

UNLV | PURCHASING & CONTRACTS

ADDENDUM 1 TO REQUEST FOR PROPOSAL 702-KO

WEB CONFERENCING SOLUTION

University of Nevada, Las Vegas
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Date of Release: July 17, 2017

Date and Hour of RFP Opening: Wednesday, August 2, 2017, 3:00 PM PDT

Reference: Page 1 RFP Dates

The Last Day for Questions shall be extended to Wednesday, July 19, 2017

The Last Day for Addenda shall be extended to Friday, July 21, 2017

The Opening Date and Time shall be extended to Wednesday, August 2, 2017, 3:00 PM PDT (This is the due date for the Proposals. Proposals received after 3:00 PM will not be accepted)

The following questions were raised and are answered below:

1. We are happy to respond to the components of the RFP, however, would UNLV allow us to submit redlines to the Terms and Conditions and Minimum Terms upon the next stage of the RFP process?

Answer: Please see Section C General Terms and Conditions, letter g). If Proposer takes exceptions to the Minimum Contract Terms (including the insurance requirements), or any general terms or conditions set forth herein, Proposer must submit a specific list of exceptions as part of its response to this RFP.

2. Are there terms and conditions of this RFP and the minimum contract terms that are a requirement of any winning vendor? From a product perspective we believe that we have the solution to meet your needs but also want to make sure we have capabilities to meet needs from a contract/legal perspective.

Answer: Please see Section C General Terms and Conditions, No. 3, letter g).

3. What prompted your agency to look into a web conferencing solution?

Answer: The need to have a synchronous collaboration/communication tool that could be integrated with our learning management system and the need to have a synchronous web tool for meetings outside of the learning management system.

4. Are you currently using a web conferencing platform? If so, which one?

Answer: There is not an enterprise level platform. Different departments and areas have had licenses for different applications that have been used as needed.

- a. What kind of challenges are you facing with your current platform?

Answer: Not applicable

5. Do you currently have an audio provider? If so, which one?

Answer: We do not have a current audio teleconferencing provider.

6. What budget has been established for this?

Answer: The budget is flexible depending on the RFP responses.

7. How many attendees are you expecting to have in your large webinars?

Answer: This is unknown

8. How many of the 4,000 employees will need access to host meetings, interviews and professional presentations?

Answer: All employees will need to have potential access. That access may be controlled in different ways however.

9. What is the layout in regards to how the licenses or technology in general is distributed within your company? For example, is one person in charge of managing the account and distributing the licenses? Or will there be one person per department procuring the licenses?

Answer: Centralized operational management of the platform (managing accounts and distributing licenses, procuring licenses), distributed functional management based on department and area.

10. What is your timeline for implementing this web conferencing solution?

Answer: The system is intended to be implemented and fully functional in a production environment no later than January 2018.

11. How many students & faculty are you expecting to train on Adobe Connect?

Answer: The number of users that choose training may vary. Direct training in the chosen platform may be offered by the institution to a variety of groups with required training possible for any sub-administrative accounts.

12. In order to comply with your security requests, would you consider purchasing Adobe Connect Managed Services (ACMS), as opposed to cloud-hosted services by Adobe?

a. Adobe Connect Hosted: uses a combination of Adobe and co-located infrastructure in a shared cloud deployment.

Answer: We would consider this. This depends on the technical and security requirements as well as any cost considerations and other factors.

b. Adobe Connect Managed Services (ACMS): uses the Amazon Web Services (AWS) cloud infrastructure in a private cloud deployment. Each AMCS customer has private images provisioned for the Adobe Connect application, database and storage.

Answer: We would consider this. This depends on technical and security requirements that should be provided.

13. Cisco and our Partners may have a solution that would cover both RFP's as a single solution (697-KO and 702-KO). Would this be something that would be considered?

Answer: Yes, this would be considered. Please note that each RFP will be evaluated separately. If you are planning to propose a solution that can meet the requirements of both RFP's, please submit a separate proposal response for each RFP (one response for 697-KO and one response for 702-KO). In each of your responses, you can include additional information regarding how your solution meets the needs of both RFP's. With each of your RFP responses, you may include one or more pricing proposals to show pricing for each component separately and for a single solution that meets the needs of both RFP's.

