THE TEXAS A&M UNIVERSITY SYSTEM
Office of HUB & Procurement Programs

ADDENDUM NO. 1

Date: March 25, 2021

RE: RFQ01 CIO-21-102
         RFP Due Date: April 7, 2021

Respondents shall acknowledge receipt of addendum(s) on the Execution of Offer (Exhibit A).

Pre-proposal Conference:

The virtual pre-proposal conference held on March 11, 2021 was recorded and the audio file can be accessed at the following link: https://www.tamus.edu/business/hub-procurement/rfps/

Questions/Answers:

1. Section 3.2, Event Management, Registration Fees: Remit any incurred registration fees received by the Solution to The Texas A&M University System, or the Member utilizing the Solution, within three business days. Vendor is to provide an e-commerce solution for registrants to pay A&M registration fees? If the vendor already has a system we will need to use for registration fees that is built into the solution, then we need to have those payments remitted to us within this time frame.

2. Section 3.2, Live, Multiple streaming channels: Allow for multiple parallel sessions to be streamed. How Many? Is there a minimum? At least two.

3. Section 3.3, Activation & engagement, Prize store: Redeem gamification points for virtual or physical gifts, organize pickups and redemption schemes. Vendor to provide distribution and sale to event participants? We will organize distribution and selection of prizes. Vendors will provide the analytics required to manage gaming outcomes and provide a method for downloading output into an appropriate file format for usage outside the vendor platform.

4. Section 3.3, Activation & engagement, Augmented reality activities: Stage augmented-reality games and activities where users can collect point by catching questions within their real-life environment. Catching questions? This preferred functionality item shall be omitted.

5. Section 3.3, Networking & communities, Chat: Allow attendees to send instant messages to other attendees / presenters with push notifications for those who provide a cell phone number. Visible to all participants or direct between 2 participants? Visible to only the parties messaging each other whether that be individual or group.

6. Section 3.3, Networking & communities, Group chat: Allow attendees and Member to create groups with attendees / presenters that can message each other. Visible to all participants or direct between 2 participants? Same answer as above question 5.

7. Section 3.3, Live, Whiteboard: Make a session collaborative by offering a shared space to draw and annotate. Does this apply to small groups as well as to large events? To individual sessions, not keynote speaker sessions.

8. Section 3.3, Environment, Languages: Display user interface in multiple languages and provide an options for content translations to be provided. How many languages? Any specific languages required? This preferred functionality item shall be omitted.

9. Section 3.3, Environment, 3D models: Render pages with a avatars and building artifacts in three dimensions. Glasses required? This preferred functionality item shall be omitted.

10. What is the current UCC platform being used? The Members across the System use multiple platforms for collaboration.

11. Are there other Collaboration platforms simultaneously in play? The Members across the System use multiple platforms for collaboration.

12. Is there a current/preferred webcasting platform, and how are they currently conducting virtual meetings (small, medium, large)? The three primary webcasting platforms used are Zoom, Microsoft Teams and WebEx. There is no preference although Zoom would likely be preferred by some members who already have a license for this product.

13. What is the average size of a virtual meeting? This would vary depending on conference size. Conference sizes can range anywhere from 100 to 10000 persons.

14. Where will most virtual meetings take place (on campus, in dorms, off campus)? Meetings will vary across system members. Some will take place on a campus or off campus depending on work location for that particular individual. There really is not "typical" place given current health advisory conditions with varying guidelines across members.

15. Will Ultra HD and Super Ultra HD be required? (addresses if special capture, camera equipment, and/or crew will be required). HD should be used in broadcasting.

16. Are there contractual obligations to current vendors? (example: features from MS having priority or non-compete with features in Webex) No

17. What are the network restrictions in place? (Bandwidth, firewall, proxy, etc), Answers to this question can vary based on Member's IT infrastructure. Participants will attend from varying locations and thus we are unable to define these specifications in a general sense.

18. What locations will we service (country, state, county), and do they have the same IT infrastructure? If the event is limited to A&M System Employees, they could be located in one of approximately 250 counties across the state of Texas. Some will join from an office and others from their home or other alternate location. If the event includes non-system employees, attendees can join from anywhere.

19. Will we need to staff all sites, some sites, centralized site, 100% remote? Members work differently. Staff would not be required to be on site for all circumstances. The type of conference and member you are working with will have varying needs. Many Members would work remotely with the vendor with occasional on site visits.

20. Will there be a handoff from current vendor to new if one is in place (us if we win the bid)? There are no current vendors in place.

21. How much time will we have to deploy our technologies? There are Members who would like to hold a conference as early as fall/winter of 2021. However, many are looking towards Spring of 2022 to deliver their first virtual conference.

22. Is there a certification process for newly deployed technologies, if so, what is the average time to approve? Certification could vary by Member. Setting up a contract after selection can take anywhere from one to three months.

23. What is the budget for this specific technology space? (addresses scalable solutions). Budgets will vary depending on conference size and Member resources

24. Is a single solution required or can multiple solutions be implemented? This is addressed in section 1.1

25. Is there a Self-Service expectation for users, or will they expect meetings to have white glove or hybrid? (multiple options?) Both should be available.

