

Rio Nuevo Multipurpose Facilities District

Project: RFI RN-2021-08-02-TC
RFQ RN-2021-08-02-TC

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TCC RFI/RFQ Questions/Responses

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	Date Rece	Source	Question	Answer	Response sent
18	26-Aug	Email	I apologize but I cannot find the link to submit my initial response and advance to the next round of RFQs. Are you able to provide one?		
19	2-Sep	Email	Checking in. Can you please confirm if there is anything I need to be considered for the next round or was that strictly based on our attendance?	Simply submit your proposal as an individual company or as part of a team by Sept 10	
20	30-Aug	Email	Hi Brandi, do we send the questions for this project to you by COB on Wednesday Sept 1 st ?	Yes	
21	31-Aug	Email	Is funding for this project allocated for different years (i.e. 2021, 2022, 2023, etc.) Or has funding been secured for the entire project?	Funding has been secured by RN as part of the overall TCC Campus Masterplan. Rio Nuevo Funding is limited, the intent of the RFI is to find partners to help offset some of the IT costs. This will also let us plan for any additional funding required	
22	31-Aug	Email	Who are the decision makers for this project?	The Rio Nuevo board has created a selection committee of 7 individuals per the Rio Nuevo Procurement requirements	
23	31-Aug	Email	Where is the restaurant district with the 40 restaurants? Is it owned/managed by Rio Nuevo?	The reference to the Restaurant district refers to the general downtown area	
24	31-Aug	Email	Are there bus routes in the area in addition to the light rail?	Yes	
25	31-Aug	Email	Is there a bus specific parking area?	No	
26	31-Aug	Email	Is there a bus specific drop-off/pick-up area either for City buses or for shuttle buses from hotels/charters?	City Bus stop on East side of the campus. Light rail stop on the west side of the	
27	31-Aug	Email	Where is the ride share drop-off area? Are there multiple such locations?	There are no formal rideshare dropoff areas	
28	31-Aug	Email	Does Park Tucson manage the lots + garages?	No, the TCC parking lots and Garages are managed by the TCC operator ASM Global	
29	31-Aug	Email	Where are the loading docks and to they have an issue with truck traffic waiting to get into the dock area?	The loading docs are in the service yard below the Ballroom...Glenn?	
30	31-Aug	Email	Are any of the perimeter streets closed to traffic at any time?	No	
31	31-Aug	Email	Does the convention center have an existing mobile app and what are its capabilities?	The TCC does not currently have a mobile app	
32	31-Aug	Email	What type of digital signage does the Light Rail already have to convey next train time, etc.	Ross, can you get this from Suntran?	
33	31-Aug	Email	How important is sustainability in this RFI – do they have specific sustainability goals for the Convention center complex? If so, what are they?	There are no formal sustainabilty goals for IT infrastruccion of the TCC Masterplan project	
34	31-Aug	Email	Are there any local ordinances that preclude street side facing advertising?	All exterior signage must be in compliance with the City of Tucson Sign Code and the Outdoor lighting/Dark Skies Ordinance	

35	31-Aug	Email	What are the "City of Tucson Dark Skies Requirements"?	Go here to download the outdoor lighting code. https://www.tucsonaz.gov/pdsd/building-codes	
36	31-Aug	Email	Can you define the Scope of Coverage for the TCC? Is there a desired dBm you are looking to meet inside & outside the building?	We are looking at 95-98% coverage throughout campus. Details like dBm level should be resolved in the potential next steps.	
37	31-Aug	Email	Please confirm which Wi-Fi standard is desired 802.11ac or 802.11ax?	There is not a mandated W-Fi standard, though current technology is expected. We are interested in the solution your organization finds appropriate as part of your response.	
38	31-Aug	Email	Does TCC expect to use the network of Enterprise Devices or will it be used for IoT and Enterprise Devices?	IoT, Enterprise, and public	
39	31-Aug	Email	If IoT is in scope, what is the anticipated use case?	TBD, but examples includes sensors and miscellaneous cameras, displays, lighting, and customer devices	
40	31-Aug	Email	Is there existing legacy Wi-Fi equipment? What Wi-Fi Standard is it built to?	Currently the TCC utilizes the City of Tucson's wireless standard (Cisco). There is a mix of versions.	
41	31-Aug	Email	Do you require both 2.4Ghz & 5.0Ghz Bands to broadcast?	Respondents are encourage to provide solutions they find most appropriate.	
42	31-Aug	Email	Is there a preferred Wi-Fi Hardware equipment vendor?	No	
43	31-Aug	Email	What is the Wi-Fi Bandwidth you want to offer visitors?	This level of detail will be addressed in potential next steps	
44	31-Aug	Email	Does the TCC require Tiered Bandwidth? What Tier to you desire and should they be free or paid tiers?	A method of delivering tiered bandwidth and flexibility is required	
45	31-Aug	Email	Are you looking for a partner to provide Managed to the floor Convention Sales & Service?	No	
46	31-Aug	Email	Is the TCC looking for a complete turn-key Technology Refresh?	Acceptable solutions range from enhancement of a isolated technology areas to a complete turn-key refresh.	
47	31-Aug	Email	Who would be responsible for providing the infrastructure (conduit, cabling, racking, etc), TCC or the technology partner?	We anticipate a mixture of existing, TCC provided, and partner provided where appropriate	
48	31-Aug	Email	Can you identify who, if any, vendor manages the technology service for the TCC including voice, video, and bandwidth?	City of Tucson	
49	31-Aug	Email	Is there an existing contract in place with an end date?	No	
50	31-Aug	Email	Can you define what the vision for Digital Signage is for the TCC? How many displays and deployment locations?	We are looking for creative approaches to make the TCC one of the most attractive venue for it's market segment in the country.	
51	31-Aug	Email	Are there existing contracts or preferred vendors for Digital Signage?	No	
52	30-Aug	Email	How much detail should we provide in RFI? We don't want our response to be too lengthy and granular, if not necessary.	This is not a design exercise, but please include sufficient detail to help us determine the nature of the partnership and how your technology makes us unique and more competitive in the marketplace.	
53	30-Aug	Email	We would definitely like to include our parent company, Samsung, regarding displays and digital signage. Would it be acceptable to provide a single combined response for Harman & Samsung?	Yes	
54	30-Aug	Email	Any recommendations on format? i.e. text, pictures, case studies, etc?	Basic Format requirements are covered in section 6 of the RFI	
55	1-Sep	Email	What kind of capacity is desired for future events, i.e. what is the largest daily attendance that TCC has for events currently and what size would it like to be able to handle in the future?	Currently 8K patrons for all venues.	
56	31-Aug	Email	What is the total number of teams and sports that are played at the TCC?	Two Hockey Teams, One Indoor Football Team. Three ice leagues	
57	31-Aug	Email	What are the total number of Sports Events held at the TCC?	61 event nights	

58	31-Aug	Email	What are the total number of Non-Sports events held at TCC?	156 Events for	
59	31-Aug	Email	What are the total number of seats at the TCC?	Leo Rich Theater: 511, Music Hall: 2,294, Arena: 8,200	
60	31-Aug	Email	What is the average attendance per event at TCC?		800
61	31-Aug	Email	What is the number of clubs at TCC?	None	
62	31-Aug	Email	What is the number of Suites at TCC?	None	
63	31-Aug	Email	What are the number of Concessions at TCC?	7 Permant. Sublemented with portables	
64	31-Aug	Email	How many proposed displays by area or what is number of screens deployed today? Answer each one:	We are looking for a compregensive digital signage solution. Specific locations and quantities will be part of potential next steps.	
65	31-Aug	Email	· Concourse:	We are looking for a compregensive digital signage solution. Specific locations and quantities will be part of potential next steps.	
66	31-Aug	Email	· Screen per Club:	We are looking for a compregensive digital signage solution. Specific locations and quantities will be part of potential next steps.	
67	31-Aug	Email	· Screens Per Suites:	We are looking for a compregensive digital signage solution. Specific locations and quantities will be part of potential next steps.	
68	31-Aug	Email	•Screens per Concessions:	We are looking for a compregensive digital signage solution. Specific locations and quantities will be part of potential next steps.	
69	31-Aug	Email	What Digital Signage system is in use? What is the main purpose of its use (use cases?)	BrightSigns is currently in use. It is primarily used for advertising and wayfinding.	
70	31-Aug	Email	Average Pre-game Length?	One Hour	
71	31-Aug	Email	Average In-Game Length?	Three and one half hours	
72	31-Aug	Email	Average Post Game Length?	Thirty minutes to one hour	
73	31-Aug	Email	What are the number of current sponsors at TCC?	None	
74	31-Aug	Email	Do you have a mobile app? What is its name?	The TCC does not currently have a mobile app	
75	31-Aug	Email	List of sponsors, what is the volume of investments of each one:	N/A	
76	31-Aug	Email	Example: Sponsor A invests USD / Month and has the name in the back of the shirt, 4 days of the stadium for marketing events, plaques on the side-line, etc.		
77	31-Aug	Email	What is the Merchandising sales volume (T-shirts, souvenirs / gifts, etc.) in the stores, both physical (inside the stadiums), and in the online store. Please send it separately.		
78	31-Aug	Email	Stadium stores:	None	
79	31-Aug	Email	Online store:	None	
80	31-Aug	Email	What is the sales volume of the concession area? Send food and beverages separately.		
81	31-Aug	Email	Food:	\$1 Million, entire campus	
82	31-Aug	Email	Beverages:	\$1.3 Million, entire campus	
83	31-Aug	Email	What are the sales price of the suites, VIP clubs, etc?	No Suites, (4) four seat boxes and a VIP area are planned to be added inside the arena this fall	
84	31-Aug	Email	How many fans does the tenant teams have?		

85	31-Aug	Email	What is the average revenue per cap, in relation to tickets sold, merchandising, etc.	Depends on event. F&B er caps range from \$2 to \$16. Merchandise approximately \$5	
86	31-Aug	Email	What is the structure and value of the fan memberships / season ticket holders?	Do not know	
87	31-Aug	Email	What is the main business KPI's and how do you measure them?	Gross Revenues, Customer Satisfaction, Hotel Nights. Customer satisfaction is measured through surveys	
88	1-Sep	Email	We will need a map showing locations of the IDF's and The MDF's in the buildings.	Additional information will be provided in the next stage of the selection	
89	1-Sep	Email	We will need to know where are the 26 doors they want access control on in the building also locations and the names on the doors?	Additional information will be provided in the next stage of the selection	
90	1-Sep	Email	Where is the main security office that will be watching the systems?	Additional information will be provided in the next stage of the selection	
91	1-Sep	Email	Will the customer provide power for the equipment that will be installed?	Yes	
92	1-Sep	Email	Is there extra fiber strands and what type of fiber connections are being used now. Are we allowed to use spare fiber in the fiber boxes for the video and access control systems?	There is existing and planned fiber. The use of fiber is an option, as is securely segmented transport over the campus network.	
93	1-Sep	Email	This proposal submittal will have no cost per your directions and you're wanting the integrator to provide theory of operation and benefits with their designated partners in the industry.	Yes	
94	1-Sep	Email	Revenue sharing per security scope of work with design and build some options are PVM'S with local advertisement loaded into screen formats. This can generate marketing revenue with our technologies similar to sports arenas, concert venues, etc. Can we provide that option for TCC and partners?	Yes	
95	1-Sep	Email	We would like to deploy the latest technology with a estimated EOL of 5-10years with min. license fees to control cost for TCC. Your current platform for VMS requires annual SLA agreements and cost. We would like to explore other avenues for your VMS to help cost engineer your solutions.	We are open to considering the options	
96	1-Sep	Email	We have analytics that can help with people counting, active shooter, behavioral analytics, and perimeter protection. This will allow TCC to be proactive instead of reactive with their surveillance platform tied to the Knox and Tucson PD. The software we are discussing allows for quick acquisition on HVT's and incidents to reduce investigation times, breadcrumb trails, and locate certain persons, vehicles, and incidents that can be a threat	Analytics are of interest	
97	1-Sep	Email	Are we able to use some of your existing hardware that you have deployed recently into the convention centers, arena, etc. You have deployed Axis cameras on your current system, and we would like to have access to see if they can be reused to create a cost savings for TCC.	Yes, re-use is possible	