

May 28, 2026

Addendum No. 04

File Reference Number: RFQ 2026 033

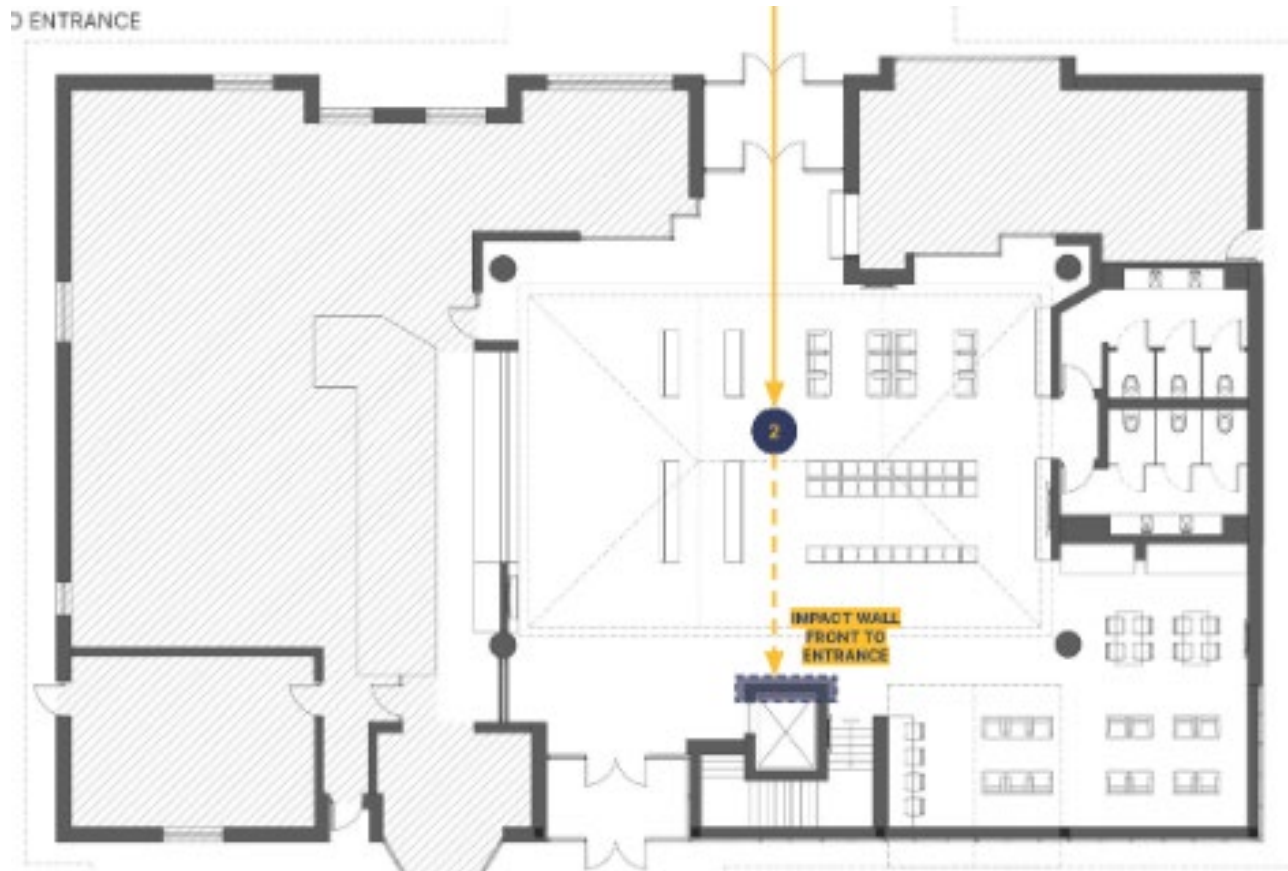
Title: Supply of LED Wall Display, Installation, and Support Services

