WAYNE STATE UNIVERSITY

Division of Finance and Business Operations

Procurement & Strategic Sourcing
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August 14, 2024

Addendum #2 - To
Request for Proposal
RFP Digital Sign 2024
dated July 29, 2024

This Addendum must be acknowledged on Schedule D.

Please find the following questions and answers in regards to the above bid opportunity.

Question 1: Questions #26-36 in the Vendor Response Excel Document that is required to answer do appear to be Wayne State University end user questions - can you confirm or how you would want us to address those?

Answer: The Addendum 1/Minutes indicated that Question 25 Cherwell Ticket System Question and Questions 26 – 46 of the Schedule E – Detailed Questionnaire can be disregarded.

Question 2: How many touchscreens do you currently have on campus? If none, is this something you're looking to implement in the future?

Answer: 4-6 signs

Question 3: Are visual examples of the current templates available for us to review?

Answer: Examples provided in the Word document

Question 4: Can Wayne State provide an example of the RSS/Data feed currently being used to manage content?

Answer: Examples provided in the Word document

Question 5: Please confirm that the existing data feed is available through the public facing internet.

Answer: Confirmed, all data feeds are publicly accessible.

Question 6: What are the technical specifications of your current media players?

Answer:

Unfortunately, this is not a simple answer. The answer depends on the signage solution we go with. However, for historical purposes the University is currently running a Windows 10 solution and will be migrating to Windows 11. Our worst computers are 12-13 years old and need replacement. Our "best" computers are i5-11500T Processor, 16GB RAM, 256GB SSD (NVMe) storage. They are specifically Dell Optiplex 7090 Micro. The best ones we have are over 3 years old.

The latest version available from Dell today is:
Dell OptiPlex Micro Form Factor 7020
Processor: Intel® Core™ i5 14500T vPro® (24MB cache, 14 cores, 20 threads, up to 4.8 GHz)
Operating System: Windows 11 Pro
Memory: 16 GB: 1 x 16 GB, DDR5
Storage: M.2 2230 256GB PCIe NVMe SSD Class 35

Dell link:
https://www.dell.com/en-us/shop/desktop-computers/new-optiplex-micro-form-factor/spd/optiplex-7020-micro/

The goal with this project is to require far less computing power to deliver more reliable digital signage. Ideally, spend less on maintaining Windows and work more on the content.

Question 7: Can we include additional supporting documentation to our 25-page response

Answer: To keep Proposals at a size that is readable and discernible, the page count limitation was established and shall not change.

Question 8: Pertaining to the "RFP Digital Sign 2024 PPoint" PPT document, Slide 7– "Only the C&IT team and Marketing team will need direct access to the signage software, the communicators will be managing content through the University Content Management System (CMS)."
Question - Does this differ from what we are proposing and will we need to integrate our CMS with this CMS?
Answer: No need to provide any integration with the university CMS. WSU Marketing team will provide data from the CMS in the necessary format to feed the signage software specifications.

"RFP Digital Sign 2024 SchedC-SchedE Rev7-25" Excel Questions
Several questions follow, pertaining to the "RFP Digital Sign 2024 SchedC-SchedE Rev7-25" Excel document:

Question 9: Clarification for Question 4c-c:
4c-c. "The ability to keep a single page up indefinitely (determine if it is locked up and refresh automatically)"

Answer: For example, we have this live web page visible in the Welcome Center at all times:
https://signage.wayne.edu/welcome-center/

Question 10: Question - Could you please clarify – are you referring to a web page or HTML content? Or, is this truly just a "page". Could you please expand on what you mean by page and up?

Answer: Web page with HTML content intended to run in a built in browser. See above answer or Word document example of screens and their sources.

Clarification for Several Questions:
Question - Could you please expand on what you are looking for in our responses with regards to the following questions?
Question 11: What was your previous digital signage solution?

Answer: Fourwinds interactive

Question 12: How many unique templates do you currently have running in rotation?

Answer: ~40 unique layouts

Question 13: Do you currently have touch screen signs in production?

Answer: Yes

Question 14: Do you currently have multiple display array signs in production?

Answer: Yes

Question 15: During initial implementation, how satisfied were you with the support provided by the company?

Answer: Satisfied

Question 16: What has been your experience managing the status of each player/sign remotely?

Answer: Software reporting can often differ from VNC views

Question 17: What are the top three things you would change about the system implemented that you wish you would have known at the beginning of the project?

Answer: 1) Reliability 2) Remote management expectation vs reality 3) Limited triggering of templates based on content (skip templates if there are no images to rotate)

Question 18: What are the top three most important features about the system you could not live without?

Answer: 1) Ability to feed a template with dynamic content from a third-party source 2) Playlists which loop and show/skip based on content sources 3) Ability to interrupt any (or all) signs with emergency messaging based on a content feed.

All questions concerning this project must be emailed to: **Robert Kuhn**, Procurement & Strategic Sourcing at **313-577-3712** Email: **Rfpteam3@wayne.edu**.   The Question Cut Off was 12:00 p.m., **August 9, 2024.**

Do not contact the Computing & Information Technology and Marketing & Communications, or other University Units, directly as this may result in disqualification of your proposal.

Thank you

Robert Kuhn,
Senior Buyer, Purchasing
313-577-3712

CC: Cindy Miao, CIT & Nick DeNardis, Charles Plater, Steve Wassef, Attendees list.

Attachments: