

ADDENDUM NO. 1
RFP # 0052128
Video Content Management System

VIRGINIA POLYTECHNIC INSTITUTE AND STATE UNIVERSITY (Virginia Tech)
Information Technology Procurement (MC 0214)
1700 Pratt Drive
Blacksburg, Virginia 24061

DATE ISSUED: August 25, 2017	RFP CLOSING DATE & TIME: Friday, September 15, 2017, 3:00 p.m.
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Please be advised of the following questions, changes, and/or clarifications to the above referenced Request for Proposal (RFP) as follows:

Question: Due to the highly technical nature of the RFP, would the University consider extending the closing date to October 15 or beyond?

Answer: *The current timeline was established to address the end of life, and contract expiration, of another product. We must stay on this schedule to avoid negatively impacting the instructional needs of the university. The University will not be extending the due date and time.*

Question: **IV. EVA BUSINESS-TO-GOVERNMENT ELECTRONIC PROCUREMENT SYSTEM**

- Can you tell us the dollar amount of the transaction fee that would awarding respondent be charged with through the eVA portal?

Answer: *The eVA Billing information with current fee structure can be accessed at the following link <https://eva.virginia.gov/pages/eva-billing.htm> and see link to 'Current Fees'.*

Question: **V. CONTRACT PARTICIPATION**

- Are respondents allowed to respond to certain sections of the RFP (i.e. Core VCMS only) or are respondents expected to provide a solution for all parts of the RFP?

Answer: *Respondents may respond to certain sections of the RFP. However, all Mandatory requirements must be addressed in some way. If a partner or partner is required to respond to a specific requirement, then ideally the respondent will respond jointly with the third-party.*

Question: **VI. STATEMENT OF NEEDS**

Section 3: VT Hosted Solution:

- Could you please confirm if these users would just be streaming the content from the system or would be video editing off of the system as well?

Answer: *Primarily we are looking for a Video Content Management System that will be used for capture, storage, and streaming/playback. We do have some requirements around editing in the RFP and expect at least light-weight editing capabilities (such as trimming) to be*

available directly in the system, not requiring a full export, edit with stand-alone software, then re-import into system. More full-fledged editing capabilities will be seen as a bonus.

Question: Section 3: VT Hosted Solutions

• Will VT IT be providing all network switching? If so, please provide quantity, make, model, type of networking ports available (i.e. 10 Gigabit Ethernet BASE-T, SFP+).

Answer: *Virginia Tech will use our current network equipment. Nothing new should be necessary as a result of this procurement. We have a very current and capable infrastructure in place that should rival any other R1 institution.*

Question: • If VT IT is providing the network switching, please confirm if fiber optic transceivers will be included (if required), port activation licensing (if required) and the number of available ports on each switch.

Answer: *Virginia Tech owns its network and uses fiber optic extensively. Port availability and licensing is handled internally and not an issue. We can handle whatever is needed for this solution.*

Question: • Where can the physical hardware be stored? Is there a dedicated server room for this specific group? If so, where is it located and how far is it from where this specific group works out of? Or will the physical hardware be placed in a shared server room that is managed by IT?

Answer: *Virginia Tech has its own data center which would house any equipment that must be on premises. All hardware would reside in our server rooms with full IT support. The VT data center is roughly 1.5 miles from the center of our main campus in Blacksburg, VA. We do expect and need this solution to work globally, though, not just in Blacksburg.*

Question: • How much server rack space is available? Please also provide the quantity, make, model, and number of rack space units available for each server rack. If not enough rack space is available for the new equipment to be racked in, will VT be able to acquire more rack space in the same area such as removing existing hardware and/or adding another server rack? Does the respondent need to provide a server rack?

Answer: *Virginia Tech owns and manages its own data center. We have adequate and flexible rack space available. We do not expect racks to be provided as part of this process and will use existing racks, power, and space.*

Question: • What type of network cabling is available throughout the building as well to client workstations?

Answer: *Virginia Tech has an extensive campus. The data center and most buildings should have fiber, but some older legacy cabling could be present in some buildings.*

Question: • If additional network cabling is required to be run, would that be possible?

Answer: *Yes. This would be handled internally through our Network & Infrastructure Services unit.*

Question: • Is there adequate power and cooling available in the area in which new equipment would be stored?

Answer: *Yes. Virginia Tech has a full-blown data center on site that can cover all similar needs.*

Question: • Will VT be providing battery back-up for all new equipment? Or does the respondent need to provide that as well?

Answer: *Virginia Tech can provide appropriate power including battery and/or generators, as appropriate.*

Question: • What type of power receptacles are available where the new equipment will be stored and be able to plug in to?

Answer: *Virginia Tech will cover this. We are not expecting respondent to provide in any way.*

Question: • Will VT be providing power distribution units (PDUs) for the new equipment to plug in to? Or does the respondent need to provide that as well?