14. Exhibit A.

Article II Scope of Contract states that the "Contractor shall provide the following services ("Services" (including any applicable Deliverables)) as described in Exhibit A." It is also referenced again in Article III Consideration when discussing pricing. However, Exhibit A provided by the customer is the blank Certificate of Liability Insurance document. Could you please clarify on the correct documents you'll need from us for submission?

Answer: When the RFP is awarded, the successful Proposer would enter into Contract with UNLV. This Exhibit A will be included in the final awarded contract and will include details regarding goods and services to be provided and pricing of the Successful Proposer.

15. Is captioning a requirement?

Answer: Yes. The ability to do live captioning should be included, and at a minimum the solution should have the ability to use third party captioning services.

16. What is UNLV's current Identity Management System and authentication methodology?

Answer: IBM Identity Management. SAML 2.0 or LDAP

17. Does their existing Blackboard LMS system accept RTMP or RTMPs feeds?

Answer: It is assumed the integration of the proposed system would handle this through building block or LTI.

18. Do they have any hardware video conferencing endpoints today? If so, what kind do they have and how many?

Answer: 19. Polycom - not all of them are up to date or currently used.

19. Will all participants (including the instructors) typically be joining from their computer and/or mobile devices?

Answer: This would probably be the primary form of participation but participation may include a mixture of classroom/conference rooms as well.

20. Do you wish to standardize on one cloud software platform?

Answer: This would not be required.

21. Have you already evaluated the software platforms? What was the selection?

Answer: No formal evaluation has been conducted.

22. Would you prefer the flexibility of using multiple software platforms? ie: Skype for Business, Zoom, or BlueJeans, etc..

Answer: The desire is to have a single provider enterprise system.

23. Why do you require SIP integration?

Answer: For potential integrations into the Cisco phone system we are deploying.

24. Which manufacturer(s) are you using?

Answer: Cisco

25. Do you have plans for Enterprise Voice, or PBX in the cloud?

Answer: not at this time

26. How many conference rooms will require the envisioned new platform?

Answer: Uncertain. Central IT does not control all conference spaces.

27. Please define these by uses cases and dimensions.

Answer: See above.

28. Is the new construction, or retrofit?

Answer: Any modifications necessary for existing rooms will be handled by our internal services outside the scope of this RFP, but will of course be guided by any specifications in the application software.

29. BYOD Conferencing (Bring your own device) and, or Room Build out?

Answer: Both

30. Conference Rooms, Huddle Space, Carts, Classrooms, Auditoriums, Desktop Conferencing. What is the scope?

Answer: Conference Room, Classrooms, Auditoriums may all be used. Desktop Conferencing is a given.

31. Do you have a roll out schedule? Deadlines?

Answer: The intention is to deploy by January 2018.

32. Which products have you evaluated?

Answer: Not applicable

33. Are you leveraging existing floor boxes and cabling?

Answer: Yes

34. Are you using existing displays?

Answer: Yes - where applicable

35. Do require Dual or Single displays?

Answer: There may be a mixture of display requirements

36. Will you require webcams and headsets for video collaboration at the desktop?

Answer: It will be highly suggested - required would be necessitated by application chosen and scenario in which it is being used and accessed.

37. Regarding BlackBoard Lean & Instructure Canvas 2018: Do these applications run on a PC or Mac?

Answer: All operating systems are currently capable of running the LMS.

38. Room planning will require sponsors from facilities, AV, IT, Telecom and SW Infrastructure. Does UNLV have a sponsor representing these core areas? Can we meet with this team or person prior to our submission?

Answer: Most rooms are already equipped with the technology necessary to accommodate web conferencing functionality and we have a robust staff and infrastructure in place for any necessary changes. Any special requirements or accommodations should be included in your proposal response. There will not be an opportunity to meet with this team prior to submission.

39. What are the use cases for how the three populations, students, faculty, staff, will use and interact with the solution.

Answer: Students: Primarily through the learning management system as a supplement to their courses. Faculty: Primarily as a teaching tool either through the learning management system or as a means to bring in guest speakers, etc. but also for meetings or interactions with remote colleagues. Staff: Primarily as a meeting supplement/alternative methodology for a variety of applications.

