required to obtain a flight data feed subscription or will come from the airport?

Answer: The successful bidder must provide all required flight data feed subscriptions

38. Question: Can the airport elaborate on the desired integrations and vendors to the content management solution?

Answer: Integrated systems include FIDS, GIDS, BIDS, LIDS, Wayfinding, Airline provided content, EVIDS, Amadeus Shared Use, SIA Web page (flight data feeds) and paging system (Visual paging currently not implemented).

39. Question: Is there a total budgeted amount for this project apart from the specified per year amount presented on the RFP documents?

Answer: No

40. Question: Should flight data feeds (such as OAG, FlightAware etc) be included in the price proposal? Or will these be supplied by the airport?

Answer: All flight data feed subscriptions must be provided by the selected proposer and be part of the proposal.

41. Question: Can a company be the prime proposer if they did not participate in the mandatory pre-proposal meeting providing one of their service providers or subcontractors did?

Answer: No

42. Question: Hardware Questions:

- a) Is it the airport's intention that the new Digital Content Management provider utilizes the existing system architecture?
- b) Is it the airport's intention to use the existing "form factor" computers behind each display? Or should this proposal include new computers/controllers?
- c) If the existing "form factor" computers can be used, please provide a list of model numbers, operating system (OS) and OS version.
- d) Do the LIDS controllers have to be replaced?
- e) Are there any monitors, dvLED or displays that need replaced which are included in this procurement?

Answer:

- a) The use of the existing DCM architecture is at the discretion of the selected proposer.
- b) The continued use of existing media players is at the discretion of the selected proposer.
- c) See Question #11
- d) No.
- e) No. The airport will be responsible for the replacement/upgrade of all the displays in the airport.

43. Question: Will the winning proposer have access to the current content?

Answer: YES

44. Question: Who is the incumbent Digital Content Management (DCM) provider?

Answer: This is public records information. Please use this URL address to make the request: <https://business.spokaneairports.net/public-records/>

45. Question: Who is the incumbent MUFID provider?

Answer: This is public records information. Please use this URL address to make the request: <https://business.spokaneairports.net/public-records/>

46. Question: Is the new DCM provider expected to provide MUFIDS, or integrate with the existing MUFIDS provider?

Answer: The new DCM will provide flight data for FIDS and web site, but it is not expected to integrate with the current service provider. The airport will be responsible for all digital display hardware.

47. Question: Please provide an inventory of displays and corresponding “form factor” computers.

Answer: Reference attachment to Addendum #3 for list of current displays and media players. The airport will be responsible for all digital display hardware replacement/upgrades.

48. Question: Concerning Submittal Form B – Cost Proposal

- a) Are respondents required to offer all three package levels?
- b) Is it the airport’s intention to have the total annual cost be between \$80,000 and \$100,000 inclusive of Additional Services? Or just the service level packages?
- c) Does the annual price have to be the same for all three years?

Answer:

- a) This addendum replaces the three package levels with a single package. Reference Page 1, Section A.
- b) The proposed budget was based around the annual maintenance and support costs of the existing system. However, the airport is open to proposals that include hardware and software changes. Proposers should bear in mind that proposal cost is weighted at 30% in the proposal scoring.
- c) No, but the proposers should bear in mind that proposal cost is weighted at 30% in the proposal scoring.

End of Addendum No. 3

Spokane International Airport (SIA)

Digital Content Management Displays and Players

Digital Content Players

There are currently 132 players in use at SIA. This number will increase to 144 in 2Q 2024**

Current media players consist of Scala branded and are either single output (model S-B409-H01-04-064) or multi output (model B396-H04-08-0T2-Q), Nowmicro (model DMPU-2011) and tvONE CORIOmaster (model C3-540)

**There will be an immediate requirement for approximately 12 new players to support the new C Concourse terminal expansion scheduled to open in mid-May 2024. These players will support the 3 new GIDS, 3 new gate identification displays, 4 new FIDS displays, and 2 new wayfinding displays. The display screens will be provided by the TREX general contractor.

LIDS Controllers

There are currently 7 LIDS touch panel controllers with an additional 1 being required with the opening of the C Concourse terminal expansion in 2Q 2024.

Displays

All displays are specifically designed as digital signage displays.

There are currently 284 various sized displays around the terminals as follows:

Count	Display Size	Description
75	37" Stretch	LIDS (Samsung LH37SHFP)
49	49" Standard Bezel	FIDS, GIDS, BIDS, Wayfinding (LG 49SM5KD-BH)
4	49" Thin Bezel	FIDS (LG 49VM5C-AD)
10	55" Standard Bezel	BIDS (LG 55SM5KE-BJ)
18	65" Standard Bezel	Wayfinding - Airport Maps (LG 65SM5KD-BH or LG 65UH5E-BJ)
112	55" Thin Bezel	EVIDS (Ticket Counters – LG SVH7E)
11	86" Stretched	Wayfinding (LG 86BH5C)
2	88" Stretched	Wayfinding (C Concourse Exit)
3	4' X 8' LED	Wayfinding

An additional 3 GIDS, 2 wayfinding displays, 4 FIDS, and 3 gate identification displays. will be installed when the C Concourse terminal expansion (TREX) opens in 2Q 2024. The displays will be provided and installed by the TREX general contractor.

SUBMITTAL FORM B – Cost Proposal

This section is to be completed by the Offeror and submitted as part of the Proposal.

Consider, a portion of the work may be subject to Washington State Prevailing Wage laws. In the event of a mathematical error, the cost as quoted will prevail.

Service	Annual Cost For the Three-Year Term
Content Management to include: <ul style="list-style-type: none">• Content creation and editing• Metadata tagging• Basic file organization• Monthly content reporting• Custom metadata development• Version control and audit trail• User access management• Workflow automation• Integration with third-party tools• Priority support	\$
Additional Services	Annual Cost For the Three-Year Term
Training and Onboarding <ul style="list-style-type: none">• Onsite or remote training sessions• Comprehensive user documentation• Ongoing support during onboarding period	\$
Custom Development <ul style="list-style-type: none">• Tailored features and functionalities• API integrations with specific platforms• Custom reporting solutions	\$