Answer: *Virginia Tech will cover this. We are not expecting respondent to provide in any way.*

Section 5: Security Requirements

Question: • A.1: What type of directory services are in place at VT? Is there an organization wide Active Directory that all users log into while on campus? Would the new system be able to be integrated with that for directory services integration and user permission management? If not, does the specific department that will acquire this new system have the capability to be able to stand up their own directory services for use within that department only (i.e. Open Directory)?

Answer: *Virginia Tech has both Enterprise LDAP Directory and Active Directory service. We also use Shibboleth for SAML-based authentication which also provides authorization services.*

Question: • A.3: Will VT be providing a solution for data to be backed up to physically and electronically, such as physical hardware in a data center, Amazon S3? If it is expected for the respondent to provide a backup solution, as far as the physical hardware, where can it be stored: same location as the VT hosted solution, data center? If the physical hardware is to be placed in a different location on campus or off-site, what connection is available between the two sites? As far as the electronic backup, what are the upload and download speeds available?

Answer: *If the solution is cloud-based, Virginia Tech would expect the respondent to handle backup as part of the service. If the solution is on-premise, Virginia Tech would handle backup and storage within our own data center (using our usual standard practices; nothing new expected here).*

Section 7: Application & System Administration Requirements:

Question: • C.6: Will VT be providing a solution for data to be archived physically and/or electronically, such as a LTO tape library in a data center, Amazon S3? If it is expected for the respondent to provide an archive solution, as far as the physical hardware, where can it be stored: same location as the VT hosted solution, data center? If the physical hardware is to be placed in a different location on campus or off-site, what connection is available between the two sites? As far as the electronic archive, what are the upload and download speeds available?

Answer: *If the solution is cloud-based, Virginia Tech would expect the respondent to handle backup as part of the service. If the solution is on-premise, Virginia Tech would handle backup and storage within our own data center.*

Section 8: Technical Requirements, Core VCMS

Question: • D.1: Can you please describe how VT would like to have the new system be integrated with Canvas in more detail? What workflow are you expecting for it to integrate? API integration? Drop folder? Please describe all use case scenarios.

Answer: *Virginia Tech expects LTI integration with Canvas that will allow students and faculty to interact with this system through Canvas only. Students must be able to do anything and everything necessary (generally this means video playback) through Canvas. If some advanced faculty features can only be accessed through your web portal directly, this is acceptable, but it's preferable for all key features for faculty also be readily available in Canvas; in addition to playback this would include metrics review, ability to upload and edit content, and the ability to schedule recordings. We expect the workflow for teachers and students to be seamless, meaning that a recording should happen and then videos should simply appear in a course that has been setup to receive the recording. Ideally, the configuration and mapping for a "folder of recordings" to a specific course can be done by the instructor himself; but it also is possible to make this a requirement for our Canvas admin staff to make the linkages. We do expect some API integrations to be possible as well, so that we can write custom code, as desired in future; but out of the box, we expect a rather seamless integration to just work. The easier this is for our faculty, students, and IT staff, the better.*

Question: • D.3: What non-linear editing (NLE) system is being used?

Answer: *Virginia Tech uses Avid for some higher end studio productions, but the average user is using a desktop application such as Adobe Premiere and Apple Final Cut Pro.*

Question: • D.3: What type of network interface connections (NICs) are installed in each client workstations?

Answer: *Virginia Tech has over 31,000 students and 2500 teachers in total and many of these will likely use your solution. To that end, every possible type of NIC is out there on our campus and in the hands of students. In general, you can assume machines are reasonable current (less than 7 years old). Nearly everyone at VT switches readily back and forth between wired and wireless connections.*

Question: • D.3: How many clients workstations are there?

Answer: *Thousands. If you consider all faculty (6.5k) and students (33k) as potential users, there are tens of thousands of potential client workstations (computers, tablets, phones, etc.).*

Question: • D.3: What version operating system of macOS and Windows workstations are installed on the client workstations?

Answer: *We have everything in our ecosystem that's been available in the last 20 years. Please specify any hard requirements you have around the OS.*

Question: • D.4: How much video content is produced, daily, monthly, yearly?

