



No.	RFP Section	RFP Page	Question	Response
1	Overall		Can you please provide a bulleted list of all elements that are included in the AV media scope? Between multiple documents, we want to make sure we have the comprehensive list.	The AV Software Production scope includes the following software pieces which are to be delivered in-line with the RFP requirements: AV-3.1.3-Upper Lobby Soundscape AV-3.1.4-First Person Daredevils AV-3.3.4a-Portage Maps AV-3.3.4b-French Proclamation AV-3.3.5a-Ganö:nyök Audio AV-3.3.5b-Making A Wampum AV-3.3.8a-Future of Niagara Falls State Park AV-3.3.8b-Visitor Views Exhibit B.1-Immersive Media
2	Overall		Can you please confirm the AV media scope does not include equipment and integration? There are several instances that these items are referenced and it is not clear if these are part of the AV integrator scope or the AV media scope.	The AV media scope does not include any hardware or hardware integration; however, coordination between the Exhibit Fabricator (RFP C003525) is necessary.
3	Overall		Can we assume that all in-person filming can be done contiguously?	Filming may be seasonal and spaced over months depending on content. OPRHP will assist with scheduling and selection of individuals to be interviewed.
4	RFP	10 – 1.8.1	Is the systems monitoring, troubleshooting and long-term systems integrity a responsible of the Media vendor or the AV Integrator?	The Media vendor is responsible for troubleshooting and system integrity of the software they provide under the contract.
5	RFP	10-1.8.2	How do you prefer video submissions with the printed proposals?	Video(s) may be submitted with a hardcopy proposal submission on the flash/USB drive as part of the electronic submission.
6	RFP	16 – 2.2	Does OPRHP have access to connect the media vendor with individuals, such as a Seneca language speaker and an individual that can create a Wampum?	Yes, OPRHP will connect to media vendor with individuals after contract award.
7	RFP	16 – 2.2	How many years should rights and clearances be purchased for?	Please estimate the longest period possible, with a minimum of 15 years.
8	RFP	19 – 2.4	Can another analytics solution be integrated instead of Google Analytics?	Google analytics or equal should be included within the bid.
9	RFP	20 – 2.5	Will OPRHP be responsible for finding visitors, including disabled visitors, for testing on site at NFVC?	Yes, OPRHP will be responsible for finding visitors for testing on site.



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10	RFP	20 – 2.6	How many in person meetings should be included in the estimate?	The exact number is not known. Bidder should expect to have coordination meetings with the Exhibit Fabricator as well as periodically attending (either in-person or virtually) construction meetings with the General Contractor.
11	RFP	20 – 2.6	To confirm, all computers will be running Linux, not Windows? Is it possible for them to run Windows?	Confirmed that all computers will be running Linux only.
12	RFP	20 – 2.6	What is OPRHP planning on integrating into their website in relation with the in- person interactives?	OPRHP will integrate assets and copy into the website, rather than full media pieces.
13	RFP	20 – 2.6	Can additional details be provided about the meta data fields being updated by OPRHP?	No additional details can be provided at this time. Meta data fields are listed within the RFP.
14	RFP	25	What interactive experiences require a CMS?	All experiences should be linked to a Content Management System (CMS) as noted within the RFP.
15	RFP	34	Can you please provide additional information on the LED columns that are listed under Criteria?	This item should be disregarded from the RFP and has been deleted as part of Amendment 1.
16	RFP	35	What are the budget parameters for the media experiences?	The expected budget range for this project is \$440,000 to \$540,000, inclusive of the Contingency Budget.
17	RFP	35	Does the budget need to be broken down by individual experience?	No, for the purposes of the bid the budget does not need to be broken down; however, break downs may be requested after contract award.
18	Exhibit B	Upper Lobby Soundscape	Do the nature sounds need to be captured at Niagara Falls?	No, however, it would be preferred. The sounds should be representative of the sounds that can be heard at Niagara Falls throughout the seasons.
19	Exhibit B	Daredevils	Is there a preference of animation or live action video?	The preference is to use live-action video where possible, acknowledging that some shots may be best accomplished with animation.
20	Exhibit B	Daredevil	Is there an animation style reference? We saw the projection style guides in B.1 – do these apply to the animations as well?	The animation for this piece should be realistic rather than stylized.
21	Exhibit B	Daredevils	Is there any existing footage that can be used?	While OPRHP does not have existing footage, there are examples of footage available for the tightrope walk across the falls.
22	Exhibit B	Daredevils	Would a combination of drone footage and animation be acceptable?	Yes, this would be acceptable.
23	Exhibit B	Ganö:nyök Audio	Does OPRHP have access to a Seneca language expert?	Yes, OPRHP will assist the bidder with identifying a Seneca language expert through its Native Advisory Group after contract award.
24	Exhibit B	Ganö:nyök Audio	Can these be recorded at a studio or do they need to be on location?	These should be recorded on-location where possible.
25	Exhibit B	Ganö:nyök Audio	Does OPRHP have access to an individual who can play indigenous instrumental music?	Yes, contact can be made to an Indigenous musician after contract award.
26	Exhibit B	Making a Wampum	Does OPRHP have access to indigenous individuals who can make a Wampum?	Yes, contact can be made to an Indigenous craftsman after contract award.
27	Exhibit B	Making a Wampum	Are there any audio components that need to be recorded or added to this video?	No, this is intended to be a visual display only.
28	Exhibit B	Making a Wampum	We are assuming this is filming on location, can you please confirm?	Yes, this is filming on location.



