DATE: March 24, 2017

Joliet Junior College
1215 Houbolt Road
Joliet, IL 60431

TO:	Prospective Respondents
SUBJECT:	Addendum No. 1
PROJECT NAME:	Digital Signage Software & Hardware System
JJC PROJECT NO.:	R17003

This Addendum forms a part of the Bidding and Contract Documents and modifies the original bidding document as posted on the JJC website. Acknowledge receipt of this addendum as specified at the end of this addendum. FAILURE TO DO SO MAY SUBJECT BIDDER TO DISQUALIFICATION.

Questions Submitted:

1. I do not see any specifications in the attachment for this system. Are you looking for a Digital Signage System that can print outdoor durable signage, or are the signs only used indoors? Sizes of printers can be 44" 56" 60" and larger. Are you looking for print drivers, RIP's, PosterShop software?
   The digital signage RFP is referring to TVs/Monitors located throughout our campuses that receive a signal via the HDMI input from a networked device that acts as a media player which converts our signal and send it through the appropriate input on the TV. There is no printing involved in our digital signage.

2. Could you please tell me the addresses in which you will need software upgrades? Is it just one or multiple locations?
   The digital signage system is operated with some form of a media management software system. Our current software system is the Cisco digital media management system. We are looking to replace how our digital signage is controlled/operated. Whether management is from a local server or from a cloud solution will be a decision that is determined on the long term financial benefits of the college.

3. Do you have a bid package with specific specs for the desired hardware and software for this proposal? As I read the Scope of Work section, I see some details about software, but nothing regarding hardware needs as the title implies. I want to be sure I have all the information.

The hardware we are interested in includes new media players that will attach to the TVs/monitors. These players would be networked and content will be delivered to the player from whatever software solution is also proposed.

4. What is the current software platform being used for the digital signage system.
   The Cisco digital media manager which is a part of the Cisco digital media Suite

5. Are the media players local to the screen location or deployed through a remote extender system and housed in a server room?
   The media players are local to the screens which receive the signal.

6. What brand and models are the displays that are currently being used?
   Samsung 400 FP-3, NEC LCD3215, NEC LCD4215, LG49LW340C, LG55LW540S, NECV552

7. Can you share the specifics on how we will work with Rave?
   Rave is a communication tool used to inform the college community of important information in the event of a college emergency and provide a fast message. JJC would like for the Digital Signage to be able to receive the same triggers and display the appropriate content for that specific trigger.

8. Can you share the specifics of how we will work with the Oracle POS?
   The college uses the Oracle POS for our food service purchasing system and the college uses the digital signage for the menu system. We would prefer if the menu system could be associated with the POS system, so that an adjustment in the menu would be reflected within both systems equally (without double the work).

9. The 58 existing Cisco media players (4400 and 4310) are at end of life. Enplug will not be able to work with devices that are at end of life. Will Joliet Junior College consider replacing all 58 with our recommended media players? The total number of new media players will be 89 (58 replaced and 31 new).
   In addition to the other criteria noted in the RFP, the college will base a decision on which proposal to advance based on what we deem is the best long term financial solution. The college will not exclude a proposal requiring all new players if the college deems it the best long term choice.

10. We assume a 100% cloud based system is acceptable or does Joliet require on-premise software?
    We are open to either a cloud based system or a local system.

11. Are you open to completely new hardware, server and players?
    See #9

12. Is your current system a hardware based server or a virtual install on your server farm?
Current system is hardware based; both the management server and the players.

13. You mention Interactive capabilities. What is your intention for these channels? Do you need us to provide custom channel designs or is it just knowing you have the ability to add interactive in the future?
At this time, we want to choose a system for the long run and we believe we will use an interactive design at some point. We therefore want a system that has the ability to add interactive options, should we opt to use that ability. Regarding vendor designs, as noted by #5 of the Evaluation heading, we will take that service option into consideration when evaluating the proposals.

14. In regards to Section 5 (Scope of Work), Question 6, the college has 58 existing players, (47-Cisco 4400) and (11-Cisco 4310). We are looking to add an additional 31 players. Are you looking to replace your existing players as well with newer hardware?
See #9

15. Does JJC desire a cloud or on-prem solution?
See #10

16. Has JJC decided what new hardware/player will be selected/purchased?
No, JJC is looking to receive proposals to address options for both hardware and software.

17. Is the only acceptable method to submit the RFP responses by mail?
Hard copies of your RFP response must be submitted in a sealed box or envelope clearly marked with the RFP Title. These may be mailed or delivered in person to the location specified within the RFP document.

