

ADDENDUM NO. 1

TO: All Vendors

FROM: Jason McGarry, Procurement/Contracts Administrator

SUBJECT: CARTA2020-01 Digital Signage

DATE: April 24, 2020

This Addendum No. 1 modifies the Request for Proposal (RFP) only in the manner and to the extent as stated herein.

QUESTIONS AND ANSWERS

- 1) **Do you have existing solar panels that you want us to connect to or should we be quoting them. If quoting, do you have size specifications?**
 - a. No existing panels
- 2) **Are you expecting the bus stop screens to be 100% solar powered or supplementing an electrical source with solar power?**
 - a. 100% solar powered
- 3) **Can you give some detail into the purpose/functionality of the GPS triggering capability?**
 - a. For vehicle tracking
- 4) **Is there a certain manufacturer CARTA is looking for in this digital signage?**
 - a. No
- 5) **The RFP list two types of signs (2.2) however (2.10) list three different types being the Digital Bus Stop/Shelter, Interactive Kiosk, and Infotainment Sign. I wanted to confirm whether it would be the two signs or the three in the proposal.**
 - a. Three
- 6) **What are the current CARTA hardware and/or software systems that are currently in place at these locations that would require utilization and/or integration?**
 - a. We do not currently have any displays in place
- 7) **What details can be provided about the current AVL Server that CARTA has in place?**
 - a. We use Swiftly
- 8) **What are the current Bus Rapid Transit ITS Systems that are in place?**
 - a. [We are in the application process](#)
- 9) **How many of each portion of requested hardware is needed to be included within the proposal:**
 - a. Digital Bus Stop/Shelter Signage - Yes
 - b. Interactive Kiosks – Yes
 - c. Infotainment Signs – Yes
- 10) **Must all aspects of the system live on CARTA servers or can aspects live on selected vendor's servers?**
 - a. Vendors server
- 11) **Is there a specific format/ order you would like the response delivered in?**

- a. No
- 12) What types of data feeds/formatting can the Swiftly AVL/CAD system provide our digital signage system? GTFS, RSS/XML, or CSV, any others? What other details can you give us? How often does it need to update?**
- a. GTFS feed, it needs to display real time arrival time pulling from the GTFS feed
- 13) The RFP states; “2) touch screen kiosk digital displays that are also installed at bus stops and shelters.” Other than having a button to read transit info aloud for the hearing impaired, what other interactivity is required on the touchscreens at the bus stops?**
- a. Toggle between routes and stops, read alerts
- 14) The RFP States that “The signs must be compatible with a range of Bus Rapid Transit ITS systems as well.” Can you provide any specific systems names?**
- a. We are applying for funds for our BRT and would like to use the displays at those pickup points as well as our current transit stops
- 15) What type of connectivity will our players have? Wired network drops provided by the customer? Cellular provided by us? Others?**
- a. It will be your responsibility to install whatever is needed to make them connect
- 16) Is the main AVL server hosted on premise or in the cloud?**
- a. Cloud
- 17) Can you define “In-Place” communications from this sentence in your RFP? “As part of the system design, the vendor will be required to utilize in-place communications infrastructure at bus stops and shelters for transmitting real-time transit information to digital displays from the central software required for digital display management.” Is it just referring to us providing a 3G/4G cellular connection of our own for each of our digital signage deployments at the locations?**
- a. Yes
- 18) Cellular connectivity was mentioned with the Interactive Kiosks. Is cellular needed on all Interactive kiosks?**
- a. Yes
- 19) Your RFP reads “CARTA reserves the right to approve or reject the service facility specified by the Vendors.” Can you elaborate on what it means to reject a service facility?**
- a. This requirement has been removed
- 20) On the interactive kiosk there is the description of real time info, maps, and trip planning. Do you have any examples you can provide us of what you envisioned this to look like?**
- a. It would show a map of the system with real time information on where buses are
- 21) Similar question as above. There are a lot of directions you can go for infotainment. Do you have any examples for the type of look and entertainment content you want it to have?**
- a. we are looking for displaying advertising
- 22) The RFP states that “The vendor is responsible for obtaining all permits from the jurisdictions (municipal or SCDOT)” What is the best way to determine what permits are needed? Can you provide some guidance/direction in this area?]**
- a. You would need to check with SCDOT
- 23) Will CARTA consider allowing digital only proposal submissions due to current coronavirus lockdown restrictions? Printing and shipping physical copies will increase community**

exposure/transmission risk of the virus and potentially could expose CARTA staff to contaminated packaging.

