

REQUEST FOR PROPOSALS #2024-085
Enterprise Generative AI Services
RESPONSE ADDENDUM #1
June 3, 2024

CLARIFICATION

Submission Deadline is modified to June 21, 2024, on or before 11:59 pm EST.

QUESTIONS

1. Does the “Initial Cost One-Time Training” in the cost sheet refer to training the university users or training the LLM with university data?

ANSWER: No

2. The scoring formula for Appendix H is -

- “Yes” Response – will receive the total points allotted for the requirement
- “Partial” Response - will receive ½ of the total points allotted for the requirement.
- “No” Response – will receive zero points for the requirement.

How will a respondent be graded for Appendix H, given that it is allocated 35 points and the line items are classified in terms of importance as - Required, Preferred, uncategorized? For example - does a line item marked as “required” hold a higher score?

ANSWER: Yes, see RFP Section 2.0

3. In Appendix H, there are a few requirements where importance is not marked as Required or Preferred. Should we consider these as preferred?

ANSWER: Within the RFP 2024-085 Appendix H, all questions are marked required or preferred.

4. Is the final deliverable expected to be an enterprise system?

ANSWER: Not necessarily at this time. RFP Appendix C, is requesting pricing for University of Maine, Orono

5. Can we do a private deployment of our custom product instead of a cloud based SaaS?

ANSWER: No

6. Could you provide some specific use cases for AI-generated video and animations?

ANSWER: Please review Appendix H, Filename = 05 - 2024-085-RFP-IT-AppendixH-SolutionRequirementsMatrix

7. Which Learning Management System(s) and Enterprise Applications does the University of Maine currently use? Which of these will require integration?

ANSWER: LMS- Brightspace, Brightspace none initially

8. What is the total anticipated number of users, including faculty, students, and staff?

ANSWER:

2022-2023: Faculty Collegiate FTE:

555.2

Faculty Non-Collegiate: 133.6

Staff:

Fall 2023: Total Undergrad and Grad Students: 11,262

9. Is the University concerned about the potential cost for this volume of requests from UM Users seeing as the tool is intended to be open for the students as well as the professors and administrative staff?

ANSWER: Yes

1. What is the expected term/duration of the agreement for this current requirement?

ANSWER: Refer to: [03 - 2024-085-RFP-IT-RFP, Section 4.0 – Appendix D Master Agreement](#)

2. Is it allowed to utilize offshore resources for developing the solution?

ANSWER: The answer is dependent on the solution content and if there are any federal and state regulations specific to offshore resources.

3. What Identity Provider is currently used by the University for Single Sign-on?

ANSWER: Refer to: [05 - 2024-085-RFP-IT-AppendixH-SolutionRequirementsMatrix](#)

4. Is the vendor or supplier allowed to go for a change request agreement if there are any changes in the scope post the initial agreement execution?

ANSWER: Refer to: [03 - 2024-085-RFP-IT-RFP, Section 4.0 – Appendix D Master Agreement](#)

5. Can we share customer references from other than educational industry considering the fact the Generative AI implementations are happening from early/mid of 2023?

- 1) ANSWER: Refer to: [03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix E](#)

6. Can the developer resource/s or employees work remotely for this requirement or do they need to work on-site?

ANSWER: No requirement to be on site, however there may be the need for onsite meetings occasionally

7. Will the project be awarded in full or in sections?

ANSWER: Refer to RFP Section 2.

8. Considering "University of Maine System" seeks multi-campus integrated solutions, is there a need for multi-lingual support?

ANSWER: Yes - English required. French, Spanish, Chinese

9. Which languages are most commonly spoken on campus?

ANSWER: English required. French, Spanish, Chinese preferred.

10. Are there any legal or compliance requirements that suppliers should be aware of when proposing a solution?

ANSWER: [03 - 2024-085-RFP-IT-RFP](#)

[Section 4.0 – Appendix D Master Agreement, Rider A, 5. Accessibility](#)

[Section 4.0 – Appendix D Master Agreement, Rider A, 6. Standards for Safeguarding Information](#)

[Section 4.0 – Appendix D Master Agreement, Rider C, Standards for Safeguarding Information](#)

11. What level of support is being sought? Are we considering round-the-clock support or support within the university's operational hours?

