

REQUEST FOR SERVICES

Boston Harbor Islands Welcome Center

Revised 02/16/2021

Background

The Boston Harbor Islands Welcome Center is located in the historic core of downtown Boston and serves as a gateway to the Boston Harbor Islands. This Request for Services seeks a vendor to design, provide and install an audio and visual display system at the Welcome Center which will provide visitors with information and a virtual audio/visual experience of the Boston Harbor Islands.

The pavilion consists of an outdoor plaza with two contemporary sculptural canopies sheltering two visitor information kiosks, a large scale map of the islands embedded in the pavement and exhibits that highlight the rich historical and ecological diversity of the islands. The open-air pavilion is jointly managed by the National Park Service (NPS) and the National Park Service's non-profit partner, Boston Harbor Now (BHN).

The Welcome Center is staffed seasonally to provide visitor information but is designed in such a way that public information is also available when the pavilion is not staffed. There are two large 6'x10' low-resolution digital panels embedded in the sliding doors that were originally designed as part of the pavilion to display digital artwork when the Welcome Center doors are closed and the facility is not staffed. NPS and BHN seek to replace the low resolution panels with a modern, high resolution state of the art A/V system.

The panels and the technology are now almost 10 years old. NPS and BHN intend to upgrade the system in order to provide more in-depth, remotely programmable digital information and captivating high-resolution images to supplement in-person services and capture audiences when the facility is closed. The visual system can be augmented and complemented with an audio system that further enhances the visitor experience.

Scope of Work

Boston Harbor Now and The National Park Service seek to replace the video panels described above. The Contractor shall plan, design, produce and install an audio and visual system which will provide enhanced public information and an audio and visual display experience of the Boston Harbor Islands at the Boston Harbor Islands Welcome Center on the Rose Kennedy Greenway.

The Contractor shall provide the National Park Service and Boston Harbor Now with all labor, materials, equipment, facilities and travel necessary to perform the work of this task order as described.

Tasks

- Site visit(s) with stakeholders (NPS and BHN)
- Participation in planning and development workshops with NPS and BHN staff to identify main theme, key messages and content, and desired audience
- Based on programmatic needs and desired audiences, identify best options and package for audio/visual technologies to deliver information using the existing footprint and infrastructure of the pavilion within a specific budget
- Identify and recommend design options of audio/visual system including specifications, hardware, software, mounting, maintenance plan and initial content
- Acquire all permits necessary for system installation
- Attend informational meeting(s) with stakeholders to provide technical description of equipment and its performance
- Installation of system including mounting, electrical, wiring, commissioning and training
- Develop a seasonal equipment maintenance schedule for use by the client
- Provide staff with multi-faceted training including in-person, online and comprehensive written training materials
- Make recommendations and assist in the development of multimedia program content and strategies for effective communication to achieve a variety of objectives
- Decommissioning and removal of existing system

Contractor shall provide the National Park Service and Boston Harbor Now with all labor, materials, equipment, facilities, permits and travel necessary to perform the work of this task order as described.

Schedule

The work in this task order shall be completed by July, 2021 and in accordance with the following schedule:

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Week of February 8, 2021: Proposals circulated to potential vendors

February 25, 2021: Mandatory site visit at Boston Harbor Islands Welcome Center on the Rose Kennedy Greenway, 191 Atlantic Ave, Boston, MA 02110 **10:00 AM**

March 4, 2021: Deadline for written questions

March 12, 2021: Proposals due by 5PM

Week of March 15, 2021: Vendor interviews TBD if necessary

Week of March 15, 2021: Vendor Selection

Government Furnished Materials

Welcome Center Site Plan

Vendor Requirements and General Specifications

Vendors should be very familiar with a range of audio/video communication solutions capable of displaying Static and Dynamic content at 4K resolution with a frame refresh rate of at least 60 Hz to communicate inspiring messages, boat schedules, and program and event information in a public commercial setting. The system must accept HDMI inputs. The audio system must include a mixer able to mix various sound sources with XLR connections and unbalanced inputs for small public events. The audio system should be designed as an outdoor audio speaker system. This procurement shall include a computer and a cloud-based digital signage content management software to serve as the content driver.

Vendors shall decommission and remove the existing system and furnish design services, materials and labor for the replacement system that meets customer requirements. The vendor shall be responsible for acquiring all necessary permits. All work is expected to be completed by July 2021. Vendor will provide system training, recommendations and any maintenance manuals and warranties afforded by the manufacturer.

Contract Value

The maximum value of this contract shall not exceed \$170,000.