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29	Exhibit B	Future of Niagara Falls State Park	How many audio and video clips of staff should be included?	Approximately 10 audio and video clips for the entire project, with the final number to be confirmed through collaboration during the contract.
30	Exhibit B	Future of Niagara Falls State Park	How many park staff should we assume that need to be filmed and recorded?	Approximately 10 interviews for the entire project, with the final number to be confirmed through collaboration during the contract.
31	Exhibit B	Visitor Views	Please confirm this interactive needs to include a content management system.	Yes, this needs to include a content management system.
32	2.1	16	Native Advisory Group: Has the Native Advisory Group been involved with the project throughout the design process?	Yes, the Native Advisory Group has been integral to the design and content of the exhibits throughout the process.
33	2.2	16	Indicates we need to provide all translation and additional services for the AV Software to be produced in English (US). Can you please confirm what language it is to be translated from? And are there other languages it should be translated into?	The languages that require translation are French (for the French Proclamation) plus Seneca and Tuscarora for any indigenous content. Translation is only required into English (US).
34	2.2	16	How shall we estimate licensing at this time? Can we include this as an allowance?	Vendors should estimate licensing fees based on their past experience with similar relevant projects. An allowance is not available.
35	2.2	16	Can we have access to the exhibition graphic styling?	Please refer to Exhibit C Amendment 1, p.28-54. Additionally, RFP C003525 for the Exhibit Fabrication contains graphic styling information.
36	2.5	19	Indicates hardware necessary for testing at the AV Software Producer's facility is to be provided by the AV Software Producer. AV Hardware may be available by loan from the Exhibit Contractor for coordination; the loan would be at the Exhibit Contractor's discretion. We typically collaborate with AV HW vendor and have some kits sent to us for testing purposes. Is this acceptable?	Yes, this is acceptable and is what is intended with the included wording.
37	2.6	20	<i>"The AV software Producer must provide the interactive software as open source to ensure that it can be used across platforms and be easily updated by themselves or another party. The AV Software Producer should specify their approach to meeting this requirement, as well as identifying any AV Software which they may have concerns about being updatable given the design to date."</i> The RFP specifies that the source code for the programs should be provided to enable the applications to be able to be used "across platforms". Can you confirm that it is only within the scope of this project to create content that fits the requirements of being used in the Visitor Center itself? The term "Open Source" can sometimes mean using only technologies that are licensed in a very specific way. Can you confirm that the term in the RFP specifically means that you are looking for all the code to be provided to the park at the end of the project, rather than to only use "open source" technologies?	Confirmed that it is only within the scope of this project to create content that fits the requirements of use within the Visitor Center. Open source here is meant to request that the piece is updatable and accessible once completed, and not hard-coded.
38	Exhibit B AV 3.1.4b	4	How should we envision filming the "first person" footage over horseshoe falls? About much footage will be original versus archival?	All footage for this piece should be original (new).



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39	Exhibit B AV 3.1.4b, Exhibit G Schedules and Lists	4; 1	This exhibit requires a content warning for nausea/dizziness, but the monitor size is only 15". Will the media need to be produced for playback on other platforms, for instance in a virtual environment?	No, the media will not need to be produced for playback on other platforms.
40	Exhibit B.1	37	How much of the media will be graphics and animation? How much 3d animation will be involved?	There will be elements of each technique. Vendors should estimate based on the RFP, as experts in software production and using their past experience and creative knowledge.
41	Exhibit B.1	5; 35	Page 5 specifies a total of 10 projectors for the immersive media exhibit, but the rendering on page 35 shows 7 projectors. Where are the other 3 projectors located and what media will they be playing?	Only 7 projectors are included within this exhibit, the total of 10 is an error.
42	2.4	19	Who is responsible for implementing Google analytics? Does it have to be Google analytics, or is any software that analyzes the desired metrics suitable? Where do these metrics need to be accessible from?	The AV Software Producer is responsible for implementing Google Analytics or similar.
43	2.11	21	Do they have specific hard drive requirements?	The hard drive should be a solid state hard drive system with capacity sufficient to hold the final program, plus 30%.
44	2.5	19	Is the AV software producer responsible for acquiring appropriate users for testing? Does OPRHP have a pool of diverse individuals to recruit or point us to?	OPRHP will assist in gathering individuals for testing of the systems and content.
45	2.6	19, 20	To clarify, OPRHP wants the interactive software built responsively and on the web? Where/when/how does OPRHP see updates being needed - updates to functionality, or updates to content? What kind of team does OPRHP have on staff to complete software updates? Does this apply to all digital interactive software, or just to interactives such as AV 3.3.8b Visitor Views?	Confirmed that this should be built responsively on the web. CMS based pieces are expected to have content updates after the contract is closed. No updates will be required by the AV Software Producer after final sign-off. This applies to interactive pieces.
46	2.6	20	Is the metadata for interactives meant to pull out certain media assets from the interactive to bring to the web? Or metrics from the analytics? Or something else?	The metadata is meant to pull out certain media assets from the interactive to bring to the web as well as pull out metrics from the analytics.
47	AV 3.1.4, AV 3.3.4a	11	What is the usual age demographic of visitors who actively engage with digital interactives at Niagara Falls State Parks Visitor centers? What other demographics are you trying to attract if applicable?	The visitor demographic is varied in age, country of origin, English proficiency, etc. Our goal is to include/attract a wide range of visitors. RFP Section 2.3 outlines Accessibility & Inclusion guidelines.
48	AV 3.3.4a	19	Does OPRHP have contacts who are experts on the Niagara corridor and the people who navigated it, or should the AV software producer plan to seek out these experts?	Yes, OPRHP can provide contact to these experts after contract award.
49	AV 3.3.4a	26	Is it the AV software producer or OPRHP's responsibility to seek out translator(s) to verifiably translate the document? How many languages is the document being translated into, and which languages?	Assuming this question relates to AV-3.3.4b rather than AV 3.3.4a. The AV Software Producer is responsible for verifiable translation of the document. The translation should be provided in English (US).
50	Exhibit B		Is OPRHP open to other creative suggestions for the digital interactives?	Yes, however this should be explored after contract award.



