

Digital Signage

Vendor Walk-Through White Board Questions (Answers below each question)

1. How will training be addressed? How much, to whom, what content?
 - a. As identified in the RFP, we would expect to follow a 'train the trainer' model. That means that the 4th Judicial District has identified staff that will play key roles with the application set moving forward and these people will be responsible for ensuring remaining internal staff are properly trained in specific duties.
 - b. It is our expectation that the train the trainer sessions would be conducted on site here in 4th District Offices.
 - c. The content to be delivered to 4th District Trainers should be a comprehensive and thorough training on the full application set. The application set should consist of the Enterprise software that delivers content to the players, system configuration and security settings, and device configuration and management.
 - d. The amount of time needed to deliver training is to be determined by the supplier. We expect a range of 2-4 days to thoroughly cover the material.
2. What utility software is used to power on/off devices?
 - a. Presently, all display devices are manufactured by NEC, and all use the NEC NaViSet utility to power on and off.
3. When will building floor plans be available?
 - a. Building floor plans will be made available to the successful vendor. The building owner does not wish that these floorplans be made publicly available for security reasons.
4. What is the lead time for construction and electrical?
 - a. The present construction and wiring lead time is approximately 30 days.
5. Is the present single electrical outlet a challenge on the lobby display wall in the Government Center?
 - a. The present signage solution uses an internal blade player, powered through the monitor. If additional electrical is required, please specify that need and the rationale.
6. Is there an enterprise level (state) level software application in place now for digital signage?
 - a. There is no existing enterprise software solution for digital signage.
7. What transport mechanism exists now between buildings? Who owns that mechanism? What about to the 'Dales'?
 - a. The building owner has fiber network between the downtown buildings and believes there is sufficient bandwidth to handle future demand. An analysis should be performed to determine the impact that Phase II demand will place on the system.
 - b. The Regional Service Centers are presently connected by 100mb fiber network, provided by Century Link to Hennepin County. The present position is that there is sufficient bandwidth to handle future demand.
8. Does Courts have a preferred contractor for device installs? (3rd Party subs)?
 - a. The 4th Judicial District does not have a preferred contractor for installing devices.
9. Is there a preference for minority, female owned, veteran owned businesses?

- a. There is no preference presently defined for minority, female, or veteran owned businesses.
10. Are there solution options that are not viable based on building owner expectations?
- a. There are. Once the RFP responses have been screened and scored and the short list defined, joint review sessions will be held between the District and the building owner to ensure proposed solutions meet collective expectations.
11. What is the process for building contractor to interface with building owner on construction problems or opportunities?
- a. A formal weekly project meeting will be established for all key stakeholders, once the digital signage partner has been selected and contracts are in place.
12. Who pays for and performs all construction?
- a. 4th Judicial District pays for all construction costs. Hennepin County and its approved contractors perform all construction related activities.
13. What scheduling (access/hours) for the building will be available?
14. Plan for implementation?
- The intent is to replace existing solution in pieces, building by building. An implementation plan will be developed with the selected partner.
- a. Software – the enterprise software will be installed in a test environment first. This environment will facilitate training and content sampling. The production environment will be installed at the same time. Once content has been developed the content can be pushed to the existing devices
 - b. Hardware – The District has established a lay down space at the Government Center where devices can be configured, tested, and staged for production deployment. Devices can be replaced on a specific published schedule
15. Provide addresses for the Regional Service Centers?
- a. Southdale Regional Service Center – 7009 York Ave. South, Edina, MN 55435
 - b. Ridgedale Regional Service Center – 12601 Ridgedale Drive, Minnetonka, MN 55305
 - c. Brookdale Regional Service Center – 6125 Shingle Creek Parkway, Brooklyn Center, MN 55430
16. Possible to have a live internet connection to each player?
- a. It is possible depending on the intended use of the live connection.
17. Static or dynamic IP addresses?
- a. Both, depending on how the signage network is configured and how the enterprise software connects to individual or groups of devices.
18. Can source code be held in escrow?
- a. The 4th Judicial Branch would accept a source code escrow, with the following provisions:
 - i. Vendor agrees to pay for the escrow services
 - ii. Escrow Servicer is agreeable to both parties
 - iii. Escrow Servicer can provide timely delivery of source code should the need arise.

