

**BID #B18-07**

**E-Conferencing Hosting Service**

**QUESTIONS/ANSWERS**

April 12, 2018

**Q.** Technical staffing information is being requested, does this mean PC would be interested in a managed services offering?

**A.** CCC TechConnect is asking for vendor’s point of contact representative, technical single point of contact for API and LTI integration, Beta testing, technical issues

**Q.** What kind of API integration would be preferable for the final solution?

**A.** CCC TechConnect staff need access to REST API for meeting scheduling and recording, user management, reports. Vendor should state their product capabilities and not assume answer above is not all inclusive.

**Q**. What would be the ideal outcome from API integration?

**A**. It works with a variety of applications and services.

**Q**. Would PC be doing the API integration with the chosen platform?

**A**. Yes CCC TechConnect staff at Palomar College will perform API integration with multiple platforms, and with assistance from vendor’s engineering staff

**Q**. Are closed-captioning services part of the CCC Confer solution today?  YES If so, is this native to the product or provided by a third party?

**A**. BOTH native and third party solutions are utilized

**Q.** Could PC provide more context into how they would like to customize meeting invitations?

**A.** Modify text message, add or customize links, e-mail alias, utilize CCC Confer email address and contact information

**Q.** Could PC expound on the requirement for “email notifications of meeting, attendee status.”

**A.** Vendor should provide their solution options and capabilities, but generally e-mail notification should include meeting information, connection information, date & time, updates, toll free and toll call numbers, support desk information, etc.. CCC TechConnect hosted by Palomar College reserves right to change email notification information.

**Q**. Emails should notify with what kind of information and at which point in a meeting?

**A**. Vendor should provide their solution options and capabilities

**Q.** How would PC define “Multimedia conference management huddle rooms.”

**A.** Huddle rooms refers to small online meeting rooms using SaaS for application and screen sharing, media playback, face-to-face video interaction, VoIP and DTMF telephone participation, chat, voting, polling, whiteboard and annotation, recording, real-time captioning, grant user privileges. Users can be expected to connect via desktop and laptop computers, mobile devices, telephone, and endpoints.

Multimedia conference management refers not only to online meeting management, but also the integration of H.323/SIP endpoint solutions (i.e. Polycom, Cisco, Aver, and other endpoint products) into vendor’s product solution. Many endpoints are located in classrooms and conference rooms at California community colleges.

Note: The 114 California Community Colleges use a variety of late model and legacy video conference systems like Tanderg 6000, Polycom Viewstation, Viewstation FX, HDX 7000, HDX 8000, etc.

**Q.** Does PC use (or like to use) Microsoft Exchange/Outlook for scheduling conferences?

**A.** Vendor’s product should be compatible with a variety of email and calendar applications, and through the vendor’s product API

**Q**. What primary interfaces do PC use for scheduling conferences?

**A.** Currently CCC Confer schedules and calendars through use of API and LTI. CCC Confer may want to leverage vendor’s product solutions