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51	General		What is the projected budget for the AV software development and production?	The expected budget range for this project is \$440,000 to \$540,000, inclusive of the Contingency Budget.
52	General		Is there a content team or content experts that will be identified and available to the media vendor?	The AV Software Producer should include all necessary staff to produce the AV software as outlined, however the Exhibit Designer and OPRHP will have final approval of content. The AV Software Producer should also consult with the Native Advisory Group throughout the process.
53	General		Have local Native American groups been contacted and consulted by the owner and/or the designer? If so please list.	Yes, the owner and designer have worked through a co-creation process with Seneca, Skaru-re (Tuscarora) and Tonawanda-Seneca representatives.
54	General		Who will be reviewing and scoring the technical submission?	The technical evaluation team is comprised of representatives from the State.
55	Exhibit B.1		Please describe how the owner envisions the division of responsibilities for the creative/technical efforts for all video mapping between the producer and AV hardware integrator?	The AV hardware integrator, Exhibit Fabricator, and Exhibit Designer can provide a 3D model for the basis of video mapping. Projection alignment and setting out is to be completed by the AV Hardware Integrator before the software is installed, and then finally adjusted by the AV Hardware Integrator once software is installed.
56	Exhibit B.1		How much original video production is envisioned for this production?	Vendors should estimate based on the RFP, as experts in software production and using their past experience and creative knowledge.
57	Exhibit B.1		Should vendors plan on filming all 4 seasons?	Yes, vendors should plan on filming all 4 seasons.
58	Exhibit B.1		Is an original music score envisioned for the film?	Yes, an original music score is envisioned.
59	Exhibit B.1		You have indicated 2 options for show layout. There are budget implications in making this choice. Do you want two budgets, one for each option?	Sequencing option 2 (p.29) should be budgeted for within the bid and sequencing option 1 should be disregarded.
60	Exhibit B.1		Who is responsible for the final creative design of the theatrical show lighting?	The AV Software Producer is responsible for the programming and creative design (to determine color, intensity and timing) of the theatrical show lighting. The specification, placement and installation of the theatrical lighting system and fixtures are the responsibility of the Exhibit Fabricator and AV Integrator.



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61	Exhibit B.1		Can the Park issue a waiver to do aerial drone work at the Falls?	This is an FAA issue that is likely not to be permitted, however Parks and Parks Police will work with the vendor as needed. Helicopter, cranes and other specialist equipment are more likely to be permitted.
62			Can you please share your budget or budget range for the AV Software scope?	The expected budget range for this project is \$440,000 to \$540,000, inclusive of the Contingency Budget.
63			On p.16, we note that asset research and licensing must be included in the fee. Can OPRHP provide an estimate of the quantity of material that must be licensed, as this will affect fee?	Vendors should estimate licensing fees based on their past experience with similar relevant projects. An allowance is not available..
64			On p.19, the RFP states that the AV Software vendor must provide test hardware for testing. Typically test hardware is provided by the AV Hardware contractor, can you clarify why this would be in the Software scope (and therefore budget)?	The RFP indicates software testing must be conducted on the type of hardware being used in the exhibit. The RFP allows for collaboration between the Exhibit Fabricator/AV Hardware Contractor at the discretion of the latter.
65	1.9 Definitions	11	In the definition of Contractor, it states "Also called Exhibit Fabricator, Exhibit Contractor." Please confirm that these titles refer to Others.	The references to Exhibit Fabricator and Exhibit Contractor are erroneous. These titles refer to Others, and have been deleted in Amendment 1.
66	3.2.1.4 Technical Approach	34	In the list of Criteria, 3rd section, the list of features to be produced includes "LED Columns." Please confirm whether or not this is intended to be included in the AV Software Producer scope.	This is not intended to be within the AV Software Producer Scope and has been deleted in Amendment 1.
67	Exhibit A Exhibit B	Exh. A page 4 Exh. B page 2, 9, etc.	Please confirm that exhibit AV-3.1.4 and AV-3.1.4b are one and the same (First Person Daredevils)	Yes, these are the same.
68	Exhibit F, 4.1	Exh. F page 9	If AV-3.1.4 and AV-3.1.4b are one and the same, please confirm that the description in Exhibit F - specifying "touch aspect is not used" - is out of date and is superceded by information provided in Exhibit B.	Confirmed, the description in Exhibit F is superseded by information in Exhibit B.
69	Exhibit B.1 Sequencing & Setup Exhibit F, 4.2 Lower Level Area 3.3	Exh. B.1 page 25-33 Exh. F page 9	In Exhibit B.1 - Immersive Media Brief, two sequencing options are specified. Exhibit F specifies a third sequencing option. Does the sequence option information in Exhibit B.1 supercede that in Exhibit F? Are both options in Exhibit B.1 still in consideration?	Confirmed, the description in Exhibit F is superseded by information in Exhibit B. Sequencing option 2 (p.29 of Exhibit B1) should be budgeted for within the bid.



