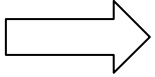


Quote Request

Content Management for Digital Signage System at 18 HACP Sites

Quotes due August 3, 2016 @ 11:00AM



Fax to Debbie Norkevicius at (412) 456-5007

Scope of Work

HACP is requesting proposals from qualified bidders to provide a complete Web-based Digital Signage Solution. This system should be scalable, flexible and complies with the features/specifications as outlined below.

HACP is requiring that this system allow the capability to create, edit and review content through a content development tool. Content development tool must have the ability to communicate approved content to a local content cache.

Content management system must have the capability to: distribute content to up to 20 HACP sites located throughout the city of Pittsburgh; distribute content according to a pre-programmed schedule developed by an HACP determined editor; and, must have the capability to override the pre-determined schedule in the event of an emergency or other urgent need.

Successful bidder must also provide HACP staff with initial on-site training that covers all aspects of content management.

Basic Functional Requirements for Content Management System

1. The System must distribute content over an IP Network;
2. The System must be user friendly for an individual with basic computer skills;
3. The System must be robust enough to expand with the agency growing business needs; capable of accommodating several displays, at a minimum;
4. The Content Development System should maintain optimum performance time and speed when simultaneous users are online;
5. The System must have a central point of administration for users;
6. The Software should not limit the number of regions created, the size of the regions or amount of content displayed therein;
7. The Software should allow for centralized content management and provide a secure interface for modifying, arranging and scheduling content;
8. The centralized management tool must allow for different users to fully manage content on each display per their business unit requirements independent of the content from other business units;
9. The Software should have a web interface for all administration and management purposes;
10. The Software should support multi-lingual content;
11. The Software should allow multiple users to simultaneously design, create and push content to the same or different displays;
12. The Software should not require a user to relinquish control of the Software in order for another user to create and (or) manipulate content on the same or different display;

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13. Contractor must provide updated documentation with the releases of any Software updates or upgrades;
14. Provide updated documentation for System administration and general user help and assistance when updates and upgrades occur;
15. Contractor must provide access to tech support/website if offered;
16. Proposer must offer a minimum of 30 hours of on location user and administrative training during the implementation of the digital signage solution;
17. Offer consulting services to aid in implementation, signage design, troubleshooting, etc.; and,
18. Proposer must create and design with agency all initial content for screens.

Technical Software Requirements

1. Software must be capable of displaying on typical large-format flat screen TVs and displays (HDTV).
2. Solution must allow for displays capable of using wired and wireless connectivity.
3. Software must be capable of running in a virtual server (such as Windows Hyper-V) or full cloud systems environment.
4. Software must allow Windows Server 2003 or later as the host operating system for any server side application components and allow for Windows 7 for locally installed client application components.
5. Content development tool must have the ability to communicate approved content to a local content cache.
6. Software must not restrict HACP to a single vendor's proprietary cache/connection hardware.
7. Software should allow the customer to use any variety of hardware (flat screen TV's and displays HDTV) size and make.
8. System should allow administrator to view each display remotely.
9. The agency request that solution should allow remote control of the display screens including the capability to turn them ON/OFF based on ad-hoc or pre-defined schedules. Such schedules shall be input into the System management tool by the user and then execute automatically.
10. Solution should provide real time or near real time updates when content is pushed out to a display. System latency shall be less than one second.

Security

1. System must have the ability to leverage active directory for security.
2. The System must allow multi-user administration.
3. The System should allow the user to carry out all content management and admin functions for such groups of displays in addition to each individual display.
4. The System must provide multiple levels of user security to accommodate multiple administrative groups.
5. System Administrators must be able to define System user roles such as admin, super users, read only users, etc.
6. The Software must provide for a mechanism to view the actions taken by users for auditing purposes.

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Video Interfaces and Content Sources

1. Software must be able to display Video including internal Video News feeds.
2. Ability to use files on a network or the Internet for signage content. These files should include image files (.bmp, .jpeg, .gif), video (.avi, .mov, .wmv, MPEG2, MPEG4, Flash, streaming, cable, TV Tuner), Live external sources (iCAL, CSV, XML, RSS, Relational Databases, live weather, Date and Time) web content, Microsoft PowerPoint files, Microsoft Word files, Microsoft Excel Files, Text files.

Signage Design, Scheduling

1. Out of the Box Functionality for displaying Signage Content
2. PowerPoint
3. Directory Information (Building, Department, and Office)
4. Advertisements
5. Weather
6. News/RSS
7. Emergency Messaging
8. Date and Time

Ease of use

1. System must include a drag-and-drop user interface.
2. System must provide out of the box templates and possess the ability to modify existing or create new templates.
3. The Software should be able to display content that is relevant to a specific location within a specific facilities based on scheduling defined by signage administrators within the Software.
4. The Software must be able to display messages/content as dictated by the location.
5. The Software must allow digital signage administrators to push content directly to the signage displays from an administrative interface or web interface.
6. System must have the ability to design digital signage that is associated with a predetermined timeline/scheduling.
7. The Software must allow digital signage administrators to preview all digital signage content before sending it to a digital signage display.
8. The Software should allow digital signage administrators to change or update digital signage content by updating the content source and not needing to access the administrative console.
9. The Software should allow for digital signage to be split into multiple areas/regions (where different content can be displayed on the same sign) on a single sign.
10. The Software should allow for advanced scheduling of content based on time, day, and month or as specified. Such advanced scheduling shall go a minimum of 1 year into the future.
11. Advanced scheduling will allow users/administrators to schedule content for a particular group of displays, a single display or a region/area within a display screen.