Supplier Questions received on 3/23/15 via E-Mail

1. Can you extend the bid date so that the vendors have time to adjust proposals based on MJB answers?
 - a. No, the bid date cannot be extended.
2. Will there be an opportunity to ask follow up questions after the MJB releases the first round of answers?
 - a. The Project Manager will accept questions through March 24.
3. Please clarify which phases need to be included in the initial cost proposal
 - a. Both phases should be included in the cost proposal. Phase I scope is reasonably clear. Phase II is defined, but not finitely scoped. Proposals should represent your best thinking for each Phase.
4. Which locations should be included in Phase 1 cost proposal?
 - a. 7 locations should be included in the Phase 1 cost proposal. The Juvenile Justice Center does not have lobby displays due to privacy requirements. All other locations have daily docket displays.
5. Does the MJB want searchable display pilot pricing included in Phase I?
 - a. Yes, the searchable display pilot costs must be included in Phase I costs.
6. If old equipment needs to be removed is the MJB responsible for wall repair?
 - a. Yes, the District Courts are responsible for wall repair. Vendor is not responsible for repairs to physical structures.
7. Does the court want to replace all current NEC units with new hardware?
 - a. It is understood that some or all display devices may need to be replaced as part of a better solution, but that decision is based on a recommendation from the supplier based on industry best practices, an understanding of the physical spaces, and traffic flow in those areas. The daily docket volumes, morning and afternoon dockets, and court hours all are part of the inputs into determining whether the existing displays can be used or should be replaced.
8. Can the vendor provide interactive touchscreen monitors (wall mounted) instead of floor standing kiosks for the searchable pilot display?
 - a. Yes, a wall mounted device is preferred.
9. Sample contract page 21, Item III. C indicates that equipment subject to sales tax, however, RFP, Page 7, item 5 states that sales tax should not be included. Please clarify?
 - a. The District pays state sales tax, however, the District self pays this tax directly to the State and not to the vendor.
10. Does the MJB want the option to show weather on the monitors? Traffic, short video's?
 - a. The District does have the desire to display things such as weather, traffic, or other data such as data crawl (RSS feeds) Emergency Notifications, etc.

Appendix E, Page 1: Enterprise Software, Section 1, A-F

1. What type of content management system does MJB use?
 - a. The District does not presently have a content management system in place.

2. Is this the same for each location
 - a. Yes
3. Please list how the vendor system would need to work with your current content management system(s)?
 - a. Not applicable
4. Please clarify your vision for the MS-Outlook exchange integration
 - a. There are meeting rooms in Outlook that can be scheduled. Our vision for the Exchange integration would be to have a display outside conference rooms with the day's reservations, and potentially permit the scheduling of the conference room from that display.
5. How many Case Management Systems will the vendor be required to connect to?
 - a. There will be no integration to any Case Management System. The intent is to continue to use the present data delivery method (MNCIS Case Management system sends via FTP to our .sql instance every 15 minutes as a delete/replace) to provide daily docket information for required displays.
6. What kind of Emergency Notification System will the vendor be required to connect to?
 - a. Presently there is no Emergency Notification System in place; however, it is a desire to have that system in place in the future and to establish a connection to that service.
7. Are the Emergency Notification Systems the same in each location?
 - a. Not applicable presently. In the future, a single enterprise system would service all locations.

Appendix E, Page 1: Enterprise Software Section 2, A-D

1. Are the courtroom monitors going to be dedicated for the docket?
 - a. Daily Docket is a potential use for the courtroom monitors. Vendors should feel free to propose additional uses.

Appendix E, Page 1: Enterprise Software Section 3, A-F

1. Does the MJB want pricing for this section included in the Phase 1 proposal?
 - a. Yes, the Enterprise Software should be part of Phase I cost.
2. Does the MJB want the vendor to provide touchscreen monitors for each courtroom based on these requirements?
 - a. The vendor should propose a solution (software, hardware, other elements required to complete the solution) that addresses the needs or considerations expressed in that specific section.
3. Please supply all bidders with a list of quantities of courtrooms that need interactive monitors
 - a. Presently, the District recognizes approximately 92 courtrooms. The District and the selected partner will prioritize the implementation of those devices based on available funding and demand.
4. Would the MJB prefer the vendors to supply 32-inch touchscreen monitors for outside the courtrooms?

