Q9410
Addendum #1
November 18, 2019
Pre-bid meeting questions and notes

On November 12, 2019 at 10am the University hosted a pre-bid meeting for interested Companies. The following questions were discussed:

Q: What is the start date for the Agreement?
A: July 1, 2020

Q: In regards to all of the locations that UNI is asking to be serviced – do they all have WiFi to deliver video/streaming?
A: For residence hall – yes. Overall, almost any occupied space has WiFi, but the quality of service varies. Some lounge and common areas may have limited coverage.

Q: What about McLeod Center and the Dome- will they be able to handle streaming?
A: Currently, the suites in these areas do stream video – but it hasn’t been tested to full capacity; large events are a challenge for WiFi – and it does need improvement. We can’t guarantee that all locations that have hard wired cable today can do WiFi streaming in a reliable way.

Q: Will the network, in general, be able to handle all of the anticipated video streaming?
A: Adding this shouldn’t be a huge stretch because we already have many students streaming other products from the residence halls. UNI has no way of knowing what impact 100% streaming of live television will do to our bandwidth use at this time. Impact estimates are appreciated in the bid documents. Video demand is higher in the residence halls, but WiFi is built more densely. Academic and administrative areas may be more of a challenge for an ideal signal to serve streaming televisions.

Q: If there are locations that WiFi doesn’t work – will it be the vendor’s responsibility to fix?
A: We build out our WiFi, so UNI will want to continue to own and operate WiFi. UNI will be responsible for enhancing wireless coverage if there are locations that need it.
Q: Do campus televisions typically run on WiFi?

A: Virtually all of the televisions currently on campus are hooked up to cable. Very few are on WiFi or hard wired via ethernet in residence, academic or administrative areas. We feel students in residence halls highly rely on WiFi or wired ethernet for video streaming on mobile devices today.

Q: The RFP indicates that UNI owns all of the equipment; if an amplifier breaks – what is the process to fix it?

A: For residence, the current vendor has been taking care of it; the campus ones have been covered by UNI with the help of the current vendor. Please specify how this will be addressed in your proposal.

Q: How many local originations are you inserting?

A: None – no plans for the future.

Q: Are there any student channels?

A: No, not anymore.

Q: In the past, some tvs did not have a tuner, and a box had to be provided by the current provider – will these tvs be upgraded or will that still be the case?

A: The current provider initially provided a limited number of converters. Current practice, however, is that if a student brings a tv to campus that does not have a quam tuner, it is the student's responsibility to purchase or rent one - or simply replace the TV with one that has a quam tuner.

Q: Currently, if there is an issue in a student room, how does it get fixed?

A: Students would normally talk to a member of the UNI hall staff or submit a service ticket to UNI. If the problem is that the end of the cable is broken, missing - or if the cable connector is damaged, DOR will send a UNI employee to fix or repair. Otherwise, the students are directed
to the trouble shooting guide to make sure the connection is secure and scan channels. If the problem persists, there is a phone number that students can call to speak to the current provider who will perform additional troubleshooting and send out a tech person if necessary. So far we have had only 34 trouble tickets submitted - most of which had to do with the cable connection being damaged or missing.

The current provider does provide a number of technical staff on campus during move-in to assist students who are having trouble with their cable - although we continue to encourage students to first do some basic troubleshooting themselves. If that does not work, a UNI staff member contacts the tech with the student’s name & number for the tech person to follow up with the student.

Q: Do students call the current provider?
A: Yes, but only after they have done some preliminary troubleshooting. This is because if they need to send out a tech to the student room, the student must be there.

Q: Calls for assistance will be from DOR and then it will be determined if provider needs to be called?
A: If there is a hall-wide outage, DOR staff will contact the provider.

Q: Is there one single point of distribution?
A: Currently, everything comes into a master control in the ITTC on fiber and then it goes back out on fiber to the residence halls – over copper coax to the academic side; we are open to whatever we need to do – we want ITTC to be the main head end.

Q: Is every building ‘hit’ from the master control?
A: Yes

Q: In the wellness center, are there any bikes (fitness equipment) that have tvs?
A: Not currently, there was a request in the past. Internet streaming of programming may allow for this to occur.
Q: Is there climate control in master control in ITTC?
A: Yes

Q: Is the roof flat on the ITTC?
A: Yes. If installation is necessary on the roof of ITTC, UNI facilities management will need to be involved for approvals and installation.

Q: In regards to Level B, it states no student service in the rooms? How many lounges and do these have wifi?
A: There are 90 lounges in the residence halls that we would want to maintain cable in plus the two dining centers (Rialto & Piazza), 2 lounges in Redeker, and 1 eating area in 23rd Street Market for a total of 95 locations for the Department of Residence. As noted, we do have WiFi throughout the residence facilities, however, some residence hall lounges may have limited WiFi coverage.

Q: Is there Ethernet to the lounges?
A: Approximately one-third of the lounges in residence have ethernet.

Q: Do dorms have Ethernet connections in the student rooms?
A: Yes

Q: Are any buildings coming off line before service it set to start?
A: Currently, Dancer hall is offline and will be back online in August. One-third of Noehren is currently offline and will be fully functional in Fall 2021. It is possible that other residence halls will have some renovation during the term of the Agreement that may involve the building being off-line for some period of time.
Q: In regards to Option A level C installation; if you have hundreds reach out to the vendor for service– we would have to do a traditional install - like an apartment complex – it would be a lot of activity on campus. Is UNI ok with this approach?

A: UNI will need to review the proposal and determine what is the best interest for UNI, at this time we are wanting to explore all options. As noted in the RFP, we are only looking for a vendor to provide TV services - WiFi and data service is not part of this RFP and will not be provided by the vendor as part of the solution. Any additional WiFi or Data service needed as a result of this RFP will be provided by UNI through existing contracts.

Q: Does UNI want EMS alerts to be included as an option?

A: UNI utilizes the UNI Alert system for notifying staff and students of emergency situations. You may include EMS alerts as an option in your bid.

Q: How many total outlets would be included in Option A Level B?

A: There are approximately 95 lounge areas in the residence halls - each with one TV. There are five other locations in DOR facilities (Piazza Dining Center, Rialto Dining Center, Redeker Center, and 23rd Street Market) that also have TVs - Piazza & Rialto have several TVs at each location. As far as the number of outlets in academic and administrative buildings, UNI has not kept track of this information. Above and beyond what was represented in Appendix B, we have an estimated count of 31 active drops in academic and administrative areas. Several of the academic/administrative buildings have unused drops installed over the years and total count is unknown.