40. If a vendor opts to obtain a Nevada state business license within 48 hours after notification of being selected, as opposed to prior to submission, will this negatively affect the bid?

Answer: It is acceptable for a Proposer to obtain a Nevada business license upon award and before the start of the contract.

41. Will the inability to provide conferencing over WebRTC due to the known limitation of Apple support for WebRTC (Apple announced this will be addressed sometime during Fall 2017) negatively affect the bid?

Answer: No.

42. Are vendors required to outline separate or additional costs associated with simultaneous conferencing sessions?

Answer: If these exist, yes.

43. What is the anticipated storage usage per instructor?

Answer: That is unknown at this time.

44. Are vendors required to outline separate or additional costs associated with on-premise deployment?

Answer: If those are applicable - yes.

45. Are vendors required to outline separate or additional costs associated with administrator feature controls or dashboards?

Answer: If that is applicable - yes.

46. Are vendors required to outline separate or additional costs associated with conferencing functionality such as phone bridging or recording?

Answer: Yes

47. Will recordings be required to be segmented per instructor account as opposed to a centralized location/repository?

Answer: Not as long as the recordings are clearly defined, searchable and retrievable by the user name or ID.

48. For general capacity needs:

- a. How many concurrent sessions would you need (with 29,000 students and 4,000 faculty, what is the maximum number of live sessions [meetings, webinars, virtual classrooms, etc] that would be going on at the same time)?

Answer: This is unknown at this time as we don't have a reference point.

- b. Will the inability to provide conferencing in Safari over WebRTC due to the known limitation of Apple support for WebRTC (Apple announced this will be addressed sometime during Fall 2017) negatively affect the bid?

Answer: No, as long as any limitations and workaround options are clearly listed in the RFP response

- c. What is the largest webinar / webcast participant capacity you envision?

Answer: This is unknown.

49. Section D, 2nd paragraph:

- a. What is the specific Identity Management System (IDP) UNLV is using / referring to?

Answer: IBM Identity Management

- b. What is your specific authentication methodology?

Answer: SAML 2.0. LDAP is also used.

50. If we do not have a specific university with HIPPA compliance needs as a customer, would you prefer to have a large university client (no HIPPA) as a reference, a large organization client (with HIPPA) that is not a university, or both?

Answer: Both

51. Would you require training for all of the 29,000 students and 4,000 faculty? Could some of it be recorded vs. live?

Answer: We would like all users to have access to some sort of training which could be informal training that would be available by recording. Some live training might be requested for administrators or other select groups and could be delivered live via webinar. Proposers should provide information regarding their available training options in their response to Exhibit D, No 3 and Section E Pricing/Royalty Fee Response Form.

52. Questions about SAML:

Here is the question that related to SAML (from Exhibit D Criteria checklist – Authentication – Unit 129): UNLV would authenticate users through its own SAML or LDAP authentication process. Provide the configuration on the product that would be required to make this work.

- a. SAML 2.0 is required – is that OK?

Answer: Yes

- b. What IDP do you have (I believe you reference it as a Identity Management System)?

Answer: IBM Identity Manager

- c. Would you be able to add an additional service provider (i.e. MeetingOne or other provider) to your IDP?

Answer: Our identity management system will be used for authentication. It may be potentially linked to another vendor, depending on operational, technical and security requirements.

53. Do you have a current campus wide audio or conferencing provider? Our product integrates with a number of them, so if you like yours, you may be able to keep it. Can you name them?

Answer: We do not have a campus wide provider. That is the purpose of this RFP

54. Do you have a campus wide video management platform (like Kaltura or Brightcove for example) that you may want to leverage video from that platform into your web conferencing solution for an enhanced student experience? Can you name them?

Answer: We do not currently. A separate RFP exists for a lecture capture product but that is not purchased at this time.

55. Can you share if you have a campus wide Software reseller/s agreement in place at the moment? If so, can you name them or a few preferred Reseller partners? We may be able to work with one of your preferred vendors through this process.

Answer: UNLV has agreements with many different companies to provide various software products. We do sometimes utilize the NASPO contracts for software value added resellers.

56. Can you share your current Web Conferencing vendor name and solution you have in place currently that you are considering replacing with this RFP? Can you share some of the business problems you are trying to solve or issues with your current solution that are driving this RFP?

