

Request for Information No. II
RFP No. 24/25-01 Media Asset Management Systems
September 25, 2024

Response to Proposers' Questions

2.1 **Question:** Can you provide estimates on the anticipated volume for the following: Total number of users and concurrent users?

Answer: Ed Tech JPA members vary in size from 1,500 ADA to 600,000 ADA, and have a variety of different needs and varying anticipated user count. Interested members will select the awarded product that bests their unique needs.

Irvine USD specifically currently leverages a platform that can accommodate up to 36,000 concurrent users. Irvine USD requires a minimum of 120 TB of combined bandwidth to watch media and storage to host them.

2.2 **Question:** Can you provide estimates on the anticipated volume for the following: Number and types of media files, separated by type (e.g., video, PDF, JPG, etc.)?

Answer: Ed Tech JPA members vary in size from 1,500 ADA to 600,000 ADA, and have a variety of different needs and different needs related to file volume. Interested members will select the awarded product that bests their unique needs.

Irvine USD's primary need is for video (MP4, MOV) hosting and some photo (JPEG, PNG, etc.) management. Irvine USD requires a minimum of 120 TB of combined bandwidth to watch media and storage to host them.

2.3 **Question:** Are there specific hosting requirements for the Media Asset Management System?

Answer: Ed Tech JPA members vary in size from 1,500 ADA to 600,000 ADA, and have a variety of different needs. Some members would prefer an easy-to-use out-of-the-box solution vs a custom solution with many management settings.

In regards to hosting needs, IUSD requires a minimum of 120 TB of combined bandwidth to watch media and storage to host them. Some of the key management features IUSD is interested in are access to media analytics, being able to fully customize the front-facing platform, and making sure media is fully secured.

2.4 **Question:** Will this contract include a separate hosting agreement, or are you seeking a SaaS model?

Answer: Awarded Solutions should include hosting as part of the Solution. If Vendor does not provide hosting directly, it is recommended that they coordinate with a hosting provider to include hosting services as part of the proposed solution. Please be sure to include all costs in the proposal and to be clear about who payment will be issued to. Ed Tech JPA members can only issue payment directly to awarded vendors. Hosting providers may be Vendor's subcontractors with payment issued directly to Vendor, or they may partner with Vendors and submit a joint proposal.

2.5 **Question:** What are the specific SLA requirements for the following: Uptime?

Answer: Ed Tech JPA members vary in size from 1,500 ADA to 600,000 ADA, and have a variety of different needs. Interested members will select the awarded product that bests their unique needs. Vendors should enter the uptime for their solution and members will consider it as a factor when scoring solutions.

2.6 **Question:** What are the specific SLA requirements for the following: Incident response time?

Answer: Ed Tech JPA members vary in size from 1,500 ADA to 600,000 ADA, and have a variety of different needs. Interested members will select the awarded product that bests their unique needs. Vendors should enter the incidence response time for their solution and members will consider it as a factor when scoring solutions.

2.7 **Question:** What are the specific SLA requirements for the following: Planned downtime and notification requirements for updates/upgrades?

Answer: Ed Tech JPA members vary in size from 1,500 ADA to 600,000 ADA, and have a variety of different needs. Interested members will select the awarded product that bests their unique needs. Vendors should enter the downtime, planned downtime, and notification procedures for their solution and members will consider it as a factor when scoring solutions.

2.8 **Question:** The Response Template indicates that the video solution should support a minimum resolution of 1080p. Our interpretation is that the system should accept 1080p for upload and delivery, but may deliver lower resolutions on devices that do not support 1080p (e.g., similar to how x.com streams at 780p at 30fps across all devices). Could you please confirm or clarify this requirement in the Response Template?

Answer: Videos uploaded to the platform should support streaming up to 1080p resolution, along with lower-resolution options to accommodate varying user bandwidth. 1080p has been set as the minimum resolution since 4K streaming would be accepted if offered, but is deemed unnecessary for most Ed Tech JPA members due to bandwidth and storage limitations.

2.9 **Question:** We will be proposing a custom development solution that is typically more investment up front, but with a product that most specifically aligns to the customers' needs and can be

much more cost competitive once the build is complete. Is there a budget range or guideline for this project that you can share to help us better tailor our proposal?

Answer: Ed Tech JPA members vary in size from 1,500 ADA to 600,000 ADA, and have a variety of different needs. Interested members will select the awarded product that bests their unique needs, including price as a factor. Please refer to RFI No. 1.20 for requirements related to custom built solutions to be considered for award by Ed Tech JPA.