

AMENDMENT 001

CSPS-RFP-23JP-0703/A

To all Bidders:

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

Questions and Answers

Question # 1

What system is currently in place to deliver livestreams?

Answer # 1

System currently in place is Collaborate Video.

Question # 2

Can CSPS give insight into the gaps and requirements that the current system(s) cannot fulfil to better understand the business needs and goals?

Answer # 2

CSPS is looking for feature-rich products and to have the School's video content on a SAAS solution.

Question # 3

What is the average number of live streams per month or per year?

Answer # 3

200 webcasts a year, with the goal to increase this number to 300.

Question # 4

From what geographical location will the live stream be served?

Answer # 4

The live stream will be mostly served from Ottawa, Ontario, Canada.

Question # 5

How many livestreams will be running concurrently?

Answer # 5

N/A

Question # 6

For Annex D LSM1 requirement “Must provide the inclusion and/or the ability to integrate external simultaneous interpretation services (human or AI generated).” in 4.2(b) “Live Streaming and Content Delivery Network (CDN) functions”, can you elaborate on what you mean by “interpretation” as we assume it be transcription?

Answer # 6

This could be for different services, such as transcription, sign language interpretation, simultaneous interpretation or real-time captions.

Question # 7

For requirement “Enable the use of customizable nomenclature that could use timestamp of part of filename.” under heading “Archiving of streamed content”, can you provide a scenario explaining this requirement or elaborate further?

Answer # 7

When a recording is stopped, the file would contain the date stamp.

Question # 8

In reference to 4.2 e. 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?

Answer # 8

CSPS would be interested in using the supplied system, as well as having the option to use an external system if desired.

Question # 9

Can you elaborate on the requirement and give examples or a scenario for the use of CART capabilities?

Answer # 9

Mandatory for every broadcast. Using an external supplier (ie: CSS): the supplier sends us a link, which we then send to our current broadcaster (ie: we are using streamtext.net).

Question # 10

For requirement “Sign Language Icon options” under heading “Content management console”, please elaborate or provide a scenario or example on how sign language option is expected to function during both a livestream and on-demand video.

Answer # 10

Livestream: we use a separate steam. The learner opens the main stream, and then selects "sign language". A separate window opens showing the sign language interpreter. The Learner now has two windows on their screen, one with the main stream and one with the sign language interpretation.

On-demand: all streams should be available, no requirement for sign languages for recordings.

Question # 11

For requirement “Provide ability to manipulate metadata fields for each multimedia item” under heading “Content management console”, what metadata fields should the system capture? Can you give insight on what you mean by manipulation? Does it include editing, deleting etc.? Please provide an example.

Answer # 11

When creating a live stream, CSPS would like to have access to the following metadata fields:

- **Title**
- **Presenter (or Owner)**
- **Date and time**
- **Description**

When accessing a recorded live stream, CSPS would like to have the ability to edit/manipulate the following metadata fields:

- **Title**
- **Description**
- **Tags**
- **Owner**
- **Caption Status**
- **Thumbnail**

Question # 12

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 # 12

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 # 13

Can CSPS provide a breakdown of which compliances listed in 8.0 “Reference Documents” are mandatory and which are desired but optional?

Answer # 13

The Contractor and the Contractor’s resources must comply with all GC and CSPS policies, directives, standards and guidelines.

An optional requirement would be to meet both Web Content Accessibility Guidelines and Harmonised European Standard EN 301 549 as only one of the two is required.

Question # 14

In Annex D CM2, can the Bidder be exempt from sharing contract dollar value?

Answer # 14

CSPS will accept the bidder's declaration that the value of the contract meets the requirement of at least \$100,000 (including applicable taxes) with an approximate amount without indicating the exact value.

Question # 15

Will the solution procured with the bid CSPS-RFP-23JP-0703/A be used in combination with the solution for CSPS-RFP-23JP-0599/B? Or will both solutions be separate systems (our solution can fulfil the needs of both)?

Answer # 15

The solutions can be a separate system or the same system.

A procurement process combining both solutions was previously posted in 2023 but yielded no viable solutions. CSPS decided to post two different bids in order to raise the possibility of receiving successful bids for the solutions.

Question # 16

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

Answer # 16

The expected time frame for award is as soon as possible. We expect go live to be by April 1, 2024.

Question # 17

In Annex D GM5, does the CSPS require compliance with BOTH “WCAG Level A and AA (Web Content Accessibility Guidelines) 2.1 Level A AND AA accessibility standards” and “Harmonised European Standard EN 301 549” or compliance with one of these two fulfils the requirement? Will a VPAT document suffice as a response?

Answer # 17

CSPS requires compliance with one of the two. A VPAT is requested with a date within 24 months prior to bid closing.

Question # 18

How many active users do you currently have in D2L Brightspace?

Answer # 18

CSPS currently has approximately 325,000 active users in D2L Brightspace.

Question # 19

For the requirements presented under 4.2 of 4.0 Scope of Work, does the School expect Tier 1 support from the vendor or is the corresponding to Tier 2 and Tier 3 administrative support?

Answer # 19

To be better positioned to answer this question, we must first understand what level of support is provided by each Tier.

Question # 20

Is support in French language for Power users and administrators mandatory, or will support in only English suffice?

Answer # 20

Support for power users and administrators must be available in French and English.

Question # 21

We have observed that the tender was launched thrice before; in January 2023, September 2023 and December 2023, with the last published as two tenders with very similar requirements. We would like to understand the results of the procurement activity prior and if the School faced any difficulties in procuring a system, so that we may address those challenges and help the school achieve an optimal solution.

Answer # 21

The prior tender launched in January 2023 did not result in any successful bids.

Question # 22

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 # 22

Refer to Question and Answer 12.