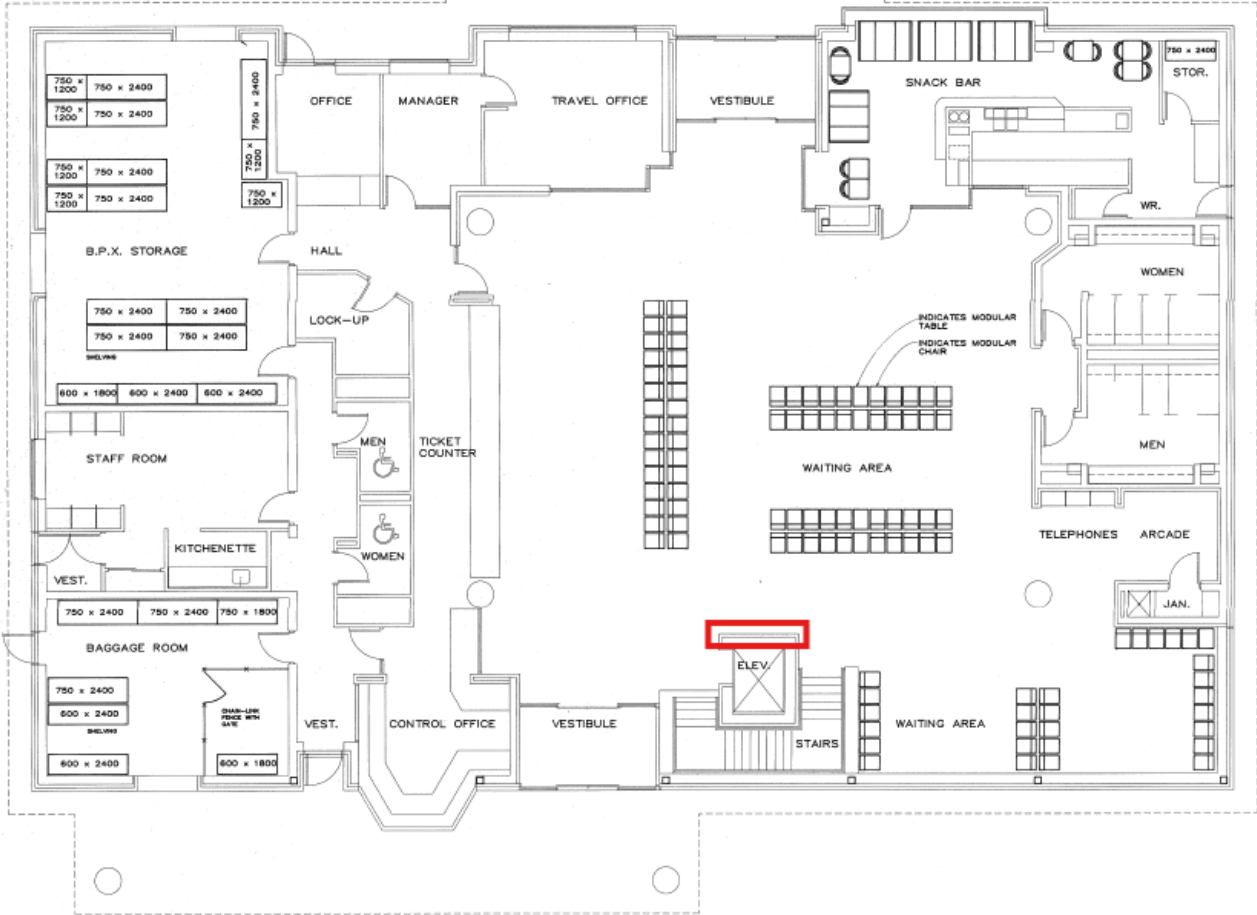
RE: Clarifications/Questions

CLARIFICATIONS:

Item 1: Please provide the floor plans for the space.

