TO:	All Proposals
FROM:	Lawrence Pruitt
DATE:	October 18, 2024
SUBJECT:	IFB Addendum No. 1
BID#:	24-007037
DATE ISSUED:	October 18, 2024
THE PROJECT:	People Counting Systems

INTENT

This addendum is issued to provide a modification/addition to bid plans and/or specifications.

MODIFICATION / ADDITIONS

1. **Current System:** What systems or methods are currently in place for tracking foot traffic, and what challenges are you facing with them?

   We currently have security gates from 3M that also count people coming and going. However, they are old and slowly failing.

2. **Goals and Objectives:** What specific goals do you hope to achieve with the new people counting sensors (e.g., improved data collection, enhanced patron experience)?

   Improved Data Collection.

3. **Project Ownership:** Who will be the main departments involved in partnership with the selected provider with managing the traffic program post implementation?

   The public services department – namely, the Director of Neighborhood Services and the Director of Central Services. If there are technical difficulties (the counters themselves stop working), we may have to also loop in the Facilities Department or (if it's a technology problem) Technology Department.

4. **Environment Considerations:** Are there any specific environmental factors (lighting, layout), aside from those referenced in the RFP, which we should consider when selecting the sensor technology?

   No

5. **Network Setup:** Is there a vendor network (VLAN) available to us?

    If so, are there any network restrictions of which we should be aware?

    Yes, no restrictions

    Also, are there various IDFs from which we can access the network, or is there only one MDF to which we should run all cabling?

    Depends on the location, Central has several IDF's all other locations have one MDF for cabling

6. **Integration Needs:** What existing systems (e.g., library management software) do you expect the new sensors to integrate with?

    There are no existing systems the software has to integrate with

7. **Data Usage:** How do you intend to use the data collected from the sensors, and what specific metrics are most important to you?

    Improved data collection

8. **Timeline Expectations:** What is your desired timeline for the site surveys, installations and full implementation of the people counting sensors?

    As soon as possible

9. **Timeline Expectations:** Should we plan for daytime installations or do all installations need to occur overnight?

    Daytime

10. **Budget Constraints:** Can you provide a budget range for this project, including installation and ongoing maintenance?

    No

11. **Staff Involvement:** How many library staff members will be involved in the training process, and what level of training do you anticipate will be necessary?

    There will be 2-3 staff members involved. Those staff members will be responsible for training anyone else who needs to know how to use the system. As long as the system is reasonably intuitive (i.e. there is no coding necessary), the training can be brief.

12. **Technical Support Needs:** What are your expectations for ongoing technical support and maintenance after installation?

    Any software needing patches will need to be provided by the vendor on an ongoing basis. We will support the system internally performing the software patching, any hardware warranty replacements should be provided by the vendor, the library will be able to install the new hardware after initial installation has been completed.

13. **Privacy Concerns:** Could you please elaborate on what is considered "personally identifiable information (PII)", per Attachment A, 4.4.2?

    Given that personally identifiable information can include images, we want to ensure that no saving or sharing of this information occurs, as it would violate our organizational policies.

14. **Privacy Concerns:** What specific privacy concerns do you have regarding patron data collection, and how can we address them in our proposal?

    We do not share our patron data

15. **Regulatory Compliance**: Are there specific local or national regulations we need to be aware of when implementing the sensor system?

    No

16. **Decision-Making Process:** What criteria will you use to evaluate vendor proposals, and who will be involved in the decision-making process?

    Scoring and evaluation criteria are in the RFB

17. **Previous Experiences:** Have you had previous experiences with similar technologies? What worked well, and what didn't?

    No

18. **Communication Preferences**: What is your preferred method of communication throughout the project, and how often would you like updates?

    Project will be managed by our project manager and the need for meetings can be negotiated with him. Frequency of updates is also negotiable.

19. **Feedback Mechanism:** How do you prefer to give and receive feedback during the project implementation?

    We will provide feedback on an ongoing basis during the installation.

20. **Customization Needs**: Are there specific customization requests or features you would like to see in the people counting solution?

    Nothing specific – just the ability to collect counts by entry, as well as time and day of the week. Basic data.

21. **Future Considerations**: Do you have any plans for expanding your data collection or technology in the future that we should consider?

    Not at this time.

22. **Vendor Requirements:** Are there any specific requirements or qualifications you expect from vendors that we should be aware of?

    This is outlined in scope of work

23. **Post-Implementation Review:** How do you envision evaluating the effectiveness of the people counting sensors after implementation?

    Yes, we generally evaluate new services post implementation.

24. Will bids that <u>do not</u> include cabling be considered?

    Yes

I have read and understand the preceding addendum and said changes are reflected in my proposal. The vendor signed addendum should be included with your response packet.

_____
COMPANY NAME

_____
VENDOR'S SIGNATURE

_____
TITLE

_____
DATE