ANSWER: Not mission critical, but expect student, faculty, and staff will use it throughout the day and week. Please provide support level information and pricing.

12. Due to how new this technology is, and the nature of AI hallucinating sometimes, will there be human oversight for this feature to ensure the graphics and images generated are accurate/acceptable or to try rephrasing the prompt or input if necessary?

ANSWER: To be determined dependent on the solution provided.

13. What exactly is meant by Model here? Are we talking about ML Models or AI Models? And if we are talking about AI Models, do you mean fine tune instead of train?

ANSWER: Unsure of the reference.

14. Are we required to specify which data set the LLM is trained on for the "Current data set for LLM/SLM" requirement? Is this applicable solely to privately trained LLMs included in the service offerings or also to enterprise LLMs?

ANSWER:

15. How do we envision utilizing the AI service for students, teachers, and staff? Will the AI service be integrated with the current platforms used by these users? What specific platforms will require integration with the AI service?

ANSWER:

16. "Analyze and assign a grade for content based on a set of given criteria" - Is this for content gap analysis or the grading of student-submitted assignments?

ANSWER:

17. Is the university seeking a pre-built platform that includes all the "Core functionalities" outlined in Appendix H?

ANSWER: Yes

Alternatively, is the university open to using a foundational platform with standard functionalities and customizing the rest to meet specific university needs?

ANSWER: No

18. Allows users to train and share models for specific tasks - Should the user train LLM models or is it the user's option to create prompts for AI solutions? What kind of users would these be?

ANSWER: This is a new service. we ask questions regarding your solution and will evaluate based on the response provided.

Refer to: [03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix G](#)

19. Provide graduated writing assistance to improve structure, clarity, grammar of user-uploaded drafts: What levels of writing assistance are required (e.g., basic grammar check, advanced style improvement)?

ANSWER: This is a new solution. Answers to questions regarding your proposed solution will be evaluated based on the response provided. We are seeking your expertise for this solution and it is important you consider and provide responses focused on a higher education solution.

Refer to: [03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix H](#)

20. Provide graduated writing assistance to improve structure, clarity, grammar of user-uploaded drafts: Are there any specific writing styles or guidelines that the AI needs to adhere to (e.g., academic writing, business communication)?

ANSWER: This is a new solution. Answers to questions regarding your proposed solution will be evaluated based on the response provided. We are seeking your expertise for this solution and it is important you consider and provide responses focused on a higher education solution.

Refer to: [03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix H](#)

21. Provide graduated writing assistance to improve structure, clarity, grammar of user-uploaded drafts: How will the effectiveness of the writing assistance be measured and evaluated?

ANSWER: This is a new solution. Answers to questions regarding your proposed solution will be evaluated based on the response provided. We are seeking your expertise for this solution and it is important you consider and provide responses focused on a higher education solution.

Refer to: [03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix H](#)

22. Analyze and assign a grade for content based on a set of given criteria: What criteria will be used for grading, and can these criteria be customized by the grader?

ANSWER: This is a new solution. Answers to questions regarding your proposed solution will be evaluated based on the response provided. We are seeking your expertise for this solution and it is important you consider and provide responses focused on a higher education solution.

Refer to: [03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix H](#)

23. Analyze and assign a grade for content based on a set of given criteria: What feedback will be provided to users along with the grade to help them improve?

ANSWER: This is a new solution. Answers to questions regarding your proposed solution will be evaluated based on the response provided. We are seeking your expertise for this solution and it is important you consider and provide responses focused on a higher education solution.

Refer to: [03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix H](#)

24. Generate text in response to user-provided prompts: What types of prompts are expected (e.g., academic queries, creative writing, technical questions)?

ANSWER: This is a new solution. Answers to questions regarding your proposed solution will be evaluated based on the response provided. We are seeking your expertise for this solution and it is important you consider and provide responses focused on a higher education solution.

Refer to: [03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix H](#)

25. Generate text in response to user-provided prompts: How will the relevance and quality of the generated text be assessed?

ANSWER: This is a new solution. Answers to questions regarding your proposed solution will be evaluated based on the response provided. We are seeking your expertise for this solution and it is important you consider and provide responses focused on a higher education solution.

