

AMENDMENT 002
CSPS-RFP-23JP-0599/A

To all Bidders:

The purpose of this amendment is to give effect to the following:

Questions and Answers

Question # 8

Do you expect the vendor's support staff on the Canadian soil? Will the vendor be allowed to access the datacenter from outside Canada?

Answer # 8

The vendor's support staff is not required to be on Canadian soil. Yes the vendor will be allowed to access the datacenter from outside Canada.

Question # 9

What is the expected or target timeframe for award date and going live?

Answer # 9

The expected time frame for award is approximately end of October to beginning of November 2023. We expect go live to be by mid-December 2023 to mid-January 2024 however these are only estimated timelines.

Question # 10

How much data will be migrated, and will it also include metadata migration? What is the exact volume of the 500+ videos mentioned, and what else needs to be migrated?

Answer # 10

Migration will include metadata and current volume is approximately 4.1T. Please also refer to section 3.1 - Current Environment of the Statement of Work for solution requirements.

Question # 11

From what source will the data be migrated from? What is the location of the source system?

Answer # 11

Data will be migrated from an Open Source Kaltura server that is hosted in an Azure environment.

Question # 12

How is the data organized in hierarchy today? Can you share some examples?

Answer # 12

Unfortunately at the moment this data is not readily available.

Question # 13

Amongst the 93 federal departments, will data segregation be required? Can you explain with the help of a scenario?

Answer # 13

No segregation of data is required.

Question # 14

In reference to section 4.2 c. Content Management Console (Administrative Interface), please share metadata examples that you would like the solution to capture and have the capability to manipulate metadata fields for each multimedia item?

Answer # 14

Examples of metadata fields required by the School are as follows: Numeric fields (video ID), Date fields (published date), Text field (video description), Title field (video title), Type field (video type), Filename field.

Question # 15

Will the users be creating content (podcast) within Multimedia Content Hosting and Management Solution? Or will content be created externally and uploaded to the solution, and will it be a manual process?

Answer # 15

The School will be creating content externally, uploading it to the solution and it will be a manual process.

Question # 16

Will you require the functionality for Live streaming? If yes:

- a. What is the average number of live streams per month or per year?
- b. What is the expected number of unique viewers during live stream? How many of them will be authenticated?
- c. What is the average duration of a live stream, and what are the shortest and longest live stream durations?
- d. From what geographical location will the live stream be served?

Answer # 16

No, live streaming will not be required.

Question # 17

What is the driving business needs or pain points to release this RFP contract at this point in time?

Answer # 17

We are currently using an open source solution (Kaltura) that is outdated consequently, the School is looking for a solution that can offer the latest video hosting technology.

Question # 18

In reference to 4.2 d. Closed Captioning, do you want the supplied system to have CART capability or are you looking for integration with any external system which provides CART services? Do you want the CART services during live streaming functionality?

Answer # 18

The School requires the option to have sub-titles on our videos (we will not be using a live streaming functionality).

Question # 19

What is the system currently in use of CSPA? Is there an incumbent system that currently fulfills the requirements of this RFP?

Answer # 19

See question and answer 17.

Question # 20

Are all the requirements in the SOW mandatory?

Answer # 20

Yes all requirements in the SOW are mandatory and will form part of the resulting contract.

Question # 21

In reference to section 4.2 a. General, what are the expectations from the learners and the general community upon using the public-facing channel?

Answer # 21

The learners are expected to have the ability to stream the videos from different sources such as web pages and learning management systems (the links on the systems will point to the selected solution).

Question # 22

Out of the total user community of 300,000, how many will require the upload functionality?

Answer # 22

Approximately 10 users will require the upload functionality.

Question # 23

In Annex D CM3, can the bidder be exempt from sharing contract dollar value?

Answer # 23

As stated in Annex D CM3, the Bidder must provide the contract dollar value (excluding taxes).

Note:

Due to CSPS's delay in posting Questions and Answers related to this RFP, the RFP closing date will be extended. See Solicitation Amendment # 001 below.

CSPS-RFP-23JP-0599/A

Solicitation Amendment # 001

The purpose of Solicitation Amendment # 001 is to revise the closing date of the RFP.

On Page 1 of the solicitation document, delete the following section and insert the new one as follows:

DELETE:

<p>Solicitation closes – La demande prend fin :</p> <p>at – à 2:00 pm ET 14h00 HE</p> <p>on – le September 29, 2023 29 septembre 2023</p>
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INSERT:

<p>Solicitation closes – La demande prend fin :</p> <p>at – à 2:00 pm ET 14h00 HE</p> <p>on – le October 6, 2023 6 octobre 2023</p>
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ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED