December 8, 2025

**POLK COUNTY, A POLITICAL SUBDIVISION OF
THE STATE OF FLORIDA**

**ADDENDUM # 1
ISS# 26-065, DIGITAL INFORMATION KIOSKS & SYSTEM**

This addendum is issued to clarify, add to, revise and/or delete items of the Solicitation Document for this work. This Addendum is a part of the Solicitation Document and acknowledgment of its receipt shall be noted on the Addendum.

Contained within this addendum: clarification and questions/answers.

Respectfully,

Tabatha Shirah

Sr. Procurement Analyst
Procurement Division

This Addendum sheet should be signed and submitted with your submittal. This is the only acknowledgment required.

Signature
Printed Name: _____
Title: _____
Company: _____

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Addendum # 1

Clarification 1
All submittals must be received by Wednesday, December 17, 2025, prior to 2:00 p.m., with no exceptions. **Vendors wishing to provide information to Polk County should submit their product information along with supporting documentation demonstrating that the product meets all requested capabilities.**

Submittals should be emailed directly to Tabatha Shirah, Senior Procurement Analyst, at tabathashirah@polkfl.gov.

Q1: Will Polk County accept submittals via email, or is a physical, hard-copy submission required for consideration?

A1: Email, as stated in notice and clarification above.

Q2: **Data Integration Requirements: Could the County clarify what types of data integrations are required (e.g., APIs, web services, CRM, tourism databases)?**

A2: APIs, web services, and tourism databases will be expected.

Q3: **Cloud-Based Platform Details: The notice mentions a secure, cloud-based centralized system. Is the County requiring a web-based dashboard accessible via browser?**

A3: No, we are not requiring a web-based dashboard via browser only. As stated in the notice, the centralized control platform must be directly integrated into the operating system of each kiosk, allowing the kiosk to function both online and offline.

Q4: Form Factor Preference: Is the County seeking wall-mounted kiosks, freestanding kiosks, or a combination of both?

A4: The County is seeking free-standing kiosks.

Q5: Kiosk Size Specifications: Does Polk County have preferred screen sizes, enclosure dimensions, or minimum/maximum display requirements?

A5: Undecided. At this time, the County is only requesting information to identify products and software that are available and can meet the capabilities outlined in the solicitation.

Q6: Operating System Requirement: The notice mentions integration directly into the kiosk's operating system. Is the County requiring Windows, Android, or another OS?

A6: No.

Q7: Warranty Requirements: Is there a minimum warranty period required for hardware?

A7: No, it would be beneficial for vendors to provide that information.

Q8: Ongoing Support Expectations: The notice references turnkey support, monitoring, and maintenance. Does the County require 24/7 monitoring, on-site service response times, or remote management capabilities?

A8: Undecided. At this time, the County is only requesting information to identify products and software that are available and can meet the capabilities outlined in the solicitation.

Q9: Quantity of Units: Can Polk County confirm the number of kiosks expected for deployment at the Visit Central Florida Welcome Center?

A9: Initially looking for four units to be deployed across our multiple welcome centers.

Q10: Installation Environment: Are the kiosks intended for indoor, outdoor, or both environments?

A10: Both. The County is seeking one unit that will be mobile with our mobile visitor center and capable of being deployed outdoors.

Q11: Was this solicitation drafted with a specific product or service in mind, and if so, which product or service?

A11: The solicitation was developed based on research into digital information kiosk solutions and an assessment of the Division's operational needs. The capabilities referenced in the solicitation reflect the features and services identified through this research and from the TrueOmni product.