Refer to: [03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix H](#)

26. What are the subjects/topics to be considered for the following requirements:

- Generate charts
- Generate graphics

- Generate images
- Generate video
- Generate animations

ANSWER: This is a new solution. Answers to questions regarding your proposed solution will be evaluated based on the response provided. We are seeking your expertise for this solution and it is important you consider and provide responses focused on a higher education solution.

Refer to: [03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix H](#)

27. Provide a citation list of sources used by the AI service when it generates responses to prompts: What citation formats need to be supported (e.g., APA, MLA, Chicago)?

ANSWER: All

28. Provide a citation list of sources used by the AI service when it generates responses to prompts: Are there any specific databases or repositories that the AI should use for sourcing information?

ANSWER: This is a new solution. Answers to questions regarding your proposed solution will be evaluated based on the response provided. We are seeking your expertise for this solution and it is important you consider and provide responses focused on a higher education solution.

Refer to: [03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix H](#)

29. AI must be able to explain how it reached a conclusion and justify its answer: What level of detail is required in the explanations (e.g., step-by-step reasoning, high-level overview)?

ANSWER: This is a new solution. Answers to questions regarding your proposed solution will be evaluated based on the response provided. We are seeking your expertise for this solution and it is important you consider and provide responses focused on a higher education solution.

Refer to: [03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix H](#)

30. AI must be able to explain how it reached a conclusion and justify its answer: Will this be a requirement for all interactions with AI, or will this be limited to specific use cases?

ANSWER: This is a new solution. Answers to questions regarding your proposed solution will be evaluated based on the response provided. We are seeking your expertise for this solution and it is important you consider and provide responses focused on a higher education solution.

Refer to: [03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix H](#)

31. Explain steps for solving a problem: What types of problems need detailed step-by-step explanations (e.g., mathematical, logical, qualitative)?

ANSWER: This is a new solution. Answers to questions regarding your proposed solution will be evaluated based on the response provided. We are seeking your expertise for this solution and it is important you consider and provide responses focused on a higher education solution.

Refer to: [03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix H](#)

32. Able to provide language translations: Are there any specific use cases for translations (e.g., academic papers, everyday communication)?

ANSWER: This is a new solution. Answers to questions regarding your proposed solution will be evaluated based on the response provided. We are seeking your expertise for this solution and it is important you consider and provide responses focused on a higher education solution.

Refer to: [03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix H](#)

33. Allows users to train and share models for specific tasks: What specific tasks and use cases should be supported for model training?

ANSWER: This is a new solution. Answers to questions regarding your proposed solution will be evaluated based on the response provided. We are seeking your expertise for this solution and it is important you consider and provide responses focused on a higher education solution.

Refer to: [03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix H](#)

34. Allows users to train and share models for specific tasks: How do you visualize users sharing and collaborating on models (e.g., shared repositories, version control)?

ANSWER: This is a new solution. Answers to questions regarding your proposed solution will be evaluated based on the response provided. We are seeking your expertise for this solution and it is important you consider and provide responses focused on a higher education solution.

Refer to: [03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix H](#)

35. Generate practice quiz/flashcard questions based on content: What types of content should be supported for quiz/flashcard generation (e.g., text, multimedia)?

ANSWER: This is a new solution. Answers to questions regarding your proposed solution will be evaluated based on the response provided. We are seeking your expertise for this solution and it is important you consider and provide responses focused on a higher education solution.

Refer to: [03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix H](#)

36. Generate practice quiz/flashcard questions based on content: What formats and delivery methods should be supported for quizzes and flashcards?

ANSWER: This is a new solution. Answers to questions regarding your proposed solution will be evaluated based on the response provided. We are seeking your expertise for this solution and it is important you consider and provide responses focused on a higher education solution.

Refer to: [03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix H](#)

37. End-user support documentation for generating each form of content: What are the formats/templates for support documentation to be generated?

ANSWER: This is a new solution. Answers to questions regarding your proposed solution will be evaluated based on the response provided. We are seeking your expertise for this solution and it is important you consider and provide responses focused on a higher education solution.

Refer to: [03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix H](#)

38. Compatible with Apple OS, Windows, iOS, Android, Chrome OS: Are there any specific versions or additional platforms that need to be supported?