Answer: *We generally have been adding 5-7 TB to our video storage per year. We expect this to continue to grow.*

- Question:** • D.4: What type of video cameras are the videos shot on and at what resolution and video codec?
- Answer:** *Varies. Virginia Tech is trying to create an environment that can ingest a wide variety of video formats. Please describe what your solution can handle by default and perhaps talk to what it would take handle those formats that you do not handle by default.*
- Question:** • D.4: Does the institution have a house/mezzanine codec that they use to either convert or transcode raw video footage to before putting onto a centralized system or video editing? If so, what is that codec[s]? Please describe all scenarios.
- Answer:** *Virginia Tech does not have a standard. Please provide recommendation.*
- Question:** • D.5: How much capacity (terabyte (TB)) does VT require to be able to store content, video edit off of, etc., as a centralized storage repository for users to access?
- Answer:** *Virginia Tech would initially need on the order of 20 TB of space, for migration of content from older systems and expect we'd add perhaps 5-10 TB more in year one.*
- Question:** • D.7: What version of MySQL is required?
- Answer:** *Virginia Tech doesn't have a requirement. Please tell us what your solution supports.*
- Question:** • D.8: Will VT IT provide an institution license for any required MySQL databases or will that be required to be provided by the respondent?
- Answer:** *Virginia Tech expects a fully capable system that includes licenses for any additional products to be included in your pricing. We are open to negotiation on this topic. Please break out add-ins, like SQL or Oracle (or other) licenses in your pricing sheets.*
- Question:** **Section 9: Functional Requirements, Core VCMS**
- E.4: Can a list of metadata be provided as far as what would be required to be user generated and system generated?
- Answer:** *Virginia Tech doesn't have a hard and fast rule here. We'd prefer to see what your system can offer and we'll access adequacy for our needs.*
- Question:** • E.4: Can a list of metadata field be provided that would need to be available for either a user or the system be able to input?
- Answer:** *Virginia Tech doesn't have a hard and fast rule here. We'd prefer to see what your system can offer and we'll access adequacy for our needs.*
- Question:** • E.11: What video conferencing systems are in place at VT as of today that VT would like to have the new system be integrated with?
- Answer:** *Virginia Tech currently uses a mix of web conferencing platforms such as Cisco WebEx, Skype for Business, Google Hangouts, and Big Blue Button as well as hardware platforms such as Cisco, Polycom, and Vaddio. It would be more helpful to understand what video conferencing systems your solution is integrated with and describing what it looks like to be integrated or not integrated into your solution.*

Question: Section 10: Recording and Uploading pre-existing content Requirements

- F.2: Can more information be provided on the existing folder structure / file naming convention that would inform the automated ingest workflows?

Answer: *Existing folder structure is irrelevant. Virginia Tech is flexible and can move to any structure and naming convention that your product requires.*

- Question:**
- F.5: Please describe the codecs that the 2K and 4K footage would be provided that would need to be ingested.

Answer: *All types. We need a system that can support as many as possible.*

Question: ATTACHMENT A: TERMS AND CONDITIONS:

- C: What budget is available that can be used to purchase this system?

Answer: *Virginia Tech does not provide details on budget availability.*

Question: Special Terms and Conditions

- F: When does VT plan on making an award? Is there a specific date?

Answer: *There is not a specific date, but the goal is for it to occur in the fourth quarter 2017, and ideally in November.*

- Question:** Following your implementation path on page 4 - Do you intend to sign a contract with this RFP award with the intention of the pilot running from January through March 2018 and the effective date of the contract starting April 1, 2018?

Answer: *This is the desired implementation path however terms are negotiable.*

- Question:** How will Virginia Tech calculate total cost of ownership? Do you have an intended amount of storage and bandwidth you intend to leverage and should our cost estimates be based on this amount or an unlimited provisioning?

Answer: *The exact model for total cost of ownership has not been defined at this point. We would like to see options for both storage and bandwidth in order to make the best informed decision.*

- Question:** Is Virginia Tech requiring or highly recommending a SWAM reseller or are you willing to buy from vendors directly?

Answer: *A SWaM reseller is not required.*

Question: Section III.

Background indicates that the chosen solution will replace Echo360 lecture capture functionality. How many classrooms are currently served by Echo360, and how rooms would Virginia Tech like to record that are not currently being recorded? Can you provide examples of a few classrooms and the technologies that exist in those rooms (cameras, microphones, capture cards etc.)?

Answer: *Virginia Tech currently supports 35 classrooms\locations using the Echo360 hardware. Our current setup in these classrooms vary slightly but follow the premise of a HD video camera in the back of the room and the instructor at the podium with a lavalier\podium mic. The video\audio is captured through the Echo360 device and stored or sent to Canvas. This model will only accommodate a finite amount of rooms and without the purchase of*

expensive hardware is not viable for expansion throughout the University. We would like to have a low-cost scalable model that could easily be pushed to anyone within the University that wants lecture capture.

Question: Does VT plan to migrate existing content from Echo360 to the chosen platform? Is vendor support for this process a mandatory or desired component of the services?

Answer: *Yes. Migration of existing content from Echo360 will be necessary, so describing how to programmatically (api) import video into your product(s) would be beneficial. Whether this is a vendor supported option or VT option depends on the cost benefit analysis of what it will take. Feel free to elaborate on how you see this occurring.*

Question: **Section VI-A:** What other distribution channels does VT envision sharing video through?