- a. Interactive devices are an option based on the broader solution proposed by the vendor. The District has no preference to display size, as we believe that part of the overall solution.
- 5. Does this software need to be multi-lingual?
 - a. Yes.
- 6. If so – please provide a list of which languages should be included?
 - a. Presently, the District supports the following languages: English, Spanish, Somali, and Hmong.
- 7. How many touchscreen devices should the vendor supply for the juror area?
 - a. The district has no experience to draw on to provide an answer. We routinely host 125-175 Jurors weekly, primarily on Monday and Tuesday mornings between 8 and 9:15am, however we have had as many as 250 during the same time period. Therefore, we rely on vendor’s expertise and experience to help establish that quantity.
- 8. Would the MJB prefer the vendor supply 32-inch touchscreen monitors for the juror area
 - a. The vendor should anticipate providing touchscreen monitors for the juror area. The specific size is dependent on the broader proposed solution by the vendor.
- 9. How many monitors would the MJB like for an on-demand roll call status?
 - a. The District presently has no experience with an on-demand roll call status. Vendor should propose this as part of their broader set of solutions.
- 10. Will all locations need Juror information displayed
 - a. No, Only at the Hennepin County Government Center.
- 11. If so-please provide a quantity and size list of hardware per each location
 - a. NA

Appendix E, Page 2: Phase 1, Section 2

- 1. Please list all the existing data sources that the searchable display pilot will need to connect to
 - a. The only existing data source is the connection to the .sql calendar display database.

Appendix E, Page 2: Phase 1, Section 2, D

- 1. Please provide more detail on what 2 D includes; “A means of tracking usage must be established to help determine the number of devices to be installed in other facilities where deemed beneficial”.
 - a. The District has no experience or data to support the installation of searchable devices. Our intent with the Searchable Device Pilot in Phase I is to gather statistics to aid in future decision-making. Vendor should propose a means of gathering relevant data to support decisions for future deployment.

Appendix E, Page 2: Phase 1 Documentation, Section 1, A-C

- 1. Please clarify documentation to be included for A, B and C
 - a. The District will follow a ‘train the trainer’ approach. Vendor should plan to provide the necessary training curriculum and supporting materials for District trainers.

- b. The District operates in eight different buildings. Each building will have at least one content contributor.
- c. Based on solutions provided, training materials should address any and all configurations, content types, integrations, and customizations present in the solutions proposed.

Appendix E, Page 3, Phase 2

1. Will any cost from Phase 2 need to be included in Phase 1 proposal?
 - a. Phase II costs should be represented independently of Phase I. Appendix F should be used to summarize this cost.
2. Would the MJB prefer the vendors to include wording that they do, or do not, comply with the Phase 2 specific needs and requirements?
 - a. The District would request that the vendor indicate their ability to not meet any needs or requirements.

RFP Page 2, Section 2: D, Background

1. What are the current “home grown and off the shelf solutions” that are detailed?
 - a. Currently the District has an internally developed solution to display the daily docket information in Courthouse lobbies. Additionally, there are several Tightrope systems presently in place in Juvenile Justice and Jury to display specific content.
2. Is the MJB open to vendor suggestion as to how many monitors are needed to display the docket?
 - a. Yes
3. Is the MJB requesting that all 8 locations listed here be included in the initial proposal?
 - a. Yes
4. Is the MJB requesting that the vendor supply commercial grade replacement hardware?
 - a. The District relies on the supplier to define the best solution which may be a mix of devices based on the volumes and hours of operation information provided in the RFP.
5. If so-is the MJB requesting that all of the replacement hardware be 40-inch monitors?
 - a. The District is open to vendor recommendations. We understand that what is presently in place does not meet the current demand. Solutions should focus on improving the present means of information delivery.
6. If so-what quantity will be smaller monitors for outside of each courtroom?
 - a. There are approximately 92 courtrooms in the District.
7. For courtroom monitors would the MJB like 27-inch or 32-inch monitors?
 - a. The District has no opinion on this and believes the vendor’s proposal should provide that recommendation based on the broader solution and experience provided by the vendor.
8. If not 40-inch, 32-inch, or 27-inch, please specify what size the vendor should supply per location?
 - a. See question 7 above for response.

