

University of Maine System
Course Capture and Related Services for Higher Education - RFP# 2016-26
ADDENDUM #01

CLARIFICATIONS

1. The **Deadline for Proposal Submission** is extended to **January 27, 2016 at 2:00 p.m.**

QUESTIONS

1. When completing Exhibit 1, do we need to break down the costs by the individual schools/campuses that comprise UMS, as the RFP requests? It was our understanding UMS was seeking a cost to accommodate a system wide solution? Also, can UMS provide the system wide FTE, and also the FTE of individual school that make up UMS

ANSWER: The Respondent does not need to provide a breakdown of costs by campus. UMS is seeking a system wide solution.

FTE count:

Description	Count
Student	22,525
Employee	4,893
Total	27,418

2. Also, the RFP states UMS prefers Hosted pricing, so curious if you are looking for hosted pricing only, or if both hosted and as on-premise pricing is required?

ANSWER: The Respondent is encouraged to provide pricing options available for the solution offered.

3. Is the current University System LMS environment a single hosted Blackboard Learn solution or does each institution have its own Blackboard Learn installation? If multiple installations exist, how many unique LMS environments are involved?

ANSWER: Blackboard is a single instance for the system.

4. Can the University System please elaborate on what tools are used today to comply with accessibility and captioning? Is this tool provided within the Panopto integration to Blackboard for faculty and the accessibility/disability services users?

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ANSWER: In our current Panopto platform, workflow exists such that when enabled for a folder, new folder contents will be automatically posted to an online captioning service. The resulting time-coded text file is manually integrated with the recording.

However, in cases of events viewed online in real-time, captioning currently occurs outside the Panopto system, thru a typical “remote-CART” service and the transcript must also be manually integrated after the fact. We prefer a completely integrated solution.

Blackboard is the most common interface used by our primary content creators and consumers and uses Panopto’s Blackboard Building Block to support this integration. The building block posts video links into the Blackboard course, but the Panopto platform is still responsible for the actual user interface, recording, streaming, storage, etc.

5. How many video hours exist today, if any, which will need to be captioned at 99% accuracy to comply with federal accessibility guidelines? Or rather, will captioning begin as-needed upon the implementation of the chosen platform?

ANSWER: Some existing content is already captioned and the solution will need to be able to ingest existing time-coded caption text files, or recreate them, but we need to know if there is any cost to doing so.

Video content limited to specific class sections is not pro-actively captioned until the need is known and we foresee this continuing.

6. Will all 20 TB’s of existing Panopto content be migrated into the chosen platform? Is this content currently stored as a closed, vendor-specific format or will the content be available for migration in its source format? Will the migration of metadata also be required during the migration?

ANSWER: We would like to migrate all the Panopto content and there may be other smaller systems we would like to migrate as well. We do not yet have specifics on the other systems but would like to know the generic cost of import if possible. Metadata migration is required.

7. In reference to Section 8 of the RFP, for solutions based on Software as a Service (SaaS) video platforms, the University of Maine Contract for Services Master Agreement template appears to be a services contract template and does not contain SaaS licensing terms of

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the kind ordinarily offered by cloud-based vendors. Are we able to provide our standard SaaS licensing agreement along with any comments to the University of Maine's contract template?

ANSWER: You may submit your licensing terms along with any changes to the UM Contract for Services Master Agreement. Please keep in mind that the licensing terms should not have similar terms that are already addressed in the Master Agreement, for example, Indemnification.