ANSWER: This is a new solution. Answers to questions regarding your proposed solution will be evaluated based on the response provided. We are seeking your expertise for this solution and it is important you consider and provide responses focused on a higher education solution.

Refer to: [03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix H](#)

39. Compatible with Apple OS, Windows, iOS, Android, Chrome OS: What are the performance benchmarks or expectations across different operating systems?

ANSWER: This is a new solution. Answers to questions regarding your proposed solution will be evaluated based on the response provided. We are seeking your expertise for this solution and it is important you consider and provide responses focused on a higher education solution.

Refer to: [03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix H](#)

40. Compatible with Apple OS, Windows, iOS, Android, Chrome OS: How will compatibility issues be identified and resolved?

ANSWER: This is a new solution. Answers to questions regarding your proposed solution will be evaluated based on the response provided. We are seeking your expertise for this solution and it is important you consider and provide responses focused on a higher education solution.

Refer to: [03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix H](#)

41. Support uploading of non-sensitive files for analysis: What types of files are expected to be uploaded (e.g., text documents, images, videos)?

ANSWER: This is a new solution. Answers to questions regarding your proposed solution will be evaluated based on the response provided. We are seeking your expertise for this solution and it is important you consider and provide responses focused on a higher education solution.

Refer to: [03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix H](#)

42. Support uploading of non-sensitive files for analysis: Are there any size limitations or format requirements for the uploaded files?

ANSWER: This is a new solution. Answers to questions regarding your proposed solution will be evaluated based on the response provided. We are seeking your expertise for this solution and it is important you consider and provide responses focused on a higher education solution.

Refer to: [03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix H](#)

Refer to: [03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix I & J](#)

43. Support uploading of non-sensitive files for analysis: How will the system handle and process these files securely?

ANSWER: This is a new solution. Answers to questions regarding your proposed solution will be evaluated based on the response provided. We are seeking your expertise for this solution and it is important you consider and provide responses focused on a higher education solution.

Refer to: [03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix H](#)

Refer to: [03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix I & J](#)

44. Export data (including LLMs/SLMs): What formats and methods should be supported for data export (e.g., CSV, JSON)?

ANSWER: This is a new solution. Answers to questions regarding your proposed solution will be evaluated based on the response provided. We are seeking your expertise for this solution and it is important you consider and provide responses focused on a higher education solution.

Refer to: [03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix H](#)

Refer to: [03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix I & J](#)

45. Export data (including LLMs/SLMs): How will data export processes ensure data integrity and security?

ANSWER: This is a new solution. Answers to questions regarding your proposed solution will be evaluated based on the response provided. We are seeking your expertise for this solution and it is important you consider and provide responses focused on a higher education solution.

Refer to: [03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix H](#)

Refer to: [03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix I & J](#)

46. Export data (including LLMs/SLMs): Are there any limitations on the types or sizes of data that can be exported?

ANSWER: This is a new solution. Unknown at this time

47. Export data (including LLMs/SLMs): What type of data needs to be exported- data generated by LLM or data used to train the LLM?

ANSWER: This is a new solution. Unknown at this time

48. Team dashboards/workspaces: What features are required in the team dashboards and workspaces (e.g., collaboration tools, shared data access)?

ANSWER: This is a new solution. Answers to questions regarding your proposed solution will be evaluated based on the response provided. We are seeking your expertise for this solution and it is important you consider and provide responses focused on a higher education solution.

Refer to: [03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix H](#)

49. Team dashboards/workspaces: How will teams be able to manage and organize their workspaces?

ANSWER: This is a new solution. Answers to questions regarding your proposed solution will be evaluated based on the response provided. We are seeking your expertise for this solution and it is important you consider and provide responses focused on a higher education solution.

Refer to: [03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix H](#)

50. Team dashboards/workspaces: Are there any specific use cases or workflows that need to be supported?

ANSWER: This is a new solution. Answers to questions regarding your proposed solution will be evaluated based on the response provided. We are seeking your expertise for this solution and it is important you consider and provide responses focused on a higher education solution.

Refer to: [03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix H](#)

51. Enterprise management capabilities: What specific management capabilities are required (e.g., user management, reporting)?