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70	Exhibit B.1 Overview, Technical Overview Exhibit B.1 Content Outline Exhibit B.1 Sequencing & Setup	pages 5, 8, 25, 29-32	In Exhibit B.1 - Immersive Media Brief, show timing appears as 8-10 minutes or 12 minutes. Please clarify desired show length.	The desired show length is 8-10 minutes.
71	3.2.1.4 Technical Approach	34-35	There are a number of items in the request for proposals that appear to be more applicable to construction than media production. Could you please clarify some of the criteria regarding how you define the following in relation to Audiovisual Software. P. 34 Criteria processes and procedures Item 1, "number of work crews, types of equipment. Item 2. "Risk management plans including strategies for avoiding schedule delays such as redundant equipment or other resources" P. 35 Criteria Item 2. "Healthy supply chains for services"	Page 34, Item 1: Number of people/crews and their equipment who will be engaged in filming, editing, programming, etc. and how you envision they will create the project. Item 2: How will you avoid schedule delays that may occur due to inclement weather, operational limitations (e.g., Covid-19 restrictions) and other similar obstacles. Page 35, Item 2: How will your team maintain its proposed schedule to complete the project?
72	3.2.2 Bidder's Financial Proposal	35	Is the submittal just the one sheet or do you want a breakdown by media element or line item? If so, is there a specific format that should be followed?	With the release of Amendment 1, This submittal is only one sheet that will include the Bidder's Not to Exceed Project Cost, Contingency Budget, and Total Bid.
73	3.4 Packaging of RFP Proposals	36-37	Are both hardcopy and email submittals required or can we submit one or the other? Section 3.3 says, "If a discrepancy is found between the electronic and hardcopy proposal, the original hardcopy will prevail," so it appears to be both.	With the release of Amendment 1, email submittals are no longer authorized due to potential email-server file-size limitations. All submittals must be in accordance with Section 3.4.1 Hardcopy Bids. Reference to discrepancies found between electronic and hardcopy proposals are addressing the Electronic Submission as part of the Hardcopy Bid, which is to include a flash drive containing a PDF copy of the proposal.
74	1.8 Minimum Proposer Qualifications (also 3.2.1.2 Minimum Requirements)	9 (and 32)	Sections 1.8 and 3.2.1.2 cite that we must use Attachment 10, which states that we should submit three project references. Are we limited to three or can we submit more? We are specifically thinking about relevant work if we are submitting with a partner.	Bidders may submit more than three project references, understanding that every project reference will be subject to the Reference Check evaluation.



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75	3.2.1.4 Technical Approach	34	Section 3.2.1.4 states that the written submittal shall be a maximum of 20 pages. Does this include the references (Attachment 10 and its attachments)? Does that also include other visuals and charts?	Project references (Attachment 10 and its supporting materials) are not included in the 20 page maximum, nor are other visuals and charts.
76	C003528 Exhibit B.1	24-26	This section presents three options for the immersive film. Are you seeking a recommendation or creative response to these options? If so, is this creative approach included in the 20 page limit cited in section 3.2.1.4?	Sequencing option 2 (p.29) should be budgeted for within the bid and sequencing option 1 should be disregarded. We are not seeking a recommendation or creative response to the options during the RFP process. Project references (Attachment 10 and its supporting materials) are not included in the 20 page maximum, nor are other visuals and charts.
77	C003528 Exhibit B, AV- 3.3.5a Ganö:nyök Audio	30-34	Is this audio archival or will it require original recording?	Original recording will be required.
78	C003528 Exhibit B, AV- 3.1.4 First Person Daredevils	9-15	Do the first-person perspectives cited in the brief use existing media or will they need to be separately filmed?	These will need to be separately filmed.
79	1.8 Minimum Qualifications	1-9	"exhibit projects...for which the bidder was the prime contractor". Considering that AV is often subcontracted as part of design/build contracts, can our samples include exhibit projects in which we were the primary AV subcontractor working under an exhibit designer and/or fabricator?	Yes, please include examples of work where your team was the primary AV subcontractor for references.
80	1.8 Minimum Qualifications	9	"...three successful exhibit projects produced within the last five (5) years ...". Considering that the pandemic has severely limited AV production and exhibit projects over the last two years, can the five year limit for past projects be extended?	Yes, OPRHP is open to the submission of past projects completed within the last 7 years (to make up for the pandemic years).
81	2.13 Reference to Products	27	"OPRHP will make award to the best value bid offering the specified product...". Would like to confirm that we are bidding on software only, not hardware?	This is correct, the product referenced here is the software. No hardware is required within this scope.



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82	3.2.1.4 Technical Approach	2-4	<p>In section 4.2.3 it states that project references and samples will only be reviewed at phase 3 for the apparent awardee only.</p> <p>However, as part of our technical approach we are required to "Describe in detail how your past experience, with specific reference to the minimum qualifications to bid, will enhance your approach to fulfilling the requirements of the Contract Documents."</p> <p>As part of our technical approach, do you desire that we provide video samples showing past experience? If so, should these video samples be submitted on the flash drives?</p>	<p>Project References submitted on Attachment 10 will be reviewed and evaluated for meeting 1.8 Minimum Proposer Qualifications. Bidders who pass this review will succeed to Technical Evaluation.</p> <p>As provided in 1.8.2, video clips are encouraged. If video samples are provided as part of a Hardcopy Bid submission, they should be included on the flash drive Electronic Submission.</p> <p>Upon completion of all technical evaluations, only the apparent awardee will then have the references included within Project References contacted for reference evaluation.</p>
83	3.4 Packaging Proposals	36-37	<p>Confirming that electronic submissions must be submitted both via email and on flash drive.</p>	<p>With the release of Amendment 1, email submittals are no longer authorized due to potential email-server file-size limitations. All submittals must be in accordance with Section 3.4.1 Hardcopy Bids.</p> <p>Hardcopy Bid submissions are required to have an electronic copy of the bid submitted via flash drive.</p>
84	3.4 Packaging Proposals	36-37	<p>If we are submitting video clips as part of our project references (section 1.8.2) how should those files be sent? On the flash drives only, and noted in the project reference documents?</p>	<p>Video submissions should be included on the flash drive Electronic Submission and noted accordingly within the proposal.</p>
85	N/A	N/A	<p>Can you provide a budget range so that we can tailor our technical approach to the available funds?</p>	<p>The expected budget range for this project is \$440,000 to \$540,000, inclusive of the Contingency Budget.</p>
86	Exhibit B – Upper Lobby Soundscape	5	<p>"simple layered audio with natural elements and spoken word."</p> <p>Can you provide more detail on the "spoken word" elements that you envision?</p>	<p>These spoken word elements should be welcome words in English, Seneca and Skaru-re (Tuscarora).</p>
87	Exhibit B – First Person Daredevils	12	<p>Do you envision the 3 scenes as 3D-animated or real footage captured from the same perspective?</p>	<p>The preference is to use live-action video where possible, acknowledging that some shots may be best accomplished with animation.</p>
88	Exhibit B – Portage Maps	1-19	<p>Will OPRHP be providing content for hotspots, or will contractor be providing research and imagery? Roughly how much content will be displayed in the additional content panel?</p>	<p>While OPRHP and others may contribute to research and content ideas, the AV Software Producer should include all necessary staff to produce the AV software. The content within each additional panel is expected to comprise of imagery and text, the extents of which is not yet known.</p>
89	Exhibit B – Portage Maps	19	<p>Roughly how many hotspots will be available?</p>	<p>There are 12 hotspots, with the final number to be confirmed through collaboration during the contract.</p>
90	Exhibit B – French Proclamation	27	<p>Do existing English and Seneca translations exist, or will contractor be responsible for obtaining translation services?</p>	<p>The Contractor shall be responsible for translation services.</p>



