



March 02, 2021

**ADDENDUM NO.: Two**

**TO ALL OFFERORS:**

**REFERENCE:** Request for Proposal No: **RFP# CMJ-1076**  
Dated: February 16, 2021  
Commodity: Digital Signage System  
RFP Closing On: **March 16, 2021 at 2:00pm**

Please note the clarifications and/or changes made on this proposal program:

- 1. Question: How many digital signage players do you plan on deploying regarding this digital signage system? How many pieces of hardware do you plan to purchase as part of the bid, and how many licenses?**

Answer:

Regarding hardware, there is a signage system/hardware currently in place. If specific hardware is recommended or required for the proposed system offerors should address requirements in section IV.G. Hardware.

Regarding licensing, per the RFP Section II: "Presently there are approximately 90 end users, and approximately 200 signs in use in the current Four Winds deployed system." Nearly all of the screens have a dedicated player computer. Offerors should indicate their licensing model under Section IV.C. General and pricing in Section X. Pricing Schedule.

- 2. Question: What are the pros and cons of what JMU currently has deployed and what features or functionality are they looking to improve on? This will help us determine the right fit.**

Answer: Unable to answer. Offerors should describe their system(s) capabilities per the requested information in Section IV Statement of Needs.

- 3. Question: Cloud or on-prem? I believe 22 miles is cloud but I also saw somewhere in the document JMU wanted the option to host themselves.**

Answer: The university is willing to consider proposals or SaaS or on-prem systems.

- 4. Question: Are they doing the content creation/wayfinding MAP themselves or do they want that to be created for them?**

Answer: The university does not require content creation at this time. Offerors can price additional optional items in their response under Section X Pricing Schedule.

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5. **Question: Why has this RFP been released?**  
Answer: As an agency of the Commonwealth of Virginia JMU is required to seek competition to the fullest extent possible. At the approach of the end of term contracts JMU goes out to RFP to seek such competition.
6. **Question: What challenges has JMU experienced with its existing digital signage platform?**  
Answer: Unable to answer.
7. **Question: What are the biggest pain points or issues JMU would like to resolve regarding its future digital signage platform?**  
Answer: Unable to answer.
8. **Question: Will content creation be required? If so, what kind of content will JMU need?**  
Answer: See response to #5 above.
9. **Question: Does JMU wish to replace the existing hardware (displays, players, etc.) as well as the content management system?**  
Answer: See response to #1 above.
10. **Question: What hardware will remain in place after the contract has been awarded?**  
Answer: See response to #1 above.
11. **Question: When does JMU plan to award this contract?**  
Answer: Unable to answer.
12. **Question: What is the projected timeline for the new deployment?**  
Answer: The current software service contract ends 2/28/2022. Offerors should detail typical timelines in Section IV.C.2. of the RFP response.
13. **Question: Is JMU tax exempt?**  
Answer: Yes.
14. **Question: Is this a prevailing wage/Davis Bacon wage project?**  
No. Additionally, as previously stated in Addendum One for CMJ-1076: There is no construction requested in this RFP. The primary focus of the RFP is digital signage software for existing wayfinding/kiosk signage at the university.
15. **Question: Section II Of the 90 current users, can you help us understand approx. how many fall into two different user roles:**  
a. **Author: those who manage FWI for the campus, template designers, design templates and oversee integrations**  
b. **Contributor: those outside the author role**  
Answer: University users do not exactly conform to the described roles, but we have two user/rights system administrators, two trainer/template administrators, and the remainder of our users are essentially content managers/creators. Offerors should provide licensing information requested in Section IV.C.5. (and in Section X Pricing Schedule) to cover variance in total users and different roles available across the life of the contract.

**16. Question: Section II Are you anticipating any upcoming growth beyond the 200 existing signs? If so, how much?**

Answer: This RFP is for a ten-year contract, and while growth is possible the needs are not currently known. Offerors should provide licensing information requested in Section IV.C.5. (and in Section X Pricing Schedule) to cover variance in total signs across the life of the contract.

**17. Section IV.G. Are you planning to upgrade any of your older/existing hardware as part of this RFP? If so, do you have quantities and sizes identified?**

Answer: None identified at this time, see response to question #1 above.

**18. Question: Section IV.G. Are you planning to re-purpose the existing FWI players? Are they all running Win10?**

Answer: We plan to continue with current hardware as able. Most of the players run Windows 10 2016 or 2019 LTSC. There are about a dozen that run iOS that are used as meeting room signs.

**19. Question: Is this an RFP in addition to the current Fourwinds solution or in replacement of the said solution?**

Answer: The current software service contract ends 2/28/2022.

**20. Question: Does the digital signage solution need to integrate with the current Fourwinds platform and hardware?**

Answer: No.

**21. Question: How many screens and media players are required in total?**

Answer: See answer to question #1 above.

**22. Question: Could third party content be featured on the screens?**

Answer: At present, JMU does not publish third party content, nor are there any known plans to pursue this option, it is possible if in accordance with university policy. Offeror's may opt include information in their response as an optional item.

**23. Question: If so, is content development part of the scope of the current RFP?**

Answer: See answer to #5 above.

Signify receipt of this addendum by initialing "*Addendum #2* \_\_\_\_\_" on the signature page of your proposal.

Sincerely,



Colleen Johnson  
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