ANSWER: This is a new solution. Answers to questions regarding your proposed solution will be evaluated based on the response provided. We are seeking your expertise for this solution and it is important you consider and provide responses focused on a higher education solution.

Refer to: [03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix H](#)

52. Enterprise management capabilities: How will administrators monitor and manage the usage of the system?

ANSWER: This is a new solution. Answers to questions regarding your proposed solution will be evaluated based on the response provided. We are seeking your expertise for this solution and it is important you consider and provide responses focused on a higher education solution.

Refer to: [03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix H](#)

53. Enterprise management capabilities: Are there any specific tools or interfaces that need to be provided for enterprise management?

ANSWER: This is a new service. we ask questions regarding your solution and will evaluate based on the response provided.

Refer to: [03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix J](#)

54. Data supplied by one user would not be used for or shared with any other user without explicit permission: How will user permissions and data privacy be managed and enforced?

ANSWER: This is a new solution. Answers to questions regarding your proposed solution will be evaluated based on the response provided. We are seeking your expertise for this solution and it is important you consider and provide responses focused on a higher education solution.

Refer to: [03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix H](#)

Refer to: [03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix I & J](#)

55. Data supplied by one user would not be used for or shared with any other user without explicit permission: What mechanisms will be in place to ensure data isolation and security?

ANSWER: This is a new solution. Answers to questions regarding your proposed solution will be evaluated based on the response provided. We are seeking your expertise for this solution and it is important you consider and provide responses focused on a higher education solution.

Refer to: [03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix H](#)

Refer to: [03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix I & J](#)

56. Data supplied by one user would not be used for or shared with any other user without explicit permission: Are there any exceptions or special cases where data sharing might be allowed or required?

ANSWER: This is a new solution. Answers to questions regarding your proposed solution will be evaluated based on the response provided. We are seeking your expertise for this solution and it is important you consider and provide responses focused on a higher education solution.

Refer to: [03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix H](#)

Refer to: [03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix I & J](#)

57. Granular access control for provided data and returned responses: What levels of access control are required (e.g., user, group, department)?

ANSWER: This is a new solution. Answers to questions regarding your proposed solution will be evaluated based on the response provided. We are seeking your expertise for this solution and it is important you consider and provide responses focused on a higher education solution.

Refer to: [03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix H](#)

Refer to: [03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix I & J](#)

58. Granular access control for provided data and returned responses: How will access control policies be managed and enforced?

ANSWER: This is a new solution. Answers to questions regarding your proposed solution will be evaluated based on the response provided. We are seeking your expertise for this solution and it is important you consider and provide responses focused on a higher education solution.

Refer to: [03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix H](#)

Refer to: [03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix I & J](#)

59. Granular access control for provided data and returned responses: Are there any specific roles or permissions that need to be defined?

ANSWER: This is a new solution. Answers to questions regarding your proposed solution will be evaluated based on the response provided. We are seeking your expertise for this solution and it is important you consider and provide responses focused on a higher education solution.

Refer to: [03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix H](#)

Refer to: [03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix I & J](#)

60. Single Sign-On (SSO) integration: What SSO providers and protocols need to be supported (e.g., SAML, OAuth)?

ANSWER: [Shibboleth \(preferred\) or CAS](#)

61. Single Sign-On (SSO) integration: How will user identities be managed and authenticated?

ANSWER: [Shibboleth \(preferred\) or CAS](#)

62. Single Sign-On (SSO) integration: Are there any specific security requirements or compliance considerations for SSO?

ANSWER: [Shibboleth \(preferred\) or CAS](#)

63. Archive/delete data: What are the specific requirements for data retention and deletion policies?

ANSWER: This is a new solution for us and specifics around archive/deleting of data needs to be reviewed.

64. Archive/delete data: How will users be able to archive or delete their data?

ANSWER: [Depends on the solution offered.](#)

65. Archive/delete data: Are there any legal or regulatory requirements that need to be considered?

ANSWER: [There may be legal data retention requirements in State or University policies which will need to be considered.](#)

66. Personal usage analytics available to individual users and system analytics available to campus admins: What specific analytics and reporting features are needed for individual users?

ANSWER: This is a new solution. Answers to questions regarding your proposed solution will be evaluated based on the response provided. We are seeking your expertise for this solution and it is important you consider and provide responses focused on a higher education solution.