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91	Exhibit B – French Proclamation	1-27	Is the information in “Learn More” in English only?	Yes, English (US) only.
92	Exhibit B – French Proclamation	27	Roughly how many “Learn more” hotspots?	There are 12 hotspots, with the final number to be confirmed through collaboration during the contract.
93	Exhibit B – French Proclamation	27	Will OPRHP be providing content for the “learn more” hotspots or will the vendor develop? How much content do you envision? Imagery in addition to text?	The AV Software Producer should include all necessary staff to produce the AV software. The content within each additional panel is expected to comprise of imagery and text, the extents of which is not yet known.
94	Exhibit B – Future	2-13	Do you envision these as talking-heads only, or should they be supplemented with graphics and B-roll?	These should be supplemented with B-roll where appropriate.
95	Exhibit B – Future	44	How many interviews / videos?	Approximately 10, with the final number to be confirmed through collaboration during the contract.
96	Exhibit B – Future	44	Should we include honorariums for interviewees?	Contractors may opt to pay honoraria; however, interviewees who are Parks or Government staff should not be paid an honoraria. Such costs must be included in the bidder’s not to exceed project cost.
97	Exhibit B – Future & Poll	44-50	How does OPRHP prefer to update these interactive experiences? At the kiosk? On an internal network?	On an internal network that is not at the kiosk.
98	Exhibit B – Visitor Views	50	does the visitor data get stored locally or does it need to be accessed outside of this interactive (by users or by park staff)?	This data needs to be accessed outside of this interactive by OPRHP staff.
99	1.8.2 Minimum Proposer Qualifications	10	In Section 1.8 Minimum Proposer Qualifications on page 10, it states that “video clips are encouraged,” however in section 3.2.1 Technical Proposal on page 32, it states that “Web links that are provided with a Proposal will not be accessed and information within such links will not be considered for evaluation.” Could you please confirm that we are allowed to include links to video clips within Attachment 10 – Project References to meet the Minimum Proposer Qualifications?	Links to video clips will not be accepted. Video submissions should be included on the flash drive Electronic Submission and noted accordingly within the proposal.
100	3.2.1.2 Minimum Requirements	32	In reference to Section 1.8 Minimum Proposer Qualifications and Attachment 10 – Project References, please describe how you would like images and additional evidence to be provided? For instance, would you prefer to have images displayed as full pages and in this case, would they be included in the page limit, or would you prefer we include them as a link?	Project references (Attachment 10 and its supporting materials) are not included in the 20 page maximum, nor are other visuals and charts. Presentation of materials is up to the discretion of the bidder.
101	3.2.1.2 Minimum Requirements	32	Could you please confirm that there is no point value for evaluation purposes assigned to 3.2.1.2 Minimum Requirements of the Technical Proposal?	Confirmed. Minimum Requirements are evaluated as a pass/fail with no point value.
102	3.2.1.2 Minimum Requirements	32	How is the 3.2.1.2 Minimum Requirements of the Technical Proposal, specifically the project experience, being evaluated?	Bidders’ submission of Attachment 10 Project References will be evaluated against meeting the criteria outlined in 1.8 Minimum Proposer Requirements.
103	3.2.1.4 Technical Approach	34	Could you please confirm that there is only a page restriction on the written portion (3.2.1.4 Technical Approach) of the Technical Proposal?	This is confirmed. Project references (Attachment 10 and its supporting materials) are not included in the 20 page maximum, nor are other visuals and charts.
104	3.2.2 Bidder’s Financial Proposal	35	Is there a target budget range that you could provide?	The expected budget range for this project is \$440,000 to \$540,000, inclusive of the Contingency Budget.



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105	3.4 Packaging of RFP Proposals	36	Can the hardcopy submissions be received in one package/box if the three proposals are separated out within it?	Hardcopy submissions should be submitted in a single package, with each proposal separated out within it.
106	Document: C003528 Exhibit B - Software Briefs	23-28	Can you confirm that the languages needed for the French Proclamation interactive are French, English, and Seneca? Will there be a need for any additional languages?	Confirmed, French, English, and Seneca are the three languages necessary for this exhibit.
107	Document: C003528 Exhibit B - Software Briefs	41-45	Can you provide additional information about the Future of Niagara Falls State Park interactive, such as how many issues/videos visitors can click on and how long each video might be?	Six clips/issues should be included. The length will vary but should be assumed to be between 30-45 seconds each.
108	Document: C003528 Exhibit B.1 - Immersive Media Brief	5, 25	In regard to the Immersive Media Experience, on page 5 of the PowerPoint document, it says the duration is an 8-10 minute looped video. On page 25, it states that the experience is 0-12 minutes in duration. Can you please confirm the total duration, since adding another 2 minutes on an immersive animation like this will add substantial time/money to the budget.	The duration should be 8-10 minutes.
109	Document: C003528 Exhibit B.1 - Immersive Media Brief	25, 29	In regard to the Immersive Media Experience, can you please confirm that the same content is being used for Sequence Option 1 and 2?	Confirming that this is intended to be the same content presented/blended in two different ways. Sequencing option 2 (p.29) should be budgeted for within the bid
110	Document: C003528 Exhibit B.1 - Immersive Media Brief		Are there any existing assets for the Immersive Experience or will the vendor be expected to design/film all original content?	This is expected to be original design/film content; however existing content should be researched by the AV Software Producer during the project.
111	RFP 2.15	28	The language in paragraph 1 of section 2.15 suggests that the State of New York requires broad ownership rights to all elements of the work to be done under this contract. Please clarify if vendors can use third party copyrighted materials as part of the proposed work. If so, can vendors obtain limited licenses for the use of such third party copyrighted work only in connection with the Niagara Falls Visitor Center?	Yes, the vendors can obtain limited licenses for third party copyrighted work.
112	1.3	1-8	Will the Software Producer be responsible for providing and programming lighting?	Assuming this question relates specifically to the immersive media piece. Lighting should be programmed by the AV Software Producer for color, intensity and timing to work in harmony with the immersive experience. All lighting hardware for the project will be provided by the Exhibit Fabricator under a separate contract (see RFP C003525).
113	2.6	20	Can the GUI-based CMS be hosted locally on the network or should it be accessible remotely via web server or cloud?	The Content Management System should be hosted locally on the network. This network will be accessed by the Parks wider IT network.



No.	RFP Section	RFP Page	Question	Response
114	AV-3.1.3 – UPPER LOBBY SOUNDSCAPE		What is the nature of the spoken word in this piece? Should we budget for voice talent, and if so how many?	These spoken word elements should be welcome words in English, Seneca and Skaru-re (Tuscarora).
115	AV-3.1.3 – UPPER LOBBY SOUNDSCAPE		Alternatively, if the spoken word is interview-based, whom are we interviewing and where are they located?	The spoken word for this piece is not interview based.
116	AV-3.1.4 – FIRST PERSON DAREDEVILS		What is the nature of the animation required for these pieces?	The animation for this piece should be realistic rather than stylized.
117	AV-3.1.4 – FIRST PERSON DAREDEVILS		What is the balance between archival material and animation, i.e. how much animation run time should we budget for?	The bidder should plan for a creative balance between different types of imagery to convey the effect described in the RFP.
118	AV-3.3.5a – Ganö:nyök AUDIO		Can we assume that one voice talent is required here, or should there be multiple voices? If the latter, how many?	This should be one person from the Indigenous Community.
119	AV-3.3.5b – MAKING A WAMPUM		Is this piece silent or does it have ambient audio, that is the sound of the Wampum being made?	This piece has no audio.
120	AV-3.3.8a – FUTURE OF NIAGARA FALLS STATE PARK		How many different preservation effort profiles will be included at this station? 4?	Approximately 10, with the final number to be confirmed through collaboration during the contract.
121	AV-3.3.8a – FUTURE OF NIAGARA FALLS STATE PARK		Will there be any need for multi-season filming for these film profiles?	Yes, multi-season filming is required for these.
122	1.8.2	10	For minimum qualifications, please clarify what you mean by “any development media used to produce the project”	These materials might include sketches, renderings, storyboards, etc., to illustrate your process in developing the project being referenced.
123	1.8.2 and 3.2.1	10 and 32	How should video clips be submitted ? RFP states on p32 that web links are not permitted.	Video(s) may be submitted with a hardcopy proposal submission on the flash/USB drive as part of the electronic submission.



No.	RFP Section	RFP Page	Question	Response
124	2.7.5 and	21 and 28	<p>"For each Submission, OPRHP will require ten (10) business days to review and provide feedback on the Submission materials." and "Allow Director's Representative seven (7) calendar days for initial review of each submittal."</p> <p>Please clarify how much time we should allow for submittal review - 7 or 10 days.</p>	Please allow for a seven (7) day review period; this has been corrected in Amendment 1.
125	3.2.1.4	34	Does the 20 page maximum refer only to the Technical Approach section of the proposal or to the entire proposal?	Project references (Attachment 10 and its supporting materials) are not included in the 20 page maximum, nor are other visuals and charts.
126	3.2.1.4	34-35	Some of the criteria seem to refer to construction processes, not AV production. For example references to work crews, types of equipment, methods that could speed construction, etc. Please clarify whether and how we should respond to these items.	<p>Page 34, Item 1: Number of people/crews and their equipment who will be engaged in filming, editing, programming, etc. and how you envision they will create the project.</p> <p>Item 2: How will you avoid schedule delays that may occur due to inclement weather, operational limitations (e.g., Covid-19 restrictions) and other similar obstacles.</p> <p>Page 35, Item 2: How will your team maintain its proposed schedule to complete the project?</p>
127	3.2.1.4	34	"Demonstrate how you will develop and produce software/media content while remaining cognizant of content acquisition processes and schedule." Please clarify what you are looking for here.	Describe the methods/processes you will use, your approach, to developing content to deliver the Work on schedule. Describe your approach to coordination with the Exhibit Fabricator as well.
128	3.2.2	35	Financial Proposal – Attachment 1 has one space for providing a single, all inclusive cost. Please confirm you are not looking for an additional per component breakdown or schedule of values.	This is confirmed; however, Attachment 1 - Financial Proposal has been amended with Amendment 1 to include fields for Contingency Budget and combined Total Bid.
129	3.4	2-5	Is a hardcopy bid required, or is a digital bid submitted by email sufficient? If a hardcopy is required, can the digital bid submitted by email replace the digital file on a flash drive?	With the release of Amendment 1, email submittals are no longer authorized. All submittals must be in accordance with Section 3.4.1 Hardcopy Bids. The Electronic Submission must be on a USB flash drive.
130	RFP 2. Scope of Work & Service Requirements	19	Google Analytics is typically implemented to track website metrics. Is the goal to create an analytics system for the software-based interactive applications, or should it be utilized only where website integration is indicated?	The goal is to have analytics, Google Analytics or equal, for software-based and web-based interactives.
131	RFP 2. Scope of Work & Service Requirements	19	For software-based interactive applications, is a custom form of analytics tracking acceptable in place of Google Analytics?	Google analytics or equal should be included as part of the bid.
132	Exhibit B - Upper Lobby Soundscape	AV-3.1.3 - pg 4	Can you clarify a bit more on the use of the spoken word? What would be the subject matter and content of this spoken word material? Approximately how many different spoken word entries would be included and approximately how many different individual voices?	These spoken word elements should be welcome words in English, Seneca and Skaru-re (Tuscarora). The intent is to achieve a creative spoken word soundscape.



