

Opportunity History

- Original Synopsis
- Oct 28, 2015
- 6:35 pm

Solicitation Number:

CIO20160000

Notice Type:

Sources Sought

Synopsis:

Added: Oct 28, 2015 6:35 pm

The Library of Congress (LOC) is conducting MARKET RESEARCH. This Request for Information (RFI) is being used to determine if sufficient interest and capability exists regarding a potential future solicitation. This notice is provided as information to the market place and is an invitation for respondents to express interest and provide information regarding their relevant capabilities, as well as provide feedback on LOC's requirement. Information submitted in response to this RFI may be used as a basis for a future solicitation and/or as a basis for more in-depth research of our organization's capability.

LOC sponsors many events each year. These events include performances, lectures, awards, seminars, and so forth. Currently, physical (i.e. paper) notices of these events are displayed in wall-mounted holders near certain banks of elevators. The notices provide the expected information, e.g. name/type of event, date, time, location, etc. A significant part of a digital signage solution will be to provide the same information electronically, to the public and employees. A

feature of a digital signage solution would include providing directions to an event from where the user is reading the notice. While the LOC does not intend to replace all the wall mountings with digital signage, some portion will be replaced or supplemented.

LOC is conducting market research around the technical and financial considerations for implementing a digital signage solution at LOC. The overall objectives of digital signage would be to:

1. Provide information about public events (dates, times, locations, etc.).
2. Provide, via kiosks, a certain amount of interactivity with the public and employees.

The Government is developing a Statement of Work for Digital Signage Systems. Responses should be in a White Paper and contain three elements:

1. Your commercial capability that addresses the LOC requirement.
2. Your strategy and plan to meet the LOC requirement.
3. Pricing Information.

Section 1: Digital Signage Solution

LOC generally defines this requirement as both hardware and software.

Hardware can take the form of monitors (for non-interactive displays), kiosks (for interactive displays), the required infrastructure (e.g. servers, etc.) to support digital signage, and other necessary or recommended items. This requirement would include supply and maintenance of monitors, kiosks, and software throughout LOC.

Software would potentially include content management systems, digital signage creation, display and management, and other necessary or recommended items.

LOC requires a solution which will also help to identify a wide range of innovative and cost effective solutions to digital signage.

1.1 Requirements

Listed below are the requirements that responses and potential solutions must address.

FUNCTIONAL REQUIREMENTS

Identifier Functional Requirement Description

Priority

FR-1 The system shall have capabilities to control rotation speed High

FR-2 The system shall have capabilities to edit and display

images, PDF, MSWord, and other word processing and multimedia files High

FR-3 The system shall have capabilities to edit and display all information that may be found on a traditional program flyer, including a program title, the speaker and bio, brief description of the program, date, time, location, sponsoring offices, contact information, ADA accommodation information, background design / artwork, event type (open to the public or by invitation only), approval stamps, etc. High

FR-4 The system shall have capabilities to build and customize content for display and schedule these displays based on day, time, purposes, etc. High

FR-5 The system shall allow template customization functions High

FR-6 The system shall have multiple templates to choose from for the types of information outlined in the Business Requirements section of this document High

FR-7 The system shall integrate with the Library's approval process workflow (remote submissions by program offices and employee organizations to OC for approval) High

FR-8 The system shall have manual and automated standard reporting capabilities (including audit) High

FR-9 The system shall have capabilities to remotely control information displayed based on geographic locations High

FR-10 The system shall have override capabilities for emergency communications High

FR-11 The system shall allow for user posting/integration of currently displayed data to widely-utilized social media streams Low

SECURITY REQUIREMENTS

Identifier Security Requirement Description Priority

SE-1 Password rules should enforce the use of multifactor password protection High

SE-2 The system should implement strong encryption for all data transmission (TCP/IP, HTTPS, other) High

SE-3 The system should implement malicious code protection High

SE-4 The system should encrypt data at rest High

SE-5 The system database(s) should minimize and protect Personally Identifiable Information (PII) High

SE-6 The system should be compliant with other applicable requirements of the most current LOC ITSDir01 regulation High

ACCESSIBILITY REQUIREMENTS

Identifier Accessibility Requirement Description Priority

AC-1 The system should be ADA, ABA and Section 508 compliant High

AC-2 The system should have capabilities to read information out loud using synthetic speech High