Proposal Submission

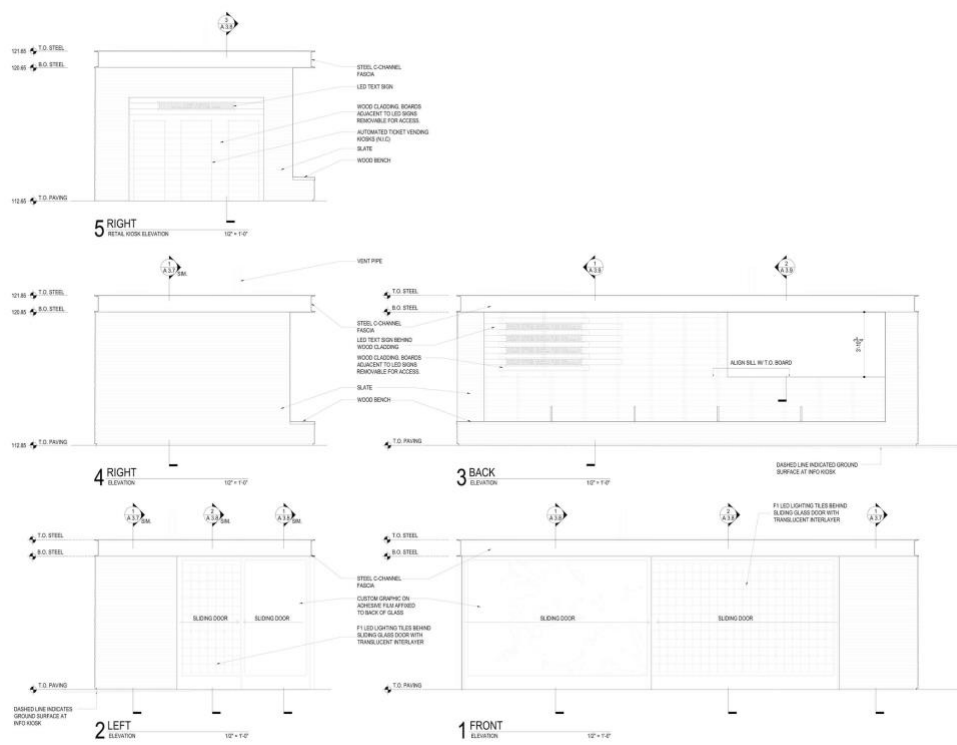
Submit Questions to: jmurray@bostonharbornow.org.

Proposal Deadline: March 12, 2021, 5PM

Proposals shall be submitted by email to: rfp@bostonharbornow.org

Organization: Boston Harbor Now

Address: 11th Floor, 15 State Street, Boston MA 02109



HARBOR PARK PAVILION
 800 KENNEDY GREENWAY
 PARCEL 19
 BOSTON, MA

BOSTON HARBOR ISLAND ALLIANCE
 406 ATLANTIC AVENUE, SUITE 228
 BOSTON, MA 02115
 P: 617-253-8538 F: 617-253-8471

BOSTON HARBOR ISLANDS NATIONAL PARK AREA
 406 ATLANTIC AVENUE
 BOSTON, MA 02115
 P: 617-253-8567 F: 617-253-8571

utile
 115 BOWEN STREET
 BOSTON, MA 02111
 P: 617-421-2518 F: 617-421-1414

REED HILDEBRAND ASSOCIATES, INC.
 141 MT. AUBURN STREET
 WASHINGTON, MA 01982
 P: 617-263-2422 F: 617-263-2740

SIMPSON GUMPERTZ HEGER, INC.
 41 BOSTON STREET BUILDING 1
 SUITE 800 WALTHAM, MA 02455
 P: 781-947-9000 F: 781-947-8238

ALIED CONSULTING ENGINEERS
 218 WOODFORD SQ
 SLEBURY, MA 01759-3013
 P: 978-443-3888 F: 978-443-4838

VHB - VANASSE HANGEN BRUSTLIN, INC.
 107 WASHINGTON STREET
 WASHINGTON, MA 01981
 P: 617-264-2266 F: 617-264-4710

10'00"	10'00"
10'00"	11'00"
10'00"	10'00"
10'00"	10'00"
10'00"	10'00"

KIOSK ELEVATIONS

12'-0" x 12'-0" JOB NO. 002

A 3.3

[Welcome Center Diagram \(PDF\)](#)



More images of the site courtesy of Chuck Choi:
<https://www.chuckchoi.com/portfolio/harbor-islands-come-ashore>