Answer: Please find below the images for floor plans:





Item 2: Can ONTC confirm that it will supply the media player to run the content on the LED plus what model or please provide the type that will be used. Will the display be connected to an existing media player or content management system? Is ONTC planning to provide a CMS (Content Management Software) to run to the video wall? If so, what is the CMS?

Answer: ONTC plans to use a Windows PC as the source running the XIBO CMS client as the source. HDMI or Display Port will be used to connect to the source.

Item 3: Will ONTC or the contractor be responsible to run the data cables between the screen and the LED controller? Can the client provide conduits to run the cables?

Answer: ONTC will coordinate cable runs and conduits.

Item 4: To reduce disruptions, does ONTC expect the installation to be performed after business hours? Or can we install during business hours? Are there any site access restrictions, working hour limitations, or security clearance requirements for installation personnel?

Answer: No restrictions. However, ONTC will coordinate the installation with the successful respondent.

Item 5: Could ONTC provide dimensions of the available wall space, including ceiling height and mounting area dimensions? Could ONTC provide details regarding the wall construction and mounting surface?

Answer: Please refer to Item No.13 of Addendum No. 02 for response to this question.

Item 6: Are there any weight limitations or anchoring restrictions associated with the elevator shaft located behind the wall?

Answer: No limitations.

Item 7: Please confirm available power specifications (voltage, breaker size, outlet type, etc.).

Answer: ONTC will provide power as required.

Item 8: Does ONTC have any preferred or existing controller ecosystem requirements (e.g., Nova Star or equivalent)?

- Where is the controller/processor intended to be installed? -
- Will the controller/processor be installed in a rack? If yes, is this an existing rack, or should the proponent include a rack in their quote?
- Please confirm if there is an equipment rack provided for the controller/processor unit and the approximate distance from the video wall. If one is not provided, please confirm if one is to be supplied with this RFQ and where it will be located with respect to the video wall.

Answer: The controller, processor, and rack should be included in the quoted price. ONTC does not have an existing or preferred system ecosystem. If the proposed solution requires a rack installation, it must be included as part of the submission.

Item 9: Is front-service access preferred or required for the LED wall system?

Answer: Front-service access. This is mounted on a brick wall of an elevator shaft. For this reason, rear-service access is not possible.

Item 10: Is there a dedicated AV rack that we have to cable back to, and if 2.5.2. Will conduit be provided from the video wall to the equipment rack, and if so, what conduit sizes will be provided?

- If conduit is not provided, is there an expected cabling path and is FT6 (plenum) cabling required? so, where is this located? Or would all required components be installed locally at the display?
- The RFQ indicates the contractor will provide the power distribution components and be responsible for the electrical connection and integration. Please clarify what power connections will be provided to ensure the proper electrical allowances are included in the response.

Answer: ONTC will install cables and conduits as needed.

Item 11: Approximately how many ONTC personnel are expected to attend the training session?

Answer: Three (3) to Five (5) personnel.

Item 12: Will ONTC be arranging a mandatory or optional site visit for respondents?

Answer: Please refer to the Floor Plans and photos provided in the Addenda document for scope clarification as ONTC will not be able to accommodate site visits for respondents.

Item 13: Is there a requirement to include spare panels, and if so, what percentage is expected?

Answer: ONTC does not currently require spare panels; this requirement may be addressed at a later stage in coordination with the successful respondent.

Item 14: Please provide a response for the following questions:

- a) Can the successful proponent ship the DVLED hardware directly to site ahead of installation?

Answer: Delivery and secure storage is possible ahead of the scheduled installation date.

- b) Is a lift gate required for delivery?

Answer: No

- c) Is there an egress path from the loading dock to the installation site?

Answer: No

- d) Is there secured storage on site where the hardware can sit until installation?

Answer: Yes

Item 15: Are there existing power outlets on this wall? If yes, please confirm:

- how many outlets
- how many circuits
- the amperage of each circuit

Answer: Power Outlets are not available on this wall.