Answer: *Please describe any distribution channels supported by your solution. The primary distribution of content will be through the solution itself and Canvas. However, secondary channels, such as commercial services like YouTube and Vimeo, may be desirable.*

Question: **Section 5:**

(A.9) refers to Attachment C in relation to providing further questions on security but Attachment C refers to the Zone Map. Does completing Section 5: Security Requirements satisfy this requirement?

Answer: *Completing responses to Section 5: Security Requirements satisfies this requirement.*

Question: **Section 6: Accessibility**

(B.1) The link to the GPAT.doc is broken, can you please provide or re-link so we know we are reviewing the correct document?

<https://app.buyaccessible.gov/baw/Quick-Links/documentation/Video-Teleconferencing-GPAT.doc>

Answer: *The following link was refreshed and seems to work although I do not recognize what was changed. That link is:*

<https://app.buyaccessible.gov/baw/Quick-Links/documentation/Video-Teleconferencing-GPAT.doc>

This is also the URL for the website holding the document or it can be found by googling 'gpat for video conferencing'.

Question: **Section 6: Accessibility**

Does Virginia Tech currently use service providers for real-time live captioning (B.5), third-party captioning and transcription (B.6), or audio descriptions (B.15)? If so, which providers?

Answer: *Virginia Tech has tested a number of services related to captioning and transcription, but does not currently have a contract with a service provider. Any details on how your solution works with captioning and transcription services would be useful.*

Question: **Section 10 Recording and Uploading pre-existing content Requirements**

(F.7) – Does Virginia Tech have any existing relationships/contracts with hardware providers that are interoperable with software-based capture platforms? If so, which providers?

Answer: *Virginia Tech uses Echo360 to perform hardware capture. WebEx is used to perform software-based capture classes and Techsmith Camtasia software is frequently used for desktop video and screen capturing.*

Question: Page 3, Signature Line:

Would Virginia Tech accept an electronic signature via DocuSign?

Answer: *This is a formal sealed proposal. Electronic responses will not be accepted.*

Question: Page 4, Section III, Paragraph 2:

In relation to the statement of Virginia Tech offering programs to more than 31,000 students, could you please provide the full-time enrollment of students at Virginia Tech?

Answer: *Current Enrollment Numbers (Fall 2016): 31,090 on-campus; 82.7 percent undergraduate; 17.3 percent graduate; Total enrollment on and off campus is 33,170.*

1.1 RFP Process Questions

Question: 1.1.1 Under Section VI.B.7 page 11, there appears to be a label missing for the requirement after C.2. Please clarify.

Answer: *The label for the un-numbered row following C.2 on page 11 shall be numbered and referred to as C.2a.*

C.2.a	If videos are unable to be viewed while processing, The Video Content Management System must provide an interface to view the status of video processing conversions.	M
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Question: 1.1.2 General Information (page 2) under Address states: "Reference the due date and hour, and RFP Number in the lower left corner of the return envelope or package." However, Attachment A – Terms and Conditions – F. states the following: "IDENTIFICATION OF PROPOSAL ENVELOPE: The signed proposal should be returned in a separate envelope or package, sealed and identified as follows: Please clarify packing instructions.

Answer: *The guidelines referenced address both the outside of the mailing envelope as well as the inner envelope with proposal documents. Both instructions apply. Please package accordingly.*

Correction: Page 7, Section B.2., Answer Codes and Description:

- Code: 5= Exists in the current production version, can be demonstrated now;
- Code: 4= Will exist future version available to us but can be demonstrated now
- Code: 3= Can be added to the system at no cost during implementation
- Code: 2= Can be added to the system for an additional cost during implementation. Please provide additional cost details with your pricing proposal.
- **Code: 1= Can be added to the system within a 6 month period of time (after implementation). Please provide additional cost details with your pricing proposal.**
- Code: 0= Cannot be provided within a 6 month period of time (after implementation).
- Code: NA= Item or information being requested is unrelated to the Offeror's capabilities or the product's features.

Correction: Page 16, B. General Requirements 1.

1. Offerors must submit a complete response to this RFP to include;

a. One (1) original and **six** (6) copies of the entire proposal, including all attachments. Please submit your proposal accordingly.

Correction: Page 18, B. Award states to see Attachment C for sample contract.

Attachment B is the Sample of Standard Contract Form and Attachment C is the Zone Map for Cooperative Contracts

- All other details and information remain the same.
- No further inquiries will be accepted for this solicitation.

NOTE: A signed acknowledgement of this addendum must be received at the location indicated on the RFP either prior to the proposal closing date and hour or included with your proposal. **Signature on this addendum does not substitute for your signature on the original RFP document. The original RFP document also must be signed.**

Name of Firm

Authorized Signature & Title

Date