Refer to: [03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix G](#)

67. Personal usage analytics available to individual users and system analytics available to campus admins: What types of system-wide analytics are required for campus admins?

ANSWER: This is a new solution. Answers to questions regarding your proposed solution will be evaluated based on the response provided. We are seeking your expertise for this solution and it is important you consider and provide responses focused on a higher education solution.

Refer to: [03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix G](#)

68. Personal usage analytics available to individual users and system analytics available to campus admins: How will data privacy and security be maintained in usage analytics?

ANSWER: This is a new solution. Answers to questions regarding your proposed solution will be evaluated based on the response provided. We are seeking your expertise for this solution and it is important you consider and provide responses focused on a higher education solution.

Refer to: [03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix G](#)

69. Administrative Tech Support, channel for enhancement requests, etc.: What levels of support and response times are expected?

ANSWER: This is a new solution. Answers to questions regarding your proposed solution will be evaluated based on the response provided. We are seeking your expertise for this solution and it is important you consider and provide responses focused on a higher education solution.

Refer to: [03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix G](#)

70. Administrative Tech Support, channel for enhancement requests, etc.: How will users be able to submit and track enhancement requests?

ANSWER: This is a new solution. Answers to questions regarding your proposed solution will be evaluated based on the response provided. We are seeking your expertise for this solution and it is important you consider and provide responses focused on a higher education solution.

Refer to: [03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix G](#)

71. Administrative Tech Support, channel for enhancement requests, etc.: Are there any specific channels or platforms that need to be supported for tech support?

ANSWER: This is a new solution. Answers to questions regarding your proposed solution will be evaluated based on the response provided. We are seeking your expertise for this solution and it is important you consider and provide responses focused on a higher education solution.

Refer to: [03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix G](#)

72. Escalation protocol if service is down or unavailable: What is the expected escalation process and response time during service outages?

ANSWER: This is a new solution. Answers to questions regarding your proposed solution will be evaluated based on the response provided. We are seeking your expertise for this solution and it is important you consider and provide responses focused on a higher education solution.

Refer to: [03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix G](#)

73. Escalation protocol if service is down or unavailable: How will users be informed and kept updated during service disruptions?

ANSWER: This is a new solution. Answers to questions regarding your proposed solution will be evaluated based on the response provided. We are seeking your expertise for this solution and it is important you consider and provide responses focused on a higher education solution.

Refer to: [03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix G](#)

74. Escalation protocol if service is down or unavailable: Are there any specific roles or contacts that need to be defined for escalation?

ANSWER: This is a new solution. Answers to questions regarding your proposed solution will be evaluated based on the response provided. We are seeking your expertise for this solution and it is important you consider and provide responses focused on a higher education solution.

Refer to: [03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix G](#)

75. Text to speech, speech to text: Are there certain scenarios or use cases where these features will be particularly critical?

ANSWER: This is a new solution. Answers to questions regarding your proposed solution will be evaluated based on the response provided. We are seeking your expertise for this solution and it is important you consider and provide responses focused on a higher education solution.

Refer to: [03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix H](#)

76. Text or audio transcription and translation into multiple languages: What are the expected use cases for these transcriptions and translations (e.g., academic lectures, meetings)?

ANSWER: This is a new solution. Answers to questions regarding your proposed solution will be evaluated based on the response provided. We are seeking your expertise for this solution and it is important you consider and provide responses focused on a higher education solution.

Refer to: [03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix H](#)

77. Assistance navigating research articles or other texts written in a language the user is not fluent in: What specific features will assist users in navigating these texts (e.g., section summaries, keyword highlights)?

ANSWER: This is a new solution. Answers to questions regarding your proposed solution will be evaluated based on the response provided. We are seeking your expertise for this solution and it is important you consider and provide responses focused on a higher education solution.

Refer to: [03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix H](#)

78. Assistance navigating research articles or other texts written in a language the user is not fluent in: Are there any specific disciplines or subject areas that need special consideration?

ANSWER: This is a new solution. Answers to questions regarding your proposed solution will be evaluated based on the response provided. We are seeking your expertise for this solution and it is important you consider and provide responses focused on a higher education solution.