26. What is the process/script to requesting service (help desk, Service Now, Ca Technologies, proprietary contact). Support should be available via phone, chat, and email or help desk

27. What are the specs of current deployed PCs and Mobile devices (bring your own environment or standardization i3, i5, i7, i9)? Devices used will include desktop, laptop, phone and tablet depending on the preference of the attendee

28. What is the standard OS and Web Browser used? Operating systems include but may not be limited to Windows and Mac. Browsers include but may not be limited to Chrome, Safari, and Firefox.

29. How will the service be promoted within Texas A&M? (what department is responsible for this?) Vendors selected as part of the RFP process will be listed on the website published by System office through the governance network. A notice will go out that an MSA has been executed and the System website will be updated. Each Member will promote vendors at their discretion. There is no guarantee of usage for any vendor.

30. What are the expectations with response time on weekends and holidays for phone support and or Emails when there are no events? This would be discussed between the vendor and Member during the contract negotiations and would depend on when the conference is delivered.

31. What are the expectations with response time from 7am-7pm Central time for phone support when there are no events? This would be discusses between the vendor and Member during the contract negotiations but no more than 24 hours would be expected when an event is not actively occurring or being planned.

32. What are the expectations with response time from 7pm – 7am central time when there are no events? Same answer as previous question above.

33. The RFP document contains a minimal amount of information regarding Texas A&M's requirements for licensing and usage. Is it the goal of the University to allow multiple Departments and Campuses access to the Streaming/Webcast platform simultaneously? This RFP is designed to allow for multiple awards to multiple vendors as described in section 1.1.

34. Does the University have a list of specific individuals who require access to the platform as Producers/Webcast Hosts? The list of individuals will vary across Members of the System and from event to event.

35. Approximately how many events does the University expect to Host within a calendar year? This is unclear at this time. Some Members hold multiple conferences within one year across departments.

36. Do you prefer a genuinely custom-built solution or is the preference to implement an existing virtual event platform? There is no preference. The goal is meeting the needs as outlined by the RFP.

37. Can you provide a general use case of how the virtual conference software portion is intended to be utilized? We have multiple conferences that are generally held in person at a venue. These conferences have sponsors, keynote speakers and break out sessions. We are moving to a virtual platform for delivering these events.

38. Is the creation of a mobile version of the Solution to be included in this RFP? Mobile preferred technologies are described in the Environment section under preferred requirements. Mobile is not part of required functionality of this RFP.

39. Is the mobile app's intention to have all the same functionality as the desktop version of the Solution? (similar to how Microsoft Teams meetings can be joined via their mobile app version? Mobile preferred technologies are described in the Environment section under preferred requirements. Mobile is not part of required functionality of this RFP.

40. With many video streaming and web hosting services, there's ongoing subscription-based costs either per month or year and sometimes variable based on users/capabilities. Is it the intention of this RFP to include the complete costs of everything required to operate the Solution for 1 year? If not, how does Texas A&M plan to pay for those ongoing services once this Solution is built? If the vendor is providing the web hosting and streaming service as part of the solution with no separate contract needed for those services, then the cost to us should be included. If the vendor is able to include reduced costs to access a streaming and web hosting service as part of the proposed solution, then those costs should be included with the reduced rate outlined. If the proposed solution requires the A&M System to secure streaming services such as a license for zoom, this cost would not be included, but it should be clear that this would be required as part of the solution.

41. Are there any 3rd party tools that we need to incorporate into the platform (for instance: formstack, google analytics, Stripe, etc.) If meeting the requirements of the RFP requires you to utilize a third party tool then yes.

42. Can you break down the categories and percentages for your decision-making process? The requirements of the RFP will be used to create a rubric to evaluate each vendor. This is still in progress at this time. Required functionality will have a greater weight than preferred in the evaluation process. Accessibility is a key factor so we ask that this section be given appropriate attention so we are clear on the level of accessibility of the solution.

43. Out of the preferred functionality listed, what are the top 5 most desired? This will vary across Members and would not be possible to narrow down at this time

44. Branded logos, banners and colors – Do you need us to create for you, all will you have all thoses details and you'll be needing us to update the platform? Each Member has their own branding. This is about being able to utilize our own branding.

45. 24/7 client support phone – Do you want us to set up a tool for your attendees/members to have a phone support system? Or do you also want one of our business developer representative to work on that? Phone support should be specialized for the event taking place regardless of who is operating the support.

46. Prize Store – Will you prefer having voucher as a prize or do you have any specific items in mind? It was mentioned you want those to be organize pickups and redemption schemes, is this open for alternatives or suggestions. We will organize distribution and selection of prizes. Vendors will provide the analytics required to manage gaming outcomes and provide a method for downloading output into an appropriate file format for usage outside the vendor platform.

47. Native mobile app Apple IOS - Do you have the application already that you need to sync to our software or do you need someone that can make an mobile application for your system? The expectation would be that the vendor provided the app for attendees to access the conference or by way of web browser using a mobile device.

END OF ADDENDUM NO. 1