



**ADDENDUM NO. 2**

DATE: March 24, 2023  
ITB: **RFP 23-44TM Three-Dimensional Virtual Tour**  
DATE ISSUED: March 21, 2023  
BID DUE: **March 30, 2023 at 11:00 a.m. EST (Changed)**  
SUBJECT: **To extend the closing date and provide responses to questions received,**

Ladies/Gentlemen:

Addendum #2 is being issued to extend the closing date and to answer questions received.

**RFP 23-44TM is being extended until March 30, 2023 at 11:00 a.m. est.**

**Questions and Answers**

1. Question: Is there an incumbent vendor?

**Response: No, there is not.**

2. Question: What is the budget for this project?

**Response: The specific Budget will be determined once proposals demonstrating potential technologies and capabilities are considered.**

3. Question: Can you please provide an exact list of buildings and/or venues that will require 360 capture? Please provide an exact list of venues, rooms, and "configurations".

**Response: Exterior & interiors including  
Hampton Roads Convention Center –  
Hampton Coliseum  
Hampton Aquaplex  
Exterior – undetailed location of Bluebird Gap Farm,  
Water Walk along perimeter of property  
Notation of Sites that are available for development**

**Hampton Roads Convention Center  
Public spaces in the Hampton Roads Convention Center:**

# HAMPTON VA

Entrance,

Grand Ballroom ABCDEFG, BR ABC, BR ABCD, BRA, BRB, BRC, BRD

Conference Rooms ABCD, CR AB, CR D

Breakout Rooms – Many rooms have the same dimensions, so rather than all rooms, we require 101, 102, 102-103, 106, 106-107. Additionally, 201, 202, 201-202, 206, 207.

Exhibit Halls ABC, EH AB, EX A, B, C

Terrace; and all Public Corridors/Prefunction Space.

Loading Docks

Exterior of convention center must also be three-dimensionally imaged.

## **Public spaces in the Hampton Coliseum:**

Entrance, full Arena for in-stage general admission,

Arena set for In-stage reserved seating,

Half-house reserved configuration,

Concourse north and south, Exhibit Halls north and south,

Chesapeake and Hampton rooms, Stars Dressing Room, Locker Rooms/Dressing Rooms. Exterior of Coliseum should also be three-dimensionally imaged.

## **Public spaces in the Hampton Virginia Aquaplex:**

50-meter competition pool from deck and from second floor seating;

Spectator seating;

all public corridors;

25-yard Programming/Warm-up Pool;

Multipurpose Room; Team Room;

Conference Room;

Splash Park;.

Exterior of Aquaplex

4. Question: Are there specific dates and times that we can have access to each venue to capture the 360 views?

**Response: Yes, these will be determined once vendor has been selected on agreement has been executed. We will select dates based on venue availability and will coordinate accessibility among venues to optimize time,**

5. Question: Will there be data provided in order to embed captions on specific elements within the venues? For example, descriptions about paintings.



**Response: We had not considered providing painting details, we had primarily intended to provide site dimensions, architectural and amenity detail, but we can discuss all possibilities with selected vendor.**

6. Question: What additional Metadata is required?

**Response: It would be very helpful to know who visited the site, took the tour and their scope of interest, whether they are a meeting or event planner, or a developer visiting to learn about the opportunities through Economic Development. Knowing whether they visited the site directly, through link or search engine as well. If an exit survey is possible, it would be valuable feedback.**

7. Question: Where will the 360 tours live, once captured? Please provide a list of websites.

**Response: There will be a dedicated landing page or micro site (whose domain will be purchased by Hampton CVB once branding study is complete) that will house the campus specific marketing and property information. Sites that will host links to the landing page include <https://hampton.gov/241/Economic-Development>; VisitHampton.com, HamptonAquaplex.com; TheHRCC.com, HamptonColiseum.org, and possibly others.**

8. Question: What are the key performance indicators that will be tracked and measured?

**Response: Utilization/visits; campus sites visited in tour; time spent utilizing tour; bounce rate; interest from developers, meeting/event planners, and promoters; interest from corporate entities, resulting development.**

9. Question: What type of specific compliance are you looking for from an accessibility standpoint (WCAG/ADA compliance)? AA compliance is the legal standing but just looking to see if there is anything above and beyond that level you are looking to achieve?

**Response: The City requires that the tour be WCAG/ADA compliant. We suggest that you advise in your proposal to the City how your product will comply. Some examples include providing text descriptions for the video content, adding closed captions or subtitles for audio content, ensuring color contrast, providing keyboard navigation options, and avoiding flashing content that could cause seizures.**

10. Question: Are you requiring segmented tours for sales people? Or have different interfaces for internal versus external users? Or would you rather have one all-inclusive tour accessible by everyone?

**Response: One all-inclusive tour accessible by everyone.**

11. Question: What specific analytics are you looking to achieve and collect from the tour? What back end systems would this feedback to if you were looking at integrating data?