No.	RFP Section	RFP Page	Question	Response
133	Exhibit B - First Person Daredevils	AV-3.1.4 - pg 4	If animation is included in this program, is this animation intended to be 3D and photoreal and representative of the daredevil's point-of-view. Or is the animation intended to be more diagrammatic and 2D and representative of the physics of the daredevil's feat?	Any animation for this piece is intended to be photoreal from the daredevils point-of-view.
134	Exhibit B - First Person Daredevils	AV-3.1.4 - pg 4	If it exists, would first-person point-of-view archival imagery be acceptable, or is the desire that this imagery "feel" contemporary and not archival?	This piece is intended to feel contemporary, giving visitors the perspective of the experience if they were to attempt the feat themselves.
135	Exhibit B - First Person Daredevils	AV-3.1.4 - pg 4	What aspects are you envisioning would be animated vs. filmed?	The use of animation might be used to represent climbing the face of the falls or going over the edge of the falls if film footage is not realistically achievable.
136	Exhibit B - First Person Daredevils	AV-3.1.4 - pg 4	Can we get access to potentially film the perspective of all three feats with a drone? In other words, flying a drone over the rapids toward the edge of the falls, flying across at a tightrope level, and moving up the rock face.	This is an FAA issue that is likely not to be permitted, however Parks and Parks Police will work with the vendor as needed. Helicopter, cranes and other specialist equipment are more likely to be permitted.
137	Exhibit B - Portage Maps	AV-3.3.4a - pg 4	How many maps will be included in this program?	A single base map should be included.
138	Exhibit B - Portage Maps	AV-3.3.4a - pg 4	Around how many hotspots do you foresee per map?	There are 12 hotspots, with the final number to be confirmed through collaboration during the contract.
139	Exhibit B - Portage Maps	AV-3.3.4a - pg 4	What sort of information will be in a hotspot (images? films? text?)	Each hotspot should be a combination of text and images/diagrams.
140	Exhibit B - Portage Maps	AV-3.3.4a - pg 4	Audio Description - Most interactives include audio description but Portage Maps does not. Is there a reason for this?	Audio description is not included as no video is included in this program.
141	Exhibit B - French Proclamation	AV-3.3.4b - pg4	Can you confirm French, English, and Seneca are the required languages?	Confirmed, these are the three languages.
142	Exhibit B - Ganö:nyök Audio	AV-3.3.5a - pg4	The Content Summary says "This will be comprehensive Seneca languages." Is more than one Seneca language included here and, if so, how many and what Seneca languages?	This is a typographic error. The official Seneca language is determined by the Seneca Nation; there is only one.
143	Exhibit B - Ganö:nyök Audio	AV-3.3.5a - pg4	How many different Seneca voices are required, or is it just one voice?	One Seneca voice should be used.
144	Exhibit B - Ganö:nyök Audio	AV-3.3.5a - pg4	Will the client provide contacts for the Seneca speakers?	Yes, OPRHP will provide contacts after contract award.
145	Exhibit B - Ganö:nyök Audio	AV-3.3.5a - pg4	Will the client provide contacts for the Seneca instrumental musicians, or will this recording be provided by the client?	Yes, OPRHP will provide contacts after contract award, this should be a new, original recording.
146	Exhibit B - Making a Wampum	AV-3.3.5b - pg4	Will the client be providing access to the person making the wampum? Where will this be filmed?	Yes, OPRHP will provide contact after contract award. This should be filmed at Ganondagan State Historic Site.



No.	RFP Section	RFP Page	Question	Response
147	Exhibit B - Future of Niagara Falls State Park	AV-3.3.8a -pg4	How many different Park staff members and/or experts are to be filmed? Will the experts be provided by the client and will they be filmed at the Park?	The experts will be provided by OPRHP and there should be six in total, with filming at the Park.
148	Exhibit B	All	Which programs in Exhibit B are updateable?	All AV Software should be able to be monitored and updated to maintain functionality. AV-3.3.4a, AV-3.3.4b., AV-3.3.8a and AV-3.3.8b should be content updateable.
149	Exhibit B	All	Audio Instructions - How are audio instructions delivered especially on interactives with no audio? Is it part of the audio description?	Audio instructions are delivered through headphones via audio jacks linked to the media hardware.
150	Exhibit B1 - Immersive Media Brief	pg 5, 25, 29	We see a few different runtimes stated in this document. Please clarify the runtime for this projection experience.	8-10 minutes run time.
151	Exhibit B1 - Immersive Media Brief	pg 14	There are several images and artwork drawings (examples are on the 14th page of the Immersive Media Brief) that appear to depict the creation story. Can we assume that some of these could be made available at high resolution for use in the film?	No, this should not be assumed. Images shown here are as an example only and do not necessarily exist in the required resolution.
152	Exhibit B1 - Immersive Media Brief	All	Approximately what percentage of the program should we assume would be original animation or original motion graphics, as opposed to original video footage and licensed pre-existing imagery?	The bidder should plan for a creative balance between different types of imagery to convey the effect described in the RFP.
153	Exhibit B1 - Immersive Media Brief	All	Would the hardware integrator be able to provide a template to the media producer for projection mapping directly to the wall contours?	This can be explored during the contract. The designer and Exhibit Fabrication Contractor will have digital models of the space which will be provided.
154	Exhibit B1 - Immersive Media Brief	All	Please confirm there is no interactivity in this program.	Confirmed there is no interactivity.
155	Exhibit B1 - Immersive Media Brief	All	What overall pixel dimensions should we assume for each of the three projection areas, including both the large-scale immersive projections and focus projections?	Pixel dimensions are noted to the top right on X0893-(I)-GF-700 in Exhibit A.
156	Exhibit B1 - Immersive Media Brief	All	Would the edge blending be handled entirely by the hardware integrator or does this need to be done in the video imagery?	This will be handled by the hardware integrator. The AV Software Producer should assess the projection mapping and include any additional blending to suit the space if necessary for the final program to work within the space.
157	Exhibit B1 - Immersive Media Brief	pg 5	Please confirm that the projectors will be 4K.	Projector specifications are shown in Exhibit D. Pixel dimensions are noted to the top right on X0893-(I)-GF-700 in Exhibit A.
158	Exhibit B1 - Immersive Media Brief	28, 33	The brief lists 2 types of audio that will be created: immersive and focused. How many channels of audio are you planning, and what is the playback scenario (5.1/7.1)?	The AV Software Producer should advise on number of audio channels and the playback scenario based on the hardware included.



