



Finance Office - Procurement Management

Addendum # 1	Digital Information Kiosk RFP # 269-2018-009
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To: All Prospective Service Providers

Date: Friday, January 12, 2018

Subject: Addendum # 1 – RFP # 269-2018-009 Digital Information Kiosk

Please note the specification changes/modifications below for the RFP.

Item #	Page #	Section #	Specification(s)	Change(s) Modification(s)
1	10	2.1	Schedule and Process	<p>Modification: The Schedule is hereby corrected to indicate specific timing for the Pre-Proposal Conference and deadline for submission of additional questions following the Pre-Proposal Conference.</p> <p>Additionally, the schedule has been adjusted to extend the proposal deadline by approximately three (3) weeks.</p> <p>A copy of the revised Schedule table is provided as Attachment A herein.</p> <p>New Proposal Submission Deadline – 2:00 P.M. Wednesday, February 14, 2018.</p>
2	14	3.1b	General Scope	<p>Service Provider Question: Would the city be willing to provide real time CATS passenger and real-time data from Section 3.1b, pg. 14?</p> <p>Answer: CATS does not currently have access to passenger or real-time data.</p>
3	15	3.3	Location	<p>Service Provider Question: It is suggested that the rollout of kiosks would be done in phases. The question is whether the city would be open to doing the entire rollout in a single phase as part of the submission?</p> <p>Answer: Vendors should detail in their proposal submission their recommended approach(s) to phasing (or not) the Digital Information Kiosk solution. If a Vendor wishes to submit multiple recommended approaches, please ensure that any impact to proposed pricing is clearly</p>

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				detailed.
4	15-16 and 23	3.3 and 4.1.2	Location	<p>Service Provider Question: Please clarify the location(s) where the KIOSK will be needed/installed.</p> <p>Can you be more specific about the specific phases and locations identified in section 3.3, pg. 15</p> <p>Answer: Please refer to Section 3.3 of the RFP for prospective locations. Note that the City is suggesting three (3) possible areas for Phase I of this project, but these are suggestions only. We are looking for Service Providers to recommend locations in Chapter II, Item C of their proposal submission.</p>
5	17 19	3.5 3.6.2	Advertising Installation (Equipment)	<p>Service Provider Question:</p> <p>A. Regarding existing media contracts/agreements with the City of Charlotte: Will the City of Charlotte provide copies/access to current media contracts/covenants information? Are there any restrictions that would conflict with the kiosk locations?</p> <p>B. Are there existing City of Charlotte, private entity, or other governmental organizations that restrict digital signage placement within the City of Charlotte? (This may include signage ordinances, restrictions, or prohibitions).</p> <p>Answer:</p> <p>A. This would depend on the final locations of kiosks, as determined by the City and the awarded Vendor. Note that anything placed on Charlotte Area Transit System ("CATS") light rail platforms or at CATS bus shelters would likely create a conflict with existing CATS advertising agreements. Aviation has an exclusive advertising agreement and any advertising at the airport would conflict with that agreement. A copy of the contract(s) can be obtained by emailing: CATS: Lavernia Boyd - lboyd@ci.charlotte.nc.us Aviation: Jennifer Long - jslong@clairport.com</p> <p>B. In general, advertising in the right of way is prohibited within the City of Charlotte. Ordinance changes to the Zoning Code and possibly other codes may be required should the City wish to install kiosks with advertising within the right of way.</p>
6	18	3.6.1	Ownership (Equipment)	<p>Service Provider Question: Will the City of Charlotte be amenable to various models of "City Ownership" of the kiosks?</p> <p>Can you provide the rationale around Section 3.6.1, pg. 18 City ownership vs Company ownership?</p>

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				<p>Answer: For kiosks placed in the right of way, the City must have full ownership from the time the kiosk is installed through end of life.</p>
7	23	4.1.2 A (ix)	Proposed Solution Chapter II	<p>Service Provider Question: Does cell service integration refer to small cell or modem communications?</p> <p>Answer: The City was primarily referring to small cell technology. Vendors should detail their specific offerings and any options as such in their proposal submission. Note that any equipment that provides cell functionality must be capable of co-locating multiple non-discriminatory cellular facilities, per recently enacted HB310 (link).</p>
8	23	4.1.2 G	Proposed Solution Chapter II	<p>Service Provider Question: 4.1.2 G, pg. 23: clarify question about whether kiosks accept documents in development of content.</p> <p>Answer: Handle and accept is meant to refer to the ability to transmit documents (upload/download).</p>
9	24	4.1.2 N	Proposed Solution Chapter II	<p>Service Provider Question: 4.1.2 N, pg.24: clarify the statement “usage reports” – is this for interactive usage? Also clarify what “content strategy” means.</p> <p>Answer: The City would be interested in any usage reports that would provide representative volumes similar to the City’s needs. We are interested in better understanding the usage volumes of different types of content to better inform our strategy in terms of what type(s) of content we would pursue, and to better understand usage to improve delivery of services.</p>
10	26	5.5	MWSBE Subcontractor Utilization	<p>Service Provider Question: It is suggested that the proposal include plans for MWSBE contractor utilization. The question is whether there a minimum percentage of utilization for these types of contractors.</p> <p>Answer: The City has not set a specific utilization goal % for this solicitation. Service Providers are highly encouraged to consider all potential options for use of M/W/SBE subcontractors in their proposed solution.</p>
11	53	19.1	Term	<p>Service Provider Question: Will the City of Charlotte consider a longer contract term...i.e. 7 to 10+ year term? Currently set at 5-year term. Would the city be open to other terms that may be longer than 5yrs?</p>