Answer: We do not have an enterprise solution in place. This would be a new installation.

57. Do you need to have an overlap of Blackboard Learn LMS integration and Canvas at the same time or will you want to flip a switch on a certain date and have the other service turn off and Canvas turn on? Can you detail your plan and estimated timeframes to turn up and turn down these services?

Answer: Yes. Blackboard and Canvas will be running concurrently for a time period from fall of 2017 through Summer of 2018. Canvas will be the sole LMS beginning in Fall 2018.

58. Do you have contracts with any captioning providers today that you wouldn't mind keeping in place?

Answer: We have used 3 Play and Captionsync. However there is a current RFP out that may alter the providers.

59. We noted the HIPAA requirements as very important to you. Often HIPAA and or FERPA don't come into play with these conferencing solutions based on your actual use cases and workflows that don't save student/patient data. Is this point something you can expand on more fully so we know your exact requirements, or is there an option to discuss how our solution addresses these with your team in a live conversation this week or next?

Answer: We have a medical school and dental school that may choose to use the product. This is where HIPAA could come into play. Many products in this field will state they are HIPAA compliant with the Department of Health and Human Services HIPAA security standards. There is a HIPAA Business Associate Agreement that is part of the RFP. Proposer should include information regarding how their solution is HIPAA and FERPA compliant in their proposal response. There will not be an opportunity for a conversation with UNLV's team at this time.

60. For Webinar type events, can you tell us the type of attendance numbers you might want to see, 500 attendees, 1000, 1500? Also, will there be any overlapping Webinar Events, or would one large room suffice for campus use, similar to a big physical auditorium? We can price one, two or more large event rooms, just looking for some guidance as our Webinar rooms are designed to have one event at a time, then cleared out and then be ready for the next event minutes or hours later.

Answer: The answer is uncertain at this point. It is doubtful that initially there would be overlapping large Webinar type events.

61. For Webcast type events, can you share attendance numbers and frequency?

Answer: Unknown at this time.

62. Can further clarity be given on Exhibit D #62 and #63? What sort of visual clues/ status are you looking to have available?

Answer: Examples would be colors and/or symbols representative of online/offline available/unavailable, muted/unmuted and so on.

63. For Exhibit D #51, are there specific or common applications that UNLV uses and wants available for attendees to participate in?

Answer: No specific applications, just a general answer.

64. For Exhibit D #131, what type of customizations is UNLV looking for that is not addressed in proceeding questions in Customization section?

Answer: That is just a yes or no in case no customization is available in subsequent options.

65. In Exhibit D, how essential are the Accessibility requirements outlined? Are there ones that you expect any vendor to be able to meet?

Answer: Accessibility is essential and is a major initiative of the Nevada System of Higher Education to ensure products purchased are accessible.

66. IN Exhibit D #2, is this interface the one a user would see within a meeting/conference or when they log into their account?

Answer: This question is to determine if the interface is different if you are an admin, attendee, moderator, etc. Obviously controls would vary but is the design of the interface the same.

67. Can examples of important uses be provided? For example: synchronous sessions for online classes, review sessions, office hours, admissions events, career services events, support sessions for residential students, etc?

Answer: Those use cases stated in the question would apply. Also, bringing in distant guest speakers or presenters and in-class discussions and workgroups. For non-academic uses - campus and off-campus meetings, research meetings and collaborative work sessions. Presentations via webinar.

68. The RFP states the following as necessary "able to integrate as necessary with UNLV's Identity Management System and authentication methodology." Are there any details regarding the Identity Management System and authentication methodology that can be shared. Might this be LTI, OAuth, SAML or LDAP?

Answer: IBM Identity Management. Authentication means are SAML 2.0 and also LDAP

69. Section D - Scope (page 16)

a. Cloud Hosted - is there a UNLV cloud?

Should or could some or all of the Servers for the solution be hosted on the UNLV Cloud? Does UNLV have relationships with Public Cloud providers that should be used for this deployment?

Answer: Some of the vendors used by UNLV use cloud providers of their choice. UNLV does not have a cloud server deployment of its own.

- b. What Identity Management System is used by UNLV, and what protocols does it support for integration?

Answer: IBM Identity Management.

