2/10//2020

TO ALL PROSPECTIVE OFFERORS:

Subject: RFP 20-PR-DIT-24   **Addendum # 3**

For: App development for Tours at Blue-Plains

RFP Due Date: Feb 26, 2020

The subject RFP "App development for Standardizing and Automating tours for Blue Plains Campus" was issued on 1/13/2020.

This addendum is being issued to reply to all received questions regarding this solicitation. Please refer to below table.

#	Question	Answer/Comment to Suppliers
1	Approximately how many visitors do you get per year? Per month.?	100 visitors in average per month
2	What are the primary demographics of the visitors? Are they predominately school students?	50% students; 50% general public
3	Who are the DC waters Stakeholders?	Plant Operations, Marketing & Communications, IT, Security
4	Are there any digital experiences that you like and can point to as examples?	museum experience/ tour providers
5	What will define success after the experience launches?	Stakeholders are happy and using the delivered app. Ease of use & Maintenance- Decrease the hours of human interaction for the tours. Customer satisfaction and positive feedback from visitors (app users)
6	Does DC Water have a brand standard guide that can be followed?	Yes. It will be provided to awarded contractor
7	Do you know what type of hardware components you plan to acquire and implement? This will inform us of what software to propose in addition to the mobile App.	Special build PC in the tour vehicle and a monitor
8	How many total variations of devices do we need to bid for? So far we know: a) Mobile android, b) Mobile iOS and c) Desktop	Android and iOS. Desktop for the special build in PC in the vehicle
9	Does DC Water expect us vendors to create and/or enact/narrate content (actors/narrators)? Or would this be done by DC Water?	DCW has no preference. Please propose either and/or both
10	Do you want the tour booking functionality on the site to be updated to emulate the new digital tour experience?	We already have a booking application
11	Do you have existing map files available?	Yes

12	Analytics: any format of report do you prefer?	no preference, however needs to be integrated with the tool/platform proposed by the vendor
13	Feedback: any format you prefer?	no preference, however needs to be integrated with the tool/platform proposed by the vendor
14	Training and roll out services - what are DC Water's "specific needs?"	Please refer to FEASEABILITY STUDY
15	How many buildings are entered as part of the tour?	7 to 10 stops
16	What are the existing resources currently utilized to lead and conduct tours? How are they currently employed?	No dedicated employee.
17	If existing tours are conducted on tour vehicles, do the drivers function as guides?	yes, sometimes and for smaller groups. If groups are larger than 12 there is a guide and a driver
18	Can the vendor place signage, such as QR codes, on walls or floors?	yes
19	How many miles of road will be included in the toured area?	2.3 miles approx.
20	How many POI (points of Interest) are there in total? In buildings? Outside of buildings?	7 to 10
21	Is there any existing content available for re-use? How many pieces of content will need to be created at the start? Annually?	Yes, all technical information is available. This content will seldom change.
22	What content is included in the present tour?	It is an overview of the WWT process from start to finish
23	Do visitors currently get tickets for the tour? Are they assigned unique numbers?	No. But people do sign-up. DCW needs a sign-up/booking functionality to be part of the proposed solution
24	What videos and content are shown in vehicles now? Inside buildings?	a presentation is held in a meeting room at the beginning of the tour
25	Is there a video of the current tour?	No. There is a virtual plant tour.
26	Would DC Water also want a 360 virtual tour for use in virtual reality headsets?	No preference. Please propose it as an added value component
27	Manage the Content – Content development and content hosting are 2 different functions. The latter exists on our current platform and can be managed on-site or on a mobile platform. Our platform supports all types of content that could be created in a number of ways. What current internal capabilities does DC Water have to create content?	We don't have a preference whether the vendor just host the content, or if the vendor does both content developing & hosting. If you are a vendor that does one, or both; please quote accordingly
28	What kind of 'changes' would DC Water want to change on the fly? Textual or imagery?	There needs a workflow that allowed content changes to be approved and such changes can be text, image, audiovisual.
29	Is there any DC Water interest in being able to have multiple types of tours available to users in the same app?	Currently DCW will focus on a tour for the plant, but on the long term more tour of dif. Locations would be considered