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Installation/ Project Management

Contractor shall provide software/service, training and set-up assistance, including but not limited to the tasks listed below. Bidder is to provide an implementation plan that discusses the responsibilities of each party, as well as includes a schedule/timeline for set-up, training and full operation of system.

Hardware Provided by Vendor at Each Site (18 locations)

1. Hardware/Software to provide one-to-many distribution to Regions and Displays located behind a common firewall to be placed at a central HACP location.
2. Hardware/software to cache and feed image stream to one or more displays in a location. Device should include both wired and Wi-Fi input and output.

Site Name	Location
Arlington Heights	3123 Cordell Place, Rear, Pittsburgh, PA 15210
Allegheny Dwellings	1710 Belleau Drive, Pittsburgh, PA 15212
Bedford Dwellings	2305 Bedford Avenue, Pittsburgh, PA 15219
Homewood North	10 Albertice Street, Pittsburgh, PA 15208
Northview Heights Estates	533 Mt. Pleasant Road, #1102, Pittsburgh, PA 15214
Caliguiri Plaza	803 E. Warrington Avenue, Pittsburgh, PA 15210
Carrick Regency	2129 Brownsville Road, Pittsburgh, PA 15210
Finello Pavilion	3206 Niagara Street, Pittsburgh, PA 15213
Glen Hazel	945 Roselle Court, Pittsburgh, PA 15207
Gualtieri Manor	2125 Los Angelos Street, Pittsburgh, PA 15216
Mazza Pavilion	920 Brookline Boulevard, Pittsburgh, PA 15226
Morse Gardens	2416 Sarah Street, Pittsburgh, PA 15203
Murray Towers	2825 Murray Avenue, Pittsburgh, PA 15217
Pennsylvania Bidwell	1014 Sheffield Street, Pittsburgh, PA 15233
Pressley Street	601 Pressley Street, Pittsburgh, PA 15212
HACP Occupancy Department	100 Ross Street, 4 th Floor, Pittsburgh, PA 15219
HACP HCV Department	200 Ross Street, 7 th Floor, Pittsburgh, PA 15219
Development & Ops Center	1205 Liverpool Street, Pittsburgh, PA 15213

Labor

1. All software must be fully loaded and designed before set-up may begin.

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2. Any installation of hardware, wiring, Internet needs, or movements will be the responsibility of the agency.

Project Manager Task (HACP Staff):

1. Project Initiation (proposal/scope review, internal review, client introduction and project prep)
2. Project Kickoff (includes preparation, kickoff call, summary & follow-up)
3. Project Status & Coordination
4. Pre-Installation Readiness Review (including HW shipment coordination)
5. Set-up Support and Wrap Up
6. Client Coordination & Review

System Engineer Tasks:

1. IT Preparation (proposal/scope review, internal review)
2. IT Readiness Call (preparation, call summary & follow-up)
3. Project Status & Coordination
4. Pre-Installation Readiness Review
5. Field Services Support
6. Software Installation & Configuration
7. Installation Wrap-up
8. Post Installation Monitoring & Support

Vendor Manager Tasks (Successful Bidder):

1. The Vendor Manager is expected to provide the software, services, training, and set-up assistance.
2. The Vendor Manager is expected to submit a status report to the Project Manager on a weekly basis.
3. The Vendor Manager must provide separate pricing for a multi-year support and maintenance agreement for the turnkey digital signage system.
4. The Vendor Manager must provide in detail information concerning support, including availability hours of general support, time to response for outages, specifics about what is covered under maintenance and what goods and services are considered out-of-scope.

Please contact Debbie Norkevicus at 412-456-5000 ext. 8505 or at Debbie.Norkevicus@HACP.org with any questions about the above scope.

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Quotes due 8/3/2016 @ 11:00AM

Service/Equipment	Amount	Cost
Information Network Channel System – Manages up to 25 Players	1	\$
Mini Player computer Dual Video Card with Tuner	18	\$
System Configuration	1	\$
Yearly Maintenance and Upgrades	1	
TOTAL		

TOTAL BID: _____

TOTAL BID: \$ _____
(in words)

Contract award will be based on lowest total bid amount

(Please print clearly)

Company Name: _____

Address: _____
(of company)

Signature: _____

Print Name: _____
(of person signing)

Phone Number: _____ **Fax:** _____

Email: _____