Item 16: Please clarify the required scope of the two-year post-installation support. Please confirm whether support is limited to:

- remote troubleshooting;
- manufacturer warranty coordination;
- replacement parts coordination; and
- technical guidance.

Answer: Yes, the successful respondent will be responsible for all the items listed above.

Item 17: Please confirm whether remote diagnostics are expected to be limited to reactive troubleshooting, or whether proactive monitoring, alerting, reporting, or periodic system health checks are required

Answer: Limited to reactive troubleshooting. ONTC expects system updates (proactive routine maintenance) for all applicable devices. It doesn't need to be reporting, health checks, or monitoring. Other than providing system updates everything should be reactive (for service calls only).

Item 18: Please confirm whether firmware/software updates, calibration, configuration changes, or manufacturer coordination are included.

Answer: Yes, this must be included as part of the two-year post-installation period.

Item 19: Would ONTC consider limiting delay damages under Section 22 to direct damages only, excluding incidental, consequential, special, and indirect damages?

Answer: ONTC will exclude liability for such damages, and this will be reflected in the contract with the successful respondent.

Item 20: Please confirm the supplier will not be liable for delays outside its reasonable control, including:

- ONTC site readiness or access delays;
- ONTC approval or decision delays;
- third-party dependencies;
- electrical or utility readiness;
- supply chain disruptions; and
- other circumstances beyond the supplier's reasonable control.

Answer: The supplier will not be liable for delays if caused by a force majeure event (as defined in the agreement and in accordance with s.47)

Item 21: We would like to confirm if ONTC would accept:

- multiple proposal options within a single submission, or
- alternative pricing/configuration options alongside a primary recommended solution.

Answer: ONTC will accept only one proposal per submission. Proponents must select the proposal that best meets ONTC's requirements, as multiple proposals will not be evaluated.

Item 22: For On-site support related to the hardware, do you want an optional Service-level agreement quote to cover 2-years post-installation?

Answer: Hardware support may be offered as an optional service level; however, it will not be considered in the evaluation of the final price and proponents must highlight it separately.

Item 23: Will ONTC provide terminated power as per our requirements and the vendor provides terminated plugs to connect into the outlets you will be providing?

Answer: Yes, ONTC will provide powered outlets.

Item 24: Please identify the type of content sources that ONTC would require.

Answer: Content Sources would be PC (windows or Linux) running the XIBO CMS client, which is a digital signage software.

Item 25: Is there a dedicated AV rack that we have to cable back to, and if so, where is this located? Or would all required components be installed locally at the display?

Answer: ONTC does not have an AV rack at this time but will determine its location in coordination with the successful proponent. Please refer to the response to Item No.08 for more details.

Item 26: Addendum No. 05 – Item No. 02

Please specify the exact distance you wish to the viewer to see the display at.

Answer: The desired viewing distance ranges from approximately 5 to 25 feet. Respondents are expected to apply their expertise to recommend a suitable display solution that aligns with this viewing range and the project scope.

Item 27: Addendum No. 02 – Item No. 06

ONTC's required specification mentions 8'x6'. Please confirm if ONTC requires 1:1 aspect ratio.

Answer: Please be advised that the response to Item No. 06 of Addendum No. 02 has been amended to the following:

ONTC's expected aspect ratio is 4:3 as the specification requirement is 8'x6'. ONTC **does not** want 1:1 aspect ratio.

Item 28: Addendum No. 02 – Item No. 19

Will ONTC accept COB/GOB products that have a protective coating or would ONTC accept SMD LEDs that are not protected?

Answer: Protected LED solutions are required. Both COB and GOB products with protective coating are acceptable.

Item 29: Addendum No. 02 – Item No. 28

Does ONTC want an HD Image to fit within the 4:3 aspect ratio leaving black bars above and below or is the HD content supposed to fill the available pixels within the 4:3 aspect ratio?

Answer: The display will primarily operate at a 4:3 aspect ratio at full resolution (2880 × 2160). When 16:9 content is presented, it will be displayed with letterboxing.

Regards,

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