INSTRUCTIONS TO RESPONDENTS

Attached is additional information pertaining to the Competitive Solicitation identified above. Please read this information carefully and incorporate it into the terms, conditions and specifications submitted with the original Proposal and any prior addenda.

This cover sheet must be signed by the individual signing the Proposal and returned with the Proposal.

CERTIFICATION

This is to certify that I did receive the referenced addendum and have incorporated the terms, conditions, and specifications listed therein into the attached Proposal.

Printed Name/Title

Authorized Signature
ADDENDUM TO COMPETITIVE SOLICITATION

ITN 5786-4

Lecture Capture Technology

The following change(s) shall become part of and supplemental to the above mentioned Invitation to Bid;

Note: The original questions & answers were not clear this replaces the addendum 2.

1- Could you clarify question 1 and 2 in XI. Formatting. It reads as if he copies are requested on a USB, CD or PC compatible. Item 2 states they are requested in hardcopies.

   a. FSU REPLY: Electronic copy only (USB, CD/DVD, PC compatible).

2- Initial contract period and renewal option: The RFP states terms are from July 1, 2015 to June 30th, 2018. Could you please confirm this is a typo and provide the accurate dates?

   a. FSU REPLY: It was a typo. The contract period is 01 July 2016 through 31 June 2019.

3- What is the Full Time Enrollment at FSU?

   a. FSU REPLY: 35,389 (http://www.ir.fsu.edu/studentinfo.cfm?ID=enroll)

4- If 1(one) 3 (three) year renewal is chosen, would the university consider making a pre-payment for all 3 years or would prefer to pay every 12 months?

   a. FSU REPLY: FSU’s preference is to pay annually (every 12 months)

5- Tab 4: Company Experience/References: Due to the public nature of this RFP, we would like to refrain from providing formal Resumes, and instead respondent asks FSU to accept biographies outlining staff qualifications.

   a. FSU REPLY: Biographies will be acceptable.

6- Tab 4: Company Experience/References: How many references does FSU like to see in the response? Please note Panopto can only provide reference information of Higher Education Institutions who agreed to be references.

   a. FSU REPLY: A minimum of three (3) Higher Education references.

7- Tab 4: Company Experience/References: Due to the respect and privacy of our clients (past or current) we cannot provide specific details of our past clients and their specific license details and reasons for not renewing. However we are open to share Panopto’s overall
retention in the USA reflecting the last 3 years. Please let us know if this is acceptable.

a. FSU REPLY: Vendors will be able to select the higher education clients (current retention in the USA reflecting the last 3 years, it is critical for FSU’s evaluation process to be able to speak directly with clients (current and/or past) regarding their experience with the vendor’s products and service

8- What are the training expectations?

a. FSU REPLY: FSU expects a level of training for the service provider group (and others, as requested) that would enable the service provider group to be the level 1 support for FSU users.

9- Is the university interested in installing lecture capture appliances?

a. FSU REPLY: FSU would be interested in what costs would be associated with lecture capture appliances; FSU would want, however, pricing without lecture capture appliances (hardware) as well as with the hardware.

10- Is the intent to award the RFP to multiple vendors or 1?

a. FSU REPLY: The ITN would be awarded to a single (1) vendor.

11- What Lecture Capture Systems in addition to Tegrity are currently being utilized?

a. FSU REPLY: The primary, campus-wide lecture capture solution, integrated into our LMS (Blackboard) is Tegrity. There are incidences on campus where individual units have implemented/utilized other products, such as Sonic Foundry, Camtasia, ScreenFlow, and GotoMeeting, but these are limited to their respected unit.

12- Please share average usage in the past 3 years in hours viewed and created

a. FSU REPLY: Between 2013 - 2015 an average of 3,607 videos were recorded per year with an average of 117,351 views. The average recording time per year was 1,994 hours and the average viewing time per year was 35,525 hours.

13- Content Conversion: Is FSU interested in converting Tegrity content?

a. FSU REPLY: Yes.

14- Content Conversion: How many hours of content does FSU like to bring over to the new system?

How many hours of this content were created with Tegrity?

a. FSU REPLY: From its inception, FSU has recorded approximately 13,500 Tegrity recordings totaling almost 7,500 hours. Much of the information is for previous semesters or has not been viewed, so it may not need to be migrated. The decision for the conversion of particular Tegrity content would be up to the individual instructors or departments. Only content created with Tegrity would be
15- Please share all primary use cases for lecture capture at FSU

16- FSU REPLY: Academic Content for Online courses, on-ground courses, Flipped Classroom, Student Projects, Capture guest speakers, Student Disability Center and Health and Wellness Center training for staff and students, training for University Business Administration, training for the Registrar’s office, training for Information Technology Services, training for the Vet Center. The response is requested in Tabular Format, however no information shared about under which tab The Functional Requirements (Page 3 of the ITN) should be included.

   a. FSU REPLY: Tab 5 Respond to General Performance Requirements/Specifications.

17- Would Respondent be able to include its standard licensing agreement with its Proposal to supplement and/or clarify the terms and conditions of the Standard Contract Template set forth in Appendix C?

   a. FSU REPLY: This would be part of the negotiations with the successful vendor.

18- Section XI. b. Tab 6 – Formatting - Financial Statement: Provide a Financial Statement for the most recent calendar or fiscal year.

   Respondent is a private company and proposes to provide a letter of comfort and financial stability from the CFO in lieu of financial statements. Respondent further requests the ability to prevent this information from becoming public record. Would you please provide any specific instructions as to submitting this Tab 6 in our Proposal?

   a. FSU REPLY: We can accept the letter; however, once received it becomes public record.

19- Section 9 (page 21) - Termination of Contract. Respondent prices its services on a yearly basis. As such, in the event of a termination without cause prior to the expiration of the contract term, would FSU consider (i) allowing Respondent to hold on to any prepaid licensing fees; and (ii), if applicable, repay to Respondent unearned multi-year discounts?

   a. FSU REPLY: This would be part of the negotiations with the successful vendor, subject to the laws of the State of Florida.

20- Section 25(e) (page 24) - Data Encryption. Contractor shall store all backup data as part of its designated backup and recovery processes in encrypted form, using no less than 128 bit key. All of the content for hosted Respondent sites are stored in Amazon S3. Data stored in Amazon S3 is redundantly stored in multiple physical locations. Amazon S3 provides object durability by storing objects multiple times across multiple Availability Zones. By utilizing this method of storage, Panopto avoids the need to backup any content. Respondent would like to request an exception to this backup data encryption
requirement.
a. FSU REPLY: This would be part of the negotiations with the successful vendor, subject to the laws of the State of Florida and the requirements of the Office of Information Security and Privacy Office.

ADDENDUMS MUST BE SEALED AND ENVELOPE PLAINLY MARKED ON THE OUTSIDE. SHOW THE ADDENDUM NUMBER, BID NUMBER, OPENING DATE AND THE TIME