- a. No
- 24) Is it CARTA's intent or desire to have a single content management system for programming messages and graphical content on all signs (onboard infotainment, bus stops, and transit centers)?**
 - a. Yes
- 25) Will CARTA consider motion activated ADA audio announcements for digital signs at bus stops instead of a push button**
 - a. Yes
- 26) Would CARTA be interested in bus stop area safety lighting as a value added feature for bus stop and shelter signs?**
 - a. Yes, as an option
- 27) Has CARTA identified a list of target locations for digital signage to be installed? If so, could you please share the location list**
 - a. No, we have not determined that list yet
- 28) Has CARTA estimated the total # of digital signs to be installed?**
 - a. No
- 29) Can CARTA disclose the project budget / grant funding available for this project?**
 - a. No
- 30) Given Charleston's exposure to seasonal hurricanes, are there specific environmental requirements for wind loading / mounting that must be satisfied?**
 - a. They must meet hurricane standards
- 31) Will CARTA consider proposals that offer other digital sign types / solutions that meet the overall project goals and objectives, but may differ slightly from the technical specifications in Sec 2.10?**
 - a. Yes
- 32) Will CARTA consider awarding multiple contracts to different companies that specialize in one or more of the specific sign types listed in the RFP: (a) Digital bus stop/shelter signage, (b) Interactive Kiosk, (c) infotainment signs**
 - a. No
- 33) Can CARTA please ensure that there are at least 5 business days between the release of responses to vendor questions and the proposal due date (which may mean extending the due date), so we have ample time to incorporate feedback from CARTA in our proposals?**
 - a. Confirmed
- 34) In order to better understand the Swift AVI system, we need to know how the feeds are being transmitted into the monitor/signage system.**
 - a. The AVL data is transmitted via a Google feed
- 35) Can you elaborate on what you encompass with "Real-time information", can this be better identified? On what subject specifically is this information required? Bus on route?**
 - a. Next arrival time
- 36) Trip planning, exactly what features needs to be planned**
 - a. How to get from point A to point B
- 37) Touch technology, any specific type you're looking for? IR/PCAP/Resistive?**

- a. We are open to any
- 38) How many locations are there?**
 - a. Undetermined at this time
- 39) How many displays in total?**
 - a. Undetermined at this time
- 40) Single-sided or double-sided kiosks?**
 - a. Single
- 41) For the 10", 13", 32" – what type of security is required?**
 - a. Tamper Resistant
- 42) Can you please be more specific on use case of each display; what will they be showing, and how used?**
 - a. They will show next arrival times and detour information
- 43) For the solar powered, is the display meant to obtain supplementary power from the solar panel, or all of its power?**
 - a. Supplementary
- 44) Will there be a storage area or otherwise for the battery/capacitor?**
 - a. Yes
- 45) With display compartment limited, where will an external enclosure be placed?**
 - a. Either on the shelter or pole
- 46) Pretty specific instructions on some, e.g. "edge illuminated," is there a design document already in mind?**
 - a. No
- 47) Which software will be installed? To accomplish what?**
 - a. Next arrival time and detour information will be displayed
- 48) Which accessories will be required? i.e. Media Players, Wireless Router, HDMI Splitter, etc?**
 - a. Whatever is needed to make it communicate with a remote computer for updating
- 49) Biometrics, cameras, etc. tied into, or separate from kiosk?**
 - a. Seperate
- 50) Is IP-rated Media Player Enclosure Necessary (XACE-01, XACE-02, Custom-Made, etc)?**
 - a. No
- 51) Is there a Display Manufacturer and models #'s ?**
 - a. No
- 52) Will the client source displays?**
 - a. No
- 53) Will the kiosks that require touch be indoor or outdoor?**
 - a. Indoor
- 54) If indoor, does the display already have touch? Or do we need to source touch third-party?**
 - a. No, we do not currently have any kiosks
- 55) Bus Mounted Screens**
 - a. Can you please define the quantity per bus and any phases?
 - i. Not yet determined
 - b. Can you please define the quantity of bus fleet that will receive these screens and phasee?
 - i. Not yet determined

- c. Have you identified the location, or can you provide general information regarding where in the bus you envision the screens to be mounted
 - i. In the front of the bus

56) Interactive Kiosk w/ 55" touchscreens

- a. Is this for an indoor or outdoor deployment...or both?
 - i. Indoor
- b. Do you have a preference for a wall mounted or a standalone kiosk?
 - i. Standalone
- c. What is the quantity and phases planned for this model?
 - i. One initially

57) Bus Shelters / Stops

- a. What is the quantity and phases of Bus Shelter installations?
 - i. Not yet determined
- b. What is the quantity and phases of Bus Stop installations?
 - i. Not yet determined
- c. Are there any variations of either / both models?
 - i. No
- d. Why Grayscale (up to 300 dpi) screens?
 - i. Easier to see in sunlight
- e. What drove the decision to use Grayscale?
 - i. Easier to see in sunlight
- f. Are you looking for something specific?
 - i. No
- g. Can a color monitor be used?
 - i. Yes
- h. Can you please provide the manufacture and model of the Bus Shelters
 - i. Brasco Shelters
- i. What diameter poles are used at the Bus Stops?
 - i. 2" Square
- j. Will there be any other equipment mounted on the poles?
 - i. No
- k. Can you please clarify whether there are certain installation locations identified as 10" or 13" display locations (potentially bus stops) and others identified as 32" locations (potentially bus shelters)or are any of those sizes acceptable across all locations?
 - i. Yes, there will be a variety across all locations

58) Installation

- a. Have you identified specific locations for installation of the solar panels – if so please advise...or will they be mounted per the supplier's discretion at each location?
 - i. Per suppliers discretion

59) Technology

- a. Does the software for the Interactive 55" Kiosk exist?
 - i. No
- b. Who is the preferred sales contact for Swiftly AVL/CAD?

- i. Jonathan Simkin
- c. Is AVL a front-end solution that we just display – or will an API be provided for which we would need to create the front end?
 - i. An API will be provided
- d. The Interactive Kiosk states: Wi-Fi, cellular, Ethernet with "Offline capability." Without network services, capabilities of the service would be very limited. What offline capabilities are required?
 - i. Ability to display detour information

Offeror shall acknowledge receipt of Addendum No. 1 in the space provided below and return with their proposal. Failure to do so will subject the proposal to rejection.

Authorized Signature

Company Name

Date