Refer to: [03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix H](#)

79. What is the current technical infrastructure of the University, and how can it support the deployment of a generative AI service?

ANSWER: We are seeking a cloud hosted, SaaS option.

80. What is the estimated number of users (students, faculty, and staff) who will be utilizing the AI service?

ANSWER:

2022-2023: Faculty Collegiate FTE:	555.2
Faculty Non-Collegiate:	133.6
Staff:	
Fall 2023: Total Undergrad and Grad Students:	11,262

81. Are there specific times of the academic year when usage is expected to peak, and what are the anticipated maximum concurrent user numbers during these periods?

ANSWER: This is a new solution for us. Unknown at this time

82. Can you provide detailed examples of use cases for teaching, learning, research, and administrative functions where the AI service would be applied?

ANSWER: Refer to: [05 - 2024-085-RFP-IT-AppendixH-SolutionRequirementsMatrix](#)

Staff may use gen AI service to create and refine drafts of guidelines and policies as well as job descriptions, interview questions, and surveys. Students may use it to upload course materials in order to generate practice exams. They may also use it to test counter proposals or critique an argument from a different perspective. Faculty may use it to generate scenarios to share with their students related to an ethical dilemma. Faculty and students may both use it to research writing norms in different cultures or among individuals with different cognitive abilities.

83. What are the current data, communication, and collaboration platforms in use that the AI service would need to integrate with?

ANSWER: This is a new solution for us. Unknown at this time

84. What are the specific needs and expectations for creating and utilizing private GPTs within the University?

ANSWER: This is a new solution. Answers to questions regarding your proposed solution will be evaluated based on the response provided. We are seeking your expertise for this solution and it is important you consider and provide responses focused on a higher education solution.

Refer to: [03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix H](#)

85. What are the University's data privacy policies, and are there any regulatory compliance requirements for the AI service?

ANSWER:

[03 - 2024-085-RFP-IT-RFP](#)

- [Section 4.0 – Appendix D Master Agreement, Rider A, 6. Standards for Safeguarding Information](#)
- [Section 4.0 – Appendix D Master Agreement, Rider C, Standards for Safeguarding Information](#)

[03 - 2024-085-RFP-IT-RFPSubmissionFormPackage](#)

- [Appendix I – Compliance Requirements \(Accessibility & Information Security Requirements\)](#)

[05 - 2024-085-RFP-IT-AppendixH-SolutionRequirementsMatrix](#)

86. What is the current state of the University's IT infrastructure, and what upgrades, if any, are needed to support the AI service?

ANSWER: [We are seeking a cloud hosted, SaaS option.](#)

87. What accessibility standards must the AI service meet to ensure it is usable by all members of the University community?

ANSWER: [Refer to](#)

[03 - 2024-085-RFP-IT-RFP](#)

- [Section 4.0 – Appendix D Master Agreement, Rider A, 5. Accessibility](#)

[03 - 2024-085-RFP-IT-RFPSubmissionFormPackage](#)

- [Appendix I – Compliance Requirements \(Accessibility & Information Security Requirements\)](#)

[05 - 2024-085-RFP-IT-AppendixH-SolutionRequirementsMatrix](#)

88. What kind of training and ongoing support does the University expect from the AI service provider?

ANSWER: [This is a new solution. Answers to questions regarding your proposed solution will be evaluated based on the response provided. We are seeking your expertise for this solution and it is important you consider and provide responses focused on a higher education solution.](#)

[Refer to: 03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix G](#)

89. Are there any budget constraints or financial considerations that should be taken into account when proposing the AI service? If yes, please provide details.

ANSWER: [Yes, dependent on the cost of the solution offered.](#)

90. How will the University evaluate the success and effectiveness of the AI service post-implementation?

ANSWER: [This is a new solution. Answers to questions regarding your proposed solution will be evaluated based on the response provided. We are seeking your expertise for this solution and it is important you consider and provide responses focused on a higher education solution.](#)

[Refer to: 03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix H](#)

91. What specific APIs and integration points are available for connecting the AI service with the University's existing systems?