30	A wireless connection will be required at the start of the tour the mobile application can be loaded and the user's position can be established. Will that be OK?	Yes, this is ok for our current Wastewater plant which has Wi-Fi.
31	What, if any, functionality will be desired or required after the user leaves the Blue Plains premises?	Feedback functionality
32	Is DC Water seeking a platform as a service approach or are they open to a for-purpose platform built	We strongly prefer platform
33	Is there current data/content? If so, what format is it in (database platform?)	Yes, power point presentation & video
34	If there is current data, who would be responsible for migrating it to the new system?	The selected vendor
35	Will the application only be available to users who are local – or is there an opportunity for remotely exploring the content?	It is mainly local. In the future a virtual tour will be contemplated
36	Will this platform be hosting in an existing infrastructure? If so, what platform is being used?	DC Water strongly prefer that the vendor host the content within their cloud or within public cloud
37	Will the new app include videos of people guiding the tour that we will need to develop in conjunction with this request or will that be provided to us?	Yes, it will include videos. Whether or not they need to be develop is based on the proposal received by the vendor.
38	How many areas within the facility would they recommend screens? Also regarding the screens what size and type are they envisioning?	screen will be in the vehicle except for the starting point at the visitor center.
39	They want the app to be applicable for people walking through and people driving, how will the guided tour differentiate for pedestrians versus drivers? Meaning, if there are touch screens for pedestrians, what would need to fill in that interactive for the people driving?	All visitors must be driven by a DCW bus. So there won't be a tour for drivers nor pedestrians
40	What security issues, if any, will the system need to address given the intent is to provide visitors with unguided tours of the facility?	Please refer to SOW: B2 point 12, 13 and 14
41	Given that most beacon-based technologies (used for indoor content triggers) require hardware maintenance (battery changes) is this maintenance requirement something that DC Water is comfortable with?	Yes.
42	What content (tour scripts, media including video and audio, descriptive information, photos, PR information, whitepapers etc.) already exist that could be leveraged for the production of tour content?	DCW would need new audiovisual material to be developed for this project

43	If any exist, are they in a managed archive and what format are they in? (paper, electronic, and/or specific electronic file formats such as Word documents or mp4 videos, etc.)	n/a
44	Will DC Water be providing internal staff time for use by researchers/content developers?	That it is not our intent, however it depends in the proposal
45	What is the expected solution implementation timeline / duration?	End of September 2020
46	Please confirm that DC Water will be able to provide 3D **CAD** models of the "Blue Plains Plant" **layout** during the project execution phase to us?	here are CAD drawings that could be provided to build the model. A NDA (non Disclosure Agreement) needs to be signed first.
47	Please provide the number of key assets / equipment to be covered per process area through the tours?	The tour is a general overview of our WWT process and will not focus on any specific assets
48	Please help us to understand why VISITORS are coming to visit the plant? What are their expectations from this visit for them?	Most people come to know the largest advanced WWT plant in the world. Others come for educational purposes
49	Multi Format Guide: Is DC water looking for "Augmented Reality (AR) based platform" supporting text, image, audio and video formats?	This would be an added value component. Please quote it as such
50	Device Support: Please confirm that Audiovisual Equipment, Mobile Devices (iOS, Android) etc. will be provided by DC Water?	DC Water would provide vehicle spec, the vendor should propose the audiovisual hardware to be used
51	Manage the content: Is DC water open to setup the development environment and development team for any future edits or new content creation on the platform?	DCW preference is not to host any type of environment. Our expectation is that the vendor will create it in their own cloud (or public cloud).
52	If we will not use local small business contractors in this effort, do we still have to submit Attachment G?	Yes
53	How are the plant tours planned as on today?	They book through website and they call, or email. Then we schedule a tour based on a first come basis and capacity
54	What information is shared by the existing tour guides today with the visitors?	An overview of the entire WWT Process
55	The virtual tour is required with the aid of photos and videos or 3D model? 1. IF with photos and videos, is there enough repository available for creation of 360-degree virtual tour? 2. If with 3D model (as the sample app), are there 3D models of the plant available for vendor?	There are no 3D models, however there are CAD drawings that could be provided to build the model. An NDA (non-Disclosure Agreement) needs to be signed first.

56	Is it acceptable to have a certain number of mobile devices available for the tours at the location instead of Bring your own device?	yes (headsets or other devices)
57	Is it Esri App-Builder which has been mentioned here for editing content	We don't have any content editing tool for this specific project.
58	Is there any existing content management system	No
59	Is there a requirement for real time content delivery based on location and asset in that location	Yes. Please to refer to Scope of Work section B2, point 7 & 8
60	Is mobile app authentication also based on single use passcode	yes
61	Is there any specific choice for virtual platform software	no
62	Is there any specific choice of analytics platform/tool to be utilized for this work	no, but it needs to be integrated with the solution proposed
63	Is it possible to share the inventory of enterprise systems which will be relevant for this application	no
64	It appears that the project has significant work in UX/UI area, is that correct?	DCW preference is to use a COTS solution versus building a solution form scratch
65	Does DC Water has any video?	https://www.youtube.com/watch?v=Nb16X8gb9ME

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED

All offerors responding to this solicitation must sign and complete the bottom portion of this page and return all documents to the address listed in the RFP for submission.

This addendum, together with your respond package and any revisions or changes occasioned by this addendum, must be received prior to the time set for receipt of bids.

Paula Martinez
Sr. Sourcing Specialist

FAILURE TO ACKNOWLEDGE RECEIPT OF THIS ADDENDUM MAY BE CAUSE FOR REJECTION OF YOUR BID.

This addendum is acknowledged and is considered a part of RFP 20-PR-CFO-19.

_____   _____
Signature of Authorized Representative   Title

_____   _____
Name of Firm   Date