AC-3 The system should have capabilities to interact with mobile devices and smart phones, such as through the use of beacons, infrared, wireless output or QR codes High

AC-4 The system should provide spoken feedback using synthesized speech output to enable persons who are blind or with reading disabilities to access the posted information High

AC-5 The system should provide appropriate black on white/white on black contrast at a ratio of no less than 4.5:1 for normal size font, and 3:1 for larger font sizes and images. High

AC-6 The system should be mounted in such a way to allow persons sitting down (such as in a wheelchair) to access and read the information. High

AC-7 For interactive displays, the system should allow persons who are blind, low vision, or persons with dexterity challenges to fully access and interact with the information. High

GENERAL REQUIREMENTS

Identifier General Requirement Description Priority

GR-1 Training should be provided to appropriate LOC personnel for the use of all system features and functions High

GR-2 The system should have a maintenance plan and schedule, to be agreed to between LOC and the successful vendor High

GR-3 The system should support 9 or more screens High

GR-4 The system should support 4 or more kiosks that have interactive capabilities and support the Accessibility Requirements. High

GR-6 The system should allow multiple format, multiple path inputs to be integrated into a single unified output (e.g. static data and streaming data integrated into a single display with both static data display and electronic ticker tape/streaming media High

GR-7 The system should have a (planned) future (scalable, modular) output capability subset, which allows the system to easily adapt to existing technology(ies) for enhanced user interactivity and/or applets (e.g. BYOD blue tooth tablets, cellular smart phones), as well as likely adapts to developing technologies with no more than moderate additional system development requirements High

GR-8 System will accept multiple streams of syndicated content as xml or via API from a networked data base to be integrated into a single unified output. High

1.2 Business Objectives

LOC has a "wayfinding" system in place that a digital signage solution could complement. Wayfinding consists of signs mounted on building walls in strategic locations. The signs provide information to visitors and employees regarding such things as:

- Ranges of room numbers
- Conference and other specialty rooms
- Navigation to other buildings

The solution should complement the existing wayfinding signs by providing wayfinding information digitally at selected interactive stations, i.e. kiosks. This may require the ability to perform limited searches at the kiosks. The solution also should have capabilities to display the following types of information:

- Public information (e.g. public programs, reading room hours, food service locations and hours, gift shop, tour hours, visitor hours, etc.)
- Special events
- Emergency information - including closed caption capability
- Official announcements

1.3 Screens and Kiosks

General Requirements GR-3 and GR4 mention 9 or more screens and 4 or more kiosks to be supported. However, these numbers are estimates and may increase or decrease. LOC expects that each respondent will offer the following information:

- Recommended screen sizes
- Recommended kiosk sizes/footprints
- Estimated pricing for 9 screens and 4 kiosks
- Price ranges for various sizing configurations
- Power and other technical requirements for the screens and kiosks
- Expected useful life of proposed equipment
- Estimates for Implementation time and resources needed
- Rough Order of Magnitude (ROM) of implementation on premise (installation and testing of equipment and software, etc.)

QUESTIONS:

QUESTIONS MUST BE SUBMITTED NO LATER THAN 12 NOON EST, Friday, November 6, 2015 in writing to apiper@loc.gov. Answers to questions will post no later than **Friday, November 13, 2015**

SUBMISSION OF RESPONSES:

Responses to this RFI should be submitted using MS Word no later than 5:00 PM EST, **Thursday, November 19, 2015**

to: apiper@loc.gov. Responses to all or part of the RFI will be accepted. Proprietary information shall be clearly marked. The Government will NOT be responsible for any proprietary information not clearly marked. Responses to the RFI MUST include the following:

Submitters Name
Street Address, City, State, Nine-Digit Zip Code
Point of Contact (POC)
POC Telephone & facsimile numbers, and email address.

Responses received after **Thursday, November 19, 2015** may not be considered in the government's analyses.

The Government may elect to contact RFI respondents to get clarification on the information submitted.

Contracting Office Address:

Library of Congress, Contracts Services, Contracts
Services, 101 Independence Ave SE, Washington, DC,
20540-9411

Place of Performance:

The Library of Congress
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