University of Maine System
Web & Video Conferencing Solution - RFP# 2018-29
ADDENDUM #01

CLARIFICATION

1. Response submission deadline is modified to **February 7, 2018 EOD EST**.

QUESTIONS

1. Toll free costs can vary based on volume. Should this requirement be standard for each host and meeting? If so, can the costs be broken out separately?
   ANSWER: See #2

2. Toll-Free costs vary based on country of origin, is there a requirement to have Global Toll-Free access? Or just domestic US?
   ANSWER: Preferably, we would not like automatic toll-free access but allow the host to apply it if needed with tracking to the initiator for billing. Please describe the flexibility of the offering.

3. Is there a requirement to track any variable audio costs like Toll-Free to bill-back to departments and/or by university?
   ANSWER: See #2

4. Would each of the seven (7) universities require a separate WebEx URL under the one UME conferencing service contract?
   ANSWER: No, a single URL for the system is acceptable

5. Will each university manage their own instance of users for web/audio conferencing?
   ANSWER: It is required that all users are able to be managed centrally with the ability to assign individual and group privileges for application functionality as well as controlling access via UMS' SSO system. UMS has a single identity management system for all of the universities in the system.

6. Any need for localizations/languages on the conferencing join links to support any global distance learning today or in the future?
   ANSWER: Not required but could be desirable.

7. Any requirements for continued one-on-one and team collaboration spaces similar to the use case for Google Hangouts but with additional functionality for Faculty, Staff and all students? Basically, continuing conversations and sharing information including files?
   ANSWER: Yes

8. How many video endpoints are currently on TMS today? Any anticipation on expanding amongst the universities?
   ANSWER: There are currently ~750 endpoints (managed and unmanaged) in TMS. It is expected that some small number of systems may be added in the near future.

9. What is the preferred method for training and adoption? Onsite, virtual instructor led or hybrid?

ANSWER: Hybrid training is desirable, with an option for high level or administrative training being available on-site.

10. Whether companies from Outside USA can apply for this? (like,from India or Canada)
ANSWER: Please refer to RFP language Section 1.3.2

11. Whether we need to come over there for meetings?
ANSWER: Please refer to RFP language Appendix E, Rider A

12. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)
ANSWER: Please refer to RFP language Section 1.3.2

13. Can we submit the proposals via email?
ANSWER: Please refer to RFP language Section 1.3.8