9. Please provide a quantity and size list of all hardware per each location?
 - a. The purpose of this Request for Proposals is to gain vendors best thinking about the Districts needs and uniqueness's in each facility. The District knows only what has been done in the past, and knows that the present solution solves a portion of the information delivery challenges faced by our clients. The District respectfully requests that each vendor provide solutions based on their industry knowledge and past experience that improve our information delivery needs and better serve our clients.

RFP Page 2, Section 3: Project Goals, A

1. How many of the displays will need to be interactive to meet the requirements for the searchable display pilot?
 - a. Our original thinking was one device at the Hennepin County Government Center would serve as our pilot; however, we are not tied to that. We are open to any recommendation provided by the vendor.

RFP Page 3, Section 4: Project Deliverables, A – Phase 1

1. Does the MJB request hardware and software be included in the initial proposal for the searchable display pilot?
 - a. Yes.
2. Would the court prefer the installation work to be completed after normal business hours?
 - a. Normal building hours of operation are from 6am – 6pm, Monday through Friday. Prior notice is required to work outside those hours. Vendor's proposed solution and implementation plan should include those points where working outside normal building hours would be required and the impact thereof.
3. Can the MJB confirm that they will be providing electricity to each monitor location
 - a. Confirmed. The District and Hennepin County will provide required electrical at each location.
4. Can the MJB confirm that they will be providing network cabling to each monitor location
 - a. Confirmed. The District and Hennepin County will provide required cabling at each location.
5. Can the MJB confirm that they will be providing the network backbone?
 - a. Confirmed. The District and Hennepin County will provide network backbone.
6. Can the MJB confirm that they will be providing the Wi-Fi network?
 - a. Confirmed. The District and Hennepin County will provide Wi-Fi network.
7. Will the current monitors or replacement monitors be located in the same places that they are currently?
 - a. We assume displays will be in the same location, however, if vendor has other ideas they should be proposed as part of the solution for the District to consider.
8. The MJB would not be purchasing custom software, they will be purchasing a license to use any vendor existing product. What alternatives to transferring source code will the MJB accept?

- a. The 4th Judicial Branch would accept a source code escrow, with the following provisions:
 - i. Vendor agrees to pay for the escrow services
 - ii. Escrow Servicer is agreeable to both parties
 - iii. Escrow Servicer can provide timely delivery of source code should the need arise.
9. In current equipment locations can we utilize existing cabling?
 - a. Yes, existing data and electrical connections can be used.

RFP page 3, Section 4: Project Deliverables, B, Phase 2

1. Does the MJB request that the vendor including pricing for Phase 2 in the initial proposal?
 - a. Yes. We understand the scope of Phase II lacks good definition. If the vendor provides a proposed solution for Phase II consideration, the cost of that solution should be included.

RFP page 7, Section 6: B, 5

1. Please further define what should be included in the initial proposal with regards to “infant mortality and premature device failure”?
 - a. We understand that electronic devices unexpectedly fail very early in life (infant mortality/premature device failure). We need to clearly understand what the warranty period is for all devices and should devices fail unexpectedly prior to the expiration of warranty, how the replacement of that device will be managed.

Exhibit D, Page 31

1. If vendor does not need to utilize subcontractors, is any wording needed in the proposal as such?
 - a. It would be helpful to include a statement indicating that no sub-contractors are required to perform any work.

State Contract, Page 41, Section 6A

1. Does the MJB want the support costs for one year, three years, or five years to be included in the initial proposal?
 - a. Proposals should include support costs for 3 years.

Question Received by E-Mail 3/24/15

1. Would Minnesota 4th Judicial District allow certain aspects (non PII) of the Digital Signage Solution and Administrative Scheduling tool to be Cloud based versus an entire hosted solution?
 - a. Our preference would be to host the entire application.