**Response: Utilization/visits; campus sites visited in tour; time spent utilizing tour; bounce rate; origination of site visitor. It would be great to have a field available for communication—questions, RFPs, etc with options to select Venue (Hampton Roads Convention Center, Hampton Coliseum, Aquaplex) and department, ie Hampton Economic Development or Hampton Convention & Visitor Bureau.**

12. Question: Can you provide the total "marketable" square footage of the Following:

HRCC

Hampton Coliseum

Hampton Virginia Aquaplex

**Response:**

**HRCC – 152,000 not including terrace and grand entrance.**

**Hampton Coliseum – 84,000**

**Hampton Virginia Aquaplex - 64,000**

13. Question: Can you attach your most recently updated floor plans of each venue?

**Response: Please see attached.**

14. Question: Can you expand on what the RFP describes as Imaging Ballrooms in multiple configurations? We have several options available here and I want to make sure my understanding is in line with your request

**Response: We are flexible on how to present facilities' capabilities. Please share options and we will consider them as we review proposals.**

15. Question: Estimating, about how much time does it take to setup the room dividers at the Convention Center?

Specifically:

- a. Conference Rooms (First Floor)
- b. Ball room
- c. Rooms(Both Floors)
- d. Exhibit Hall

**Response:**

- a. Conference Rooms (First Floor) half hour**
- b. Ball room – 45 minutes**
- c. Rooms(Both Floors) – depends on staffing – est. Half hour**
- d. Exhibit Hall – to divide into thirds, 45 minutes-hour**

16. Question: Can we get access to the floorplans to the Hampton Coliseum and the Aquaplex? These help in creating the estimate more accurately.

**Response: Please see attached.**

17. Question: For the Coliseum, the RFP asks for capturing different layouts: Specifically:

- a. In-stage general admission
  - b. In-stage reserved seating
  - c. Half-house configuration
- Are these included in the floorplans for reference?

**Response: Please see attached.**

18. Question: Would the city be interested in having a companion app alongside the virtual site plan that will be added to the website? For context, even though it's not explicitly stated, many audiences who primarily use their mobile phones, such as college students and those on walking tours, prefer having a companion app. Virtual tours that are only available on websites can have issues with user experience when used on mobile devices. As a result, we recommend having a companion app to ensure a better experience for users on mobile devices.

**Response: If you wish to include pricing, we would welcome the information for the companion app.**

18. Question: Is there a budget we should work within while we develop this RFP?

**Response: Please quote based on your pricing structure.**

19. Question: Is there an exact date the virtual tour needs to be completed by and provided to the City?

**Response: Time is of the essence; please provide a project timeline and amount of time required for your company to complete production of the virtual tour.**

20. TAB 3 > ix states: "A copy of the certificate verifying the firm is authorized to do business in the Commonwealth of Virginia, including State Corporation Commission Registration Number"

I'm a foreign entity based in Massachusetts. Does the business need to be authorized prior to submitting the contract?

Response: NO, Not prior to submitting your bid, but if you are selected, you will need to expedite the process.

21. Question: How many years does the City of Hampton need the hosting of this platform, would the city prefer additional years hosting be billed separately?

**Response: Yes additional years should be billed separately; host fees will be paid on an annual basis. Please specify pricing in your proposals.**

22. Question Can the city provide floor plans for the Coliseum (including meeting rooms) and Aquaplex?

**Response: Please see attached.**

23. Question: Will analytics and reporting be required for the tour?

**Response: Yes, analytics will be required. Please share your capabilities in your proposal.**

24. Question: Will WCAG AA compliance be a requirement for the tour?

**Response: The City requires that the tour be WCAG/ADA compliant.**

25. Question: Is there a recording of the meeting last Friday on the 360-degree RFP?

**Response: No, we did not record the pre-bid meeting.**

26. Question: For the multiple-configuration rooms (i.e. Grand Ballroom), are you looking to have particular table configurations imaged per room configuration? If so, how long do they take to set up?

**Response: Time and configurations will depend on staffing and dates selected. Ideally we would like to demonstrate a few configurations for the larger spaces. We will coordinate with vendor and other venues to establish an itinerary that maximizes the use of time. We wish to capture an open room and various setups, such as reception, theatre for general session, round tables, etc. We do not need to do this for every venue space.**

27. Question: The total marketable square footage of each Venue to be captured will be included in an addendum on the website after the question and answer period is over, which is March 9th, correct?

**Response:**

**HRCC – 152,000 not including terrace and grand entrance.**

**Hampton Coliseum – 84,000**

**Hampton Virginia Aquaplex - 64,000**

28. Question: I want to confirm that our RFP response needs to be in a sealed envelope and mailed to the following address:

Tammy Martin, Senior Buyer  
Consolidated Procurement Division  
1 Franklin Street, Suite 345  
Hampton, Virginia 23669

**Response: That is correct**

29. Question: Two requests for Modifications to the RFP:

**a. Page 6-7, F, Proposal Content Evaluation:**

Requesting to add Drone Panoramas to the exterior imagery captured.

**b. Page 18, X, Modification:**

**Response: If you wish to provide these to address our need as part of your proposal, please include them, pricing and any other details that will help us in make a decision.**

30. If selected as vendor, requesting a perpetual marketing license to promote the completed Virtual Tour on vendors website.

**Response: We can discuss what may be required and whether marketing license may be required.**

31. Question: How should reimbursable expenses be included? Should they be estimated and added to the RFP?

**Response: Yes, all related expenses should be included in the proposal.**



32. Question: Looking for clarification: Only bids over \$100,000 are required to submit documentation for subcontracting to meet MBE/WBE goals, correct?

**Response: No, please include the forms.**

33. Question: On Pg 6 > E. Proposal Submittal Requirements > 1. > ii > Tab 6 & Tab 7. They are in a different Tab order on Pg 8. Seeking clarification for compiling the Tab index in the correct order upon submittal.

**Response: Please follow the proposal submittal requirements on page 6.**

***Bidders must take due notice and be governed accordingly. This addendum must be acknowledged as indicated in the Request for Proposal or your Bid may not be considered.***

***All other terms and conditions must remain the same.***

***For the City of Hampton***

***Tammy Martin  
Tammy Martin, Senior Buyer  
1 Franklin Street  
Hampton, VA 23669  
Phone: 757-727-2205  
Email: [tmartin@hampton.gov](mailto:tmartin@hampton.gov)***