- c. Does UNLV utilize a VOIP service in order to deliver local number access?

Answer: Connection to campus is PRI

Connections to UNLV are not VOIP as of yet but may be in the future (SIP).

- d. Should individual users be able to selectively add voice calls to the meetings via the video client?

Answer: Yes, this would be an option we would be potentially interested in if available.

- e. Is captioning intended to be live, post processed, or both?

Answer: Live captioning option should be present in case needed. Most captioning will be post-processed. So both should be available.

70. Exhibit D Checklist, Section 2

- a. Item 1 - is there a Testing organization accepted by UNLV for this purpose?

Answer: We do not have a specific organization(s) identified.

- b. Item 5 - describe the requirement for 'full help'

Answer: Are all help options available from the interface without having to go first to a separate page or website.

- c. Item 9 - please explain what this is in reference too
(Record/Playback?)

Answer: This refers to editing of the recorded session.

- d. Item 16 - What customizations to Chat are being sought?

Answer: This refers to expanding or minimizing the chat interface or adding options that might not have been originally set when the session ensued.

- e. Item 31 - Please expand on the features being sought for the Audio Bridge function

Answer: UNLV on occasion needs an audio only call in bridge that can take external calls and route them as appropriate. This would be for external numbers as well as on campus numbers. It is expected that this could be controlled from the admin interface of the chosen platform - if available. Otherwise all other normal audio bridge functionality would be expected.

- f. Item 37 - By 'multiple video streams on a window' function does it mean that each video stream is displayed in a discrete Tile, and that the Tiles may be manipulated by each user?

Answer: Yes

- g. Item 42 - What control functions are required or sought through the Creston systems?

Answer: This is uncertain until we know the capabilities of the application being bid and the control interactions possible.

- h. Item 161 - please confirm that this is referring to Recordings.

Answer: Yes

71. Section 4

- a. Item 2 - please define 'reader accessible'

Answer: Can a user with "JAWS" or similar screen readers navigate the interface screen.

- b. Item 6 - please define VPAT

Answer: This is a Voluntary Product Accessibility Template. Vendors often generate a document to show a product's compliance with accessibility standards. More information can be found here: <https://www.section508.gov/content/sell/vpat>

72. General

Would UNLV consider an On Premise solution?

Answer: No

73. In **Exhibit D**,
Section 1 Questions:

- a. Question no. 9. We assume you are asking about recordings.

Answer: Yes

- b. Question no. 41. Please confirm this is in regards to audio and meeting recordings.

Answer: Yes

- c. Question no. 53. Are you asking if all users can simultaneously control one person's shared screen at the same time, or are you asking if we can bring in asynchronous programs that each person can control separately inside of the synchronous session?

Answer: The first option.

- d. Question no. 55. What details are you looking for in the logging of remote desktop sharing?

Answer: What user id logged into another user's computer and a timestamp. If further details are available including an action trail please indicate that as well.

- e. Question no. 56. Do you want mobile device to control computer desktop/application sharing or vice versus?

Answer: Can it do both or either.

- f. Question no. 128. What type of roles would you create and would you create them in the LMS or in the WebConferencing solution?

Answer: Generally this would apply to outside the LMS as long as the selected solution respects the roles created in the LMS. If there are an existing set of roles and permissions - can one or more be modified to a specific role or a new one created - for example if there are specific levels of support that we need to grant specific levels of permissions to?

- g. Question no. 166: Can you describe the nature of the integration request to tools like Oracle, Peoplesoft, WorkDay and Google Apps for Education?

Answer: This is primarily an information request regarding existing capabilities. Other than the Learning Management Systems and our authentication systems we do not have a current need for many of these.

Section 4

- h. Do you need information on accessibility for participants only, or do you need information for instructors as well?

Answer: Any user. Obviously moderators and instructors might have more specific control and set up needs as opposed to standard participants.

- i. Question no. 21. Are you asking about Passcodes instead of passwords, since the authenticated users would have already entered their LMS, LDAP or web conferencing passwords to become authenticated.

Answer: This item would be in regards to users who might not be in our authentication system - say webinar participants who need access.

ALL OTHER TERMS, CONDITIONS AND SPECIFICATIONS OF THIS REQUEST FOR PROPOSAL REMAIN THE SAME.