No.	RFP Section	RFP Page	Question	Response
159	Exhibit B1 - Immersive Media Brief	33	How are you intending to avoid audio bleed from adjacent screens for sequence 2?	The audio should be choreographed to avoid merging sounds, with the entire space having an overall audio experience and the audio focusing on specific screens at relevant points.
160	Exhibit B1 - Immersive Media Brief Exhibit C	36 75	The Immersive Media Brief, pg 36, shows depictions of the graphic areas: Intro, ways of knowing and exit. Similarly, the diagram on page 75 of Exhibit C shows several immersive media programs (AV-3.4.1, AV-3.4.2, AV-3.4.3), including an introduction and exit AV program. Are these static media or graphics? The intro wall is labeled as a 'dynamic lightbox panel.' What is this and is it part of the contract? Are there any other media programs related to the Immersive Media that are not contained in Exhibit B1 - Immersive Media Brief?	The only programs related to the Immersive Media are those contained in Exhibit B1. The introduction, exit, and exploration are outdated and have been omitted from the project. The dynamic lightbox panel is not part of the contract. Exhibit C has been amended as part of Amendment 1.
161	Exhibit F	10	Please confirm whether this is our responsibility: "The Contractor will be required to create a "mesh" of the projection area from 3D designer model for input into the media server to ensure more accurate alignment." Are there any particular technical parameter of this "mesh" that you can convey at this time?	The 'mesh' refers to digital 3D model geometry.
162	RFP 3.2.1 Proposal and Submission Requirements	32	The RFP states: "Web links that are provided with a Proposal will not be accessed and information within such links will not be considered for evaluation." Yet on page 10, it also says that for project references "Video clips are encouraged." How should we submit these video clips?	Video clip(s) may be submitted with a hardcopy proposal submission on the flash/USB drive as part of the electronic submission.
163	RFP 3.2.1.4 Technical	34-35	In the Technical Approach, would you like to us to provide our creative ideas in the written approach?	No, this is not required. The Technical Approach should be responded to as outlined in the RFP, showing the creative process and creativity through past experience.
164	RFP 3.2.2 Pricing	35	Please confirm that for pricing you only need the final price and not any supporting line-item budgets.	This is confirmed.
165	RFP 3.2.1.3 Project Schedule	2-2	Please explain the reasoning behind why you are evaluating the schedule based on fewest consecutive calendar days and how you see that as bringing value to this project.	The project schedule is very tight. The intent is to ensure the project will be delivered on time and coordinated with the Exhibit Fabrication schedule.
166	RFP 3.4 Packing of RFP Proposals	36-37	Please confirm that you want both hardcopy and digital versions of the bid, or will one or the other suffice?	With the release of Amendment 1, email submittals are no longer authorized. All submittals must be in accordance with Section 3.4.1 Hardcopy Bids.
167	General	All	Audio Description - Is the AV contractor responsible for audio description? How will it be delivered to the visitor?	Yes, the AV Software Producer is responsible for audio description. Audio descriptions are delivered through headphones via audio jacks linked to the media hardware.
168	1.8.1 Minimum Proposal Qualifications	9-10	Must each of the (3) references include every element listed in 1.8.1, or may the examples we provide contain a mix?	Each Project Reference does not have to include every element listed in 1.8.1, however, the collection of Project References must collectively meet all elements listed in 1.8.1.
169	1.8.2	10	May video clips be included simply as URL hyperlinks?	Video clip(s) may be submitted with a hardcopy proposal submission on the flash/USB drive as part of the electronic submission.
170	1.8.3 Minimum Proposal Qualifications	10	What would constitute cause for a Reference to Fail?	Negative response(s) to reference questions may cause a Reference to Fail.



**Parks, Recreation
and Historic Preservation**

**Questions and Responses 1
C003528
Niagara Falls Visitor Center Audiovisual Software
Production**

No.	RFP Section	RFP Page	Question	Response
171	1.10 Downstream Prohibition	1-13	Have you selected an exhibits fabricator yet, and will this go to a separate bid?	The solicitation for an Exhibits Fabricator is currently out to bid as RFP C003525.
172	1.11 Public Building Law	13	What is your budget for this scope of work?	The expected budget range for this project is \$440,000 to \$540,000, inclusive of the Contingency Budget.
173	2.1 General	16	Must our submission be portrait, or can it be landscape? Is either fine as long as it is a straightforward PDF?	Either is fine as long as it is a straightforward PDF.
174	2.1 General	1-16	Are the Content Writer, Graphic Designer, and PM mentioned in the first bullet a part of our project team, or already members of the client team?	The AV Software Producer should include all necessary staff to produce the AV software as outlined. These staff members are not part of OPRHP's exhibit design team.