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				<p>Answer: The Contract term is currently indicated as a five (5) year initial term, with one (1) available five (5) year renewal term. (Total of ten (10) years currently)</p> <p>Note that Service Providers may take exception to specific portions of the RFP, including the City's sample contract, by including a list of their exceptions in their proposal submission. Refer to Section 1.6.12 and Section 4.1.4 for additional instructions.</p>
12	53	19.2	Termination by the City	<p>Service Provider Question: Can the City of Charlotte clarify the rationale behind the 'Termination Without Cause' clause?</p> <p>Answer: The City's standard contract includes this provision. Note that Service Providers may take exception to specific portions of the RFP, including the City's sample contract, by including a list of their exceptions in their proposal submission. Refer to Section 1.6.12 and Section 4.1.4 for additional instructions.</p>
13	56	21.2	City Ownership	<p>Service Provider Question: Can the city clarify City Ownership of Intellectual Property?</p> <p>Answer: This Section is part of our sample contract for reference. Inclusion may depend on the specific proposal submission.</p> <p>Note that Service Providers may take exception to specific portions of the RFP, including the City's sample contract, by including a list of their exceptions in their proposal submission. Refer to Section 1.6.12 and Section 4.1.4 for additional instructions.</p>
14			General Question	<p>Service Provider Question: Does the City intent to request best and final offers as part of its selection process?</p> <p>Answer: The City reserves the right to ask additional questions of any or all Service Providers, to include requests for clarification, Best and Final offers, or other information as needed to allow the City's Project Team to evaluate submitted proposals.</p>
15			General Question	<p>Service Provider Question: Does the City of Charlotte anticipate 'carve-outs' where digital kiosk/digital signage may be not be placed?</p> <p>Answer: See above question and answer regarding advertising within the right of way. The City will need to approve all proposed kiosk locations.</p>

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16			General Question	<p>Service Provider Question: Would the City reference a solution implementation deployed at a City today for comparable purposes?</p> <p>Answer: The City has reviewed and researched a number of deployed solutions as well as those currently being implemented as well as entities that have been unable to successfully solicit and/or implement a solution. At this time, the City does not have a specific solution in mind and is open to each Vendor's proposed solution.</p>
17			General Question	<p>Service Provider Question: Would you elaborate on why the City is pursuing what we consider to be a risk-free model?</p> <p>Answer: The City has provided our sample terms and conditions for review by interested vendors.</p> <p>Note that Service Providers may take exception to specific portions of the RFP, including the City's sample contract, by including a list of their exceptions in their proposal submission. Refer to Section 1.6.12 and Section 4.1.4 for additional instructions.</p>
18			General Question	<p>Service Provider Question: How does the City define Right of Way, as it pertains to this Contract.</p> <p>Answer: The public rights of way ("Right of Way") is defined as what the streets are included in. It does not include privately owned property, nor does it include publicly owned property (i.e. the parcel of land a building sits on).</p>

In order to constitute a complete proposal/bid response you must acknowledge receipt of this addendum with the Addenda Receipt Confirmation Form in Section 6 of the RFP in your Proposal.

Any Service Provider not acknowledging receipt of an issued addendum may not be considered.

In the event additional changes or clarifications to this RFP are warranted, all Service Providers are responsible for monitoring www.ips.state.nc.us or for additional addenda.

We appreciate your interest in doing business with the City of Charlotte and look forward to receiving a Proposal from your company.

Sincerely,

Amelia Beonde
Services & Technology Supervisor

cc: RFP Team
RFP File

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ATTACHMENT A

DATE	EVENT
DECEMBER 8, 2017	<i>Issuance of RFP.</i> The City issues this RFP.
DECEMBER 20, 2017	<i>Request for Proposals Acknowledgement.</i> Companies that intend to submit a Proposal shall submit the RFP Acknowledgement Form on this date per the instructions listed in Section 2.2.
DECEMBER 20, 2017	<i>Submission of Written Questions Prior to Pre-Proposal Conference.</i> Companies are permitted to submit written questions, for purposes of clarifying this RFP. All submissions must be pursuant to the instructions in Section 2.3 by 2:00 p.m.
JANUARY 5, 2018	<i>Non-Mandatory Pre-Proposal Conference</i> to be held at the location indicated in Section 2.4 at 2:00 p.m.
JANUARY 22, 2018	<i>Submission of Written Questions After the Pre-Proposal Conference.</i> Questions are due by 5:00 p.m.
FEBRUARY 14, 2018	<i>Proposal Submission.</i> Proposals are due by 2:00 p.m. at the Procurement Management Division, CMGC 9 th Floor.
FEBRUARY 14, 2018 – MARCH 28, 2018	<p><i>Evaluation.</i> The Evaluation Committee will assess each Proposal and conduct evaluation activities with Companies.</p> <p><i>Shortlisting.</i> The evaluation team will shortlist Companies for further consideration the week of February 19 – 23.</p> <p><i>Company Demonstrations and Interviews.</i> Shortlisted Service Providers will be onsite for System Demonstrations and Interviews with the Evaluation team the week of March 5-9.</p>
MAY 14, 2018	<i>Contract Award by Council.</i>
JULY 1, 2018	<i>Services commence.</i> Company begins providing the Services.