

MHEC Web Conferencing RFP

Vendor Questions and Responses

March 25, 2010

Question	Section	Page	Response
1. Will MHEC provide an unlocked RFP document in MS Word so we may insert our responses into the RFP for MHEC to ease the review?	General		Yes. Grant Crawford has provided the document to those who have asked, as they have asked.
2. What is the total number of users MHEC anticipates licensing the selected solution(s)?			Unknown
3. Are there typical anticipated groups, in terms of size, that MHEC anticipates licensing the solution(s)?			Typically institutions, departments, or colleges will purchase the licenses.
4. Is it MHEC's intent for this contract to be an Indefinite Delivery Indefinite Quantity (IDIQ) contract?			We will negotiate these terms
5. Would MHEC be willing to consider a master or enterprise license that would license all users across the twelve (12) state user population?			We would receive such a proposal, but must caution you that funding a purchase of this sort would be exceedingly difficult.
6. Would you please define the following acronyms? a) WICHE b) SREB c) NEBHE			These are the other three federally- created compacts in the country: WICHE – Western Interstate Commission on Higher Education SREB – Southern Regional Education Board NEBHE – New England Board of Higher Education
7. Will this bid result in the selection of a single web conferencing provider			Not necessarily. Please refer to Section P on page 18.
8. <i>How does your software integrate with emergency notification systems?</i> Can MHEC provide further clarification?			Many institutions now use integrated emergency notification systems to transmit critically urgent messages to the entire campus using several different media forms. Can your system be used as one of those vectors?
9. Should a member of the MHEC community be interested in a on premise license option, will the MHEC member organization provide their own equipment (e.g. – PC, webcam, headset if leveraging VoIP, etc.)?	General Information and Qualifications	pg. 5	We view this as an option to be discussed with the eligible participant. Providing alternatives here can only strengthen your offering.

<p>10. <i>Describe how the proposed product supports a chair control environment and how the product works in the absence of chair control.</i> Would MHEC please provide more details on this requirement? What kind of event would not have a “chair” and what would participants be doing in the session? In your definition, what does a “chair” perform?</p>	<p>FUNCTIONAL SPECIFICATIONS OF Web Conferencing 1. General Product Specifications and Guidelines</p>	<p>pg. 9</p>	<p>There may not be a ‘leader’ to start the conference or control participants.</p>
<p>11. <i>The product must have the ability to integrate the customer’s own server or third party solution to handle audio communications.</i> Please provide more details. Is MHEC asking if the MHEC member organization can use their own teleconference service?</p>	<p>FUNCTIONAL SPECIFICATIONS OF Web Conferencing 1. General Product Specifications and Guidelines</p>	<p>pg. 9</p>	<p>Not necessarily their own teleconference system, but perhaps an already-established multi-purpose audio/video scheduling package which would provide some of the participating sites.</p>
<p>12. <i>General</i> 1. <i>A variety of Learning Management Systems (LMS) are in use by prospective purchasers Integrated products must be capable of interactive instruction integration within current versions of common LMS systems and continue to function with future software upgrades. Describe how the proposed product integrates with and functions within these major systems.</i> Please provide a list of LMS’s currently in use? What level of integration is required?</p>	<p>FUNCTIONAL SPECIFICATIONS OF Web Conferencing 2. Specifications</p>	<p>pg. 9</p>	<p>Looking across the thousand or so institutions that could use your solution, you will likely find Blackboard, Desire2Learn, Moodle, Sakai, Angel, and several other new, old, and even home-grown LMS systems. What systems does your product support? It’s not only a matter of what level of integration we require, but what level you can support, and in what areas.</p>
<p>13. <i>Hardware/Software</i> 35. <i>Which user languages and national character sets are supported?</i> What are MHEC language support requirements?</p>	<p>FUNCTIONAL SPECIFICATIONS OF Web Conferencing 2. Specifications</p>	<p>pg. 11</p>	<p>Our requirements are to know what user languages and national character sets are supported by the proposed product(s).</p>
<p>14. <i>Setup, Control, and Charging</i> 44. <i>Does the proposed product support web conferencing? If the proposed product were used for web conferencing, would there be additional licensing required?</i> Would MHEC please provide your definition of “web conferencing”? How is this different than the other requirements listed in the RFP?</p>	<p>FUNCTIONAL SPECIFICATIONS OF Web Conferencing 2. Specifications</p>	<p>pg. 11</p>	<p>We don’t view this as different from the other RFP requirements, and we want to make sure you don’t either, and if you do we need to know if there is an additional charge.</p>

<p>15. <i>Setup, Control, and Charging</i> 45. <i>Does the product allow for a “moderator” view for webcasts/broadcasts? That is, the moderator remains in the meeting window and isn’t “forced” to the shared desktop/application?</i> Please clarify. What activities do you want the moderator to perform?</p>	<p>FUNCTIONAL SPECIFICATIONS OF Web Conferencing 2. Specifications</p>	<p>pg. 11</p>	<p>What does your product do with the main participant window when, say, someone shares a document?</p>
<p>16. What virtual classroom and/or web conferencing solutions do MHEC member organizations use today?</p>	<p>General Question</p>		<p>See the answer to question 12.</p>
<p>17. What are your expectation in bringing people in from an analog phone network</p>			<p>LMS systems often use web conferencing for distance education. Participants may be in remote locations with only analog service, and not have simultaneous internet connectivity. Also, we’d like to know what bridging to your system you support.</p>
<p>18. Is a customized solution advantageous?</p>			<p>The more options you can provide, the more compelling your product will be in this environment.</p>
<p>19. Please explain how a variable admin fee would work, and what sort of fee you expect.</p>			<p>Our aim is to be able to offer low prices to eligible institutions, but we do look for a fee large enough to cover our expenses in operating the program and oversight committee. Typically contracts with volumes over \$100 million/year will have a fee much less than one percent, whereas contracts around the \$1 million dollar range can have a fee of 1% or more. Variable fees decrease as the annual volume increases. This is a negotiable item.</p>
<p>20. If we cannot provide an admin fee or report as you request, will we be excluded?</p>			<p>We are willing to discuss alternate arrangements, but being able to quantify institutional savings to our Commission is important.</p>
<p>21. Are either a vendor-hosted or local solution mandatory?</p>			<p>No. You can present one or both.</p>

<p>22. What are you looking for in the way of on-site hardware and software support?</p>		<p>There are two facets to this question: a) What help do you provide when the purchaser has difficulty installing or operating the software? b) Meeting Chairs may need real time support within 10 minutes if they encounter difficulties with the 'system'. Typically a combination of training (or training trainers) and some help desk services are sufficient.</p>
<p>23. Is it mandatory to keep records for 6 years?</p>		<p>We know that some states require it. Unless you have found some alternative in those states, you may have difficulty doing business there. If you need to negotiate a shorter period in the contract, be aware that you may have difficulty dealing with those states.</p>