18. If mailing is the only method of submitting the RFP, can it be postmarked by March 30th or must it be received by March 30?
Proposals must be received in our office by the RFP due date and time. Proposals received after the due date and time cannot be accepted.

19. Will the JJC purchase be made directly with the software vendor?
JJC is looking for a proposal addressing both hardware and software options. The vendor can choose to offer as little or as much as they want to include, but it will limit JJC's ability to evaluate the system if we do not have both software and hardware to compare to other vendors.

20. If your content is created locally as the RFP specifies, does that mean you do not want the vendor to create any content what so ever?

JJC is totally open to options provided by the vendor and will take available options into consideration when evaluating (as noted by #5 of the "evaluations" heading).

21. How much training is needed?
Training needed will be determined by the system proposed. The employees of the college are professional AV technicians, with college degrees.

22. Please provide a template or example of how you would like the proposal submitted. It is hard to understand if you want the page number listed and the subject page i.e. Table of Contents etc.
We are just looking for an organized proposal to be submitted including the sections listed beginning on page 6 of the RFP document. List all of the sections included in your proposal and their page numbers in your table of contents.

23. Is the intent to utilize the existing media players (47 – Cisco 4400) and (11-Cisco 4310) with new software for deployment? If so, does the deployed software need to run and be compatible with the existing 58 Cisco players?
Yes, the intent is to utilize the existing media players (47 – Cisco 4400) and (11-Cisco 4310) with the proposed software. If the software solution proposed cannot work with the existing players, see #9.

24. According to the Cisco website the 4400 and 4310 have reached their end of life and may not have any further support.
JJC is looking to move to a new Digital Signage system and create a long term bond with a vendor for that system. The existing players currently deployed at JJC are functional. Any player that becomes nonfunctional will be replaced, at JJC's expense, with something similar to the 31 newly proposed players included in this RFP.

25. Would Joliet Junior College be looking to upgrade the existing media players in addition to the 31 new players for more expansion and integrated software capability?
See #9

26. Will displays need to be proposed and provided as a part of the hardware solution for the existing and/or new player deployments?
No displays will be needed.

27. With the scope request for interactive capabilities, will interactive displays need to be proposed as well? If so, any specific sizes and quantities for proposing interactive/touch displays?
No interactive displays needed.

28. Is the intent to utilize the existing media players (47 – Cisco 4400) and (11-Cisco 4310) with new software for deployment? If so, does the deployed software need to run and be compatible with the existing 58 Cisco players?
See #23

29. According to the Cisco website the 4400 and 4310 have reached their end of life and may not have any further support.
See #24

30. Would Joliet Junior College be looking to upgrade the existing media players in addition to the 31 new players for more expansion and integrated software capability?
See #9

31. Will displays need to be proposed and provided as a part of the hardware solution for the existing and/or new player deployments?
See #26

32. With the scope request for interactive capabilities, will interactive displays need to be proposed as well?
See #13

    a. If so, any specific sizes and quantities for proposing interactive/touch displays?

    b. What services will you be interested with the Touch Interactivity?

    c. Will you be interested in Wayfinding as part of the touch interactivity option?

33. What are you looking to display with ORACLE?
See #8

    a. Metrics? If so, do you want to manipulate the look of the metrics?

    b. Stats? If so, do you want to display as is or do you want to manipulate the look of the graphics?

    c. Is this going to be static content or will it display as live content (updated content)

34. Who would be providing the API information for the "Rave" emergency noticfacation system?
I am not knowledgeable about API information. The college has a department that oversees the Rave application and the college's use of it. If API is referring to the integration of Rave with the Digital Signage proposed solution, the college would expect the integration of the two systems to be addressed as part of this proposal.

35. Who would be providing the API information for the "Oracle" POS system?

I am not knowledgeable about API information. The college's food services manager make all changes with the menus (on a regular basis). If API is referring to the integration of Oracle with the Digital Signage proposed solution, the college would expect the integration of the two systems to be addressed as part of this proposal.

36. Are you looking for a hard wired or wireless platform?
Hard wired

37. What operating system are you currently using for your Digital Signage? and is that operating system mandatory for the new platform you are looking for?
See #4, we are interested in changing to a new software solution.

38. What software platform are you currently using for your Digital Signage?
See #4

39. Are you looking for new Digital Signage Players or just software? If you are looking for players, are you looking to use your current players?, and do you require the same hardware for any new players?
We are looking for both players and software. See #4 & 23 for more

40. *Ability for system to work with our current POS system "Oracle."* Question: Does the system need to offer bi-directional read/write capability with Oracle POS system or is it acceptable if it can only read/display information from the POS system but not push content back to the POS system?
The college is looking for long-term solutions with the most "best value" possibilities. If the system proposed has different options at different price points, list those options and pricing within your proposal. The current plan would only require one-way (read) capabilities. However, the long-term ideal would include two communication.

41. *The college has 58 existing players, (47-Cisco 4400) and (11-Cisco 4310). We are looking to add an additional 31 new players.* Question: Are the existing players are running windows 7 or 10 minimum software? Is it possible for the following information to be provided for the existing players to ensure continuity and compatibility with the new software platform?
Information about the players is available from Cisco. If your solution will not work with the exsiting players, see #9

    a. CPU

    b. Memory

    c. Storage

    d. Network (wired/wireless, speed)

     e. Operating System

42. Please confirm that signage content will be provided by another source, including programming for interactive content.
JJC is capable of creating its own content. If the vendor offers that service, we encourage you to include those services and the pricing for further consideration. In addition to the other criteria noted in the RFP, the college will base a decision on which proposal to advance based on what we deem is the best long term financial solution.

43. How will the signage players interact with the current POS system "Oracle"?
See #8

44. Are any displays needed?
No

45. How long are the players going to be on for every day?
16 hours

46. What interactive capabilities are required for the players that need interactivity?
Single point touch control. A timing feature to revert the system back to starting point or standard display after inactivity.

47. Of the 31 additional players needed how many need to have interactive capabilities?
None at this time, See #13

48. Is an on premise software option required or will a cloud based system be sufficient?
See #10

49. What resolution is the video content you are creating?
1920x1080

50. What resolution will be required of the new signage players?
1920x1080

51. What other integrations are required besides Oracle and Rave (ie social networks, Office, calendar etc.)?
None at this time, if you have more to offer, include them and the price with your proposal

52. What content management software platform are you currently running across your digital signage network?
See #4

53. Can you provide a sample of the RAVE feed you're currently using for emergency notification (RSS, XML, other?)
No Sample. RAVE will send an RSS feed.

54. Can you provide a little background on how and where on campus the digital signage platform you select will integrate with the POS system? Also, what's the specific Oracle system you currently have deployed?
Micros 3700 see #8 for more.

55. When you say the Original copy of the submission should be "noted", I'm just confirming it should be stamped by a notary public. No problem if so, I just want to confirm I'm reading that correctly.
We just ask that the original copy be marked 'Original'. We ask that you sign the proposal, but it does not need to be notarized.

56. In the evaluation section, there is a reference for the ability to work with the current POS system, "Oracle". What are you wanting the integration with this system to do and showcase on the displays as it is not mentioned in the scope of work section?
See #8

57. The existing Cisco devices listed within the scope of work have gone end of life by the manufacturer. Is there a specific device that you prefer to replace with or are you looking for recommendations by us for new media players?
See #9 & 24

58. Does JJC have a Google Apps account?
Yes

59. What content management software have you been using previously?
See #4

60. With what specific aspect(s) of your prior content management software are you dissatisfied?
The current system is at end of life

61. Can you describe more in depth what interactive capabilities you will need? (ie, single point touch control for navigation and selection?, multi-touch input for complex object manipulation?, spacial interactivity for proximity or motion response? Et cet.)
See #13 & 46

62. How many new players will need to be interactive?
None at this time, See #13

63. Are your existing players mounted locally at the site of the displays or housed remotely in some kind of IT closet?

Locally

64. Will the new players be mounted locally or housed remotely?
Locally

65. Are your existing players network connected wirelessly or wired?
Wired

66. Do you plan for the new players to be network connected wirelessly or wired?
Wired

67. Can you please provide us more details about the Rave Emergency Notification System?
See #7

68. The response format states to have a section on responses to the addendum. We did not see an addendum to the RFP. Can you please send that to us.
This document is addendum #1.

End of Addendum #1

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Joliet, IL 60431

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PROJECT NAME: Digital Signage Software & Hardware System
JJC PROJECT NO.:   R17003

Please acknowledge receipt of these addenda by including this page with your proposal. Include your company name, printed name, title, and signature in your acknowledgement below. Failure to do so could result in disqualification of your bid.

Issued by:

Janice Reedus
Director of Business & Auxiliary Services
Joliet Junior College
815.280.6643

I acknowledge receipt of Addendum #1.

_____
Company Name

_____
Printed Name

_____
Title

_____
Signature