ANSWER: [This is a new solution. Answers to questions regarding your proposed solution will be evaluated based on the response provided. We are seeking your expertise for this solution and it is important you consider and provide responses focused on a higher education solution.](#)

[Refer to: 03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix H](#)

92. What data formats and standards does the University currently use, and how should the AI service handle them?

ANSWER: This is a new solution. Answers to questions regarding your proposed solution will be evaluated based on the response provided. We are seeking your expertise for this solution and it is important you consider and provide responses focused on a higher education solution.

Refer to: [03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix H](#)

93. What security protocols and standards must the AI service adhere to in order to protect sensitive University data?

ANSWER:

[03 - 2024-085-RFP-IT-RFP](#)

- [Section 4.0 – Appendix D Master Agreement, Rider A, 6. Standards for Safeguarding Information](#)
- [Section 4.0 – Appendix D Master Agreement, Rider C, Standards for Safeguarding Information](#)

[03 - 2024-085-RFP-IT-RFPSubmissionFormPackage](#)

- [Appendix I – Compliance Requirements \(Accessibility & Information Security Requirements](#)

[05 - 2024-085-RFP-IT-AppendixH-SolutionRequirementsMatrix](#)

94. To what extent does the University require customization of the AI service for different departments or user groups?

ANSWER: [Dependent on the solution offered.](#)

95. What are the performance requirements for the AI service, including response times and throughput?

ANSWER: [We are seeking a cloud hosted, SaaS option, please provide what is offered with your solution in section \[03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix J\]\(#\)](#)

96. What are the University's expectations for disaster recovery and data backup when using the AI service?

ANSWER: [We are seeking a cloud hosted, SaaS option, please provide what is offered with your solution in section \[03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix J\]\(#\)](#)

97. Are there any industry-specific regulations or compliance standards that the AI service needs to meet?

ANSWER:

[03 - 2024-085-RFP-IT-RFP](#)

- [Section 4.0 – Appendix D Master Agreement, Rider A, 6. Standards for Safeguarding Information](#)
- [Section 4.0 – Appendix D Master Agreement, Rider C, Standards for Safeguarding Information](#)

[03 - 2024-085-RFP-IT-RFPSubmissionFormPackage](#)

- [Appendix I – Compliance Requirements \(Accessibility & Information Security Requirements](#)

[05 - 2024-085-RFP-IT-AppendixH-SolutionRequirementsMatrix](#)

98. What are the key user experience factors that the University considers critical for the AI service?

ANSWER: This is a new solution. Answers to questions regarding your proposed solution will be evaluated based on the response provided. We are seeking your expertise for this solution and it is important you consider and provide responses focused on a higher education solution.

Refer to: [03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix H](#)

99. What kind of monitoring, logging, and reporting capabilities does the University expect from the AI service?

ANSWER: We are seeking a cloud hosted, SaaS option, please provide what is offered with your solution in section [03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix J](#)

100. What are the acceptable latency thresholds for the AI service during normal and peak usage?

ANSWER: We are seeking a cloud hosted, SaaS option, please provide what is offered with your solution in section [03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix J](#)

101. How does the University plan to handle load balancing for the AI service across its network infrastructure?

ANSWER: We are seeking a cloud hosted, SaaS option, please provide what is offered with your solution in section [03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix J](#)

102. Does the University have specific requirements for content delivery and caching to optimize the AI service performance?

ANSWER: We are seeking a cloud hosted, SaaS option, please provide what is offered with your solution in section [03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix J](#)

103. What are the bandwidth usage patterns, and how much bandwidth is allocated for the AI service?

ANSWER: We are seeking a cloud hosted, SaaS option, please provide what is offered with your solution in section [03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix J](#)

104. How does the University envision segmenting users (e.g., by role, department, or access level) within the AI service?

ANSWER: This is a new solution. Answers to questions regarding your proposed solution will be evaluated based on the response provided. We are seeking your expertise for this solution and it is important you consider and provide responses focused on a higher education solution.

Refer to: [03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix H & I](#)

105. What are the University's data retention policies, especially concerning data generated by the AI service?

ANSWER: There may be legal data retention requirements in State or University policies which will need to be considered.

106. What SLAs are expected from the AI service in terms of availability, uptime, and response times?

ANSWER: This is a new solution. Answers to questions regarding your proposed solution will be evaluated based on the response provided. We are seeking your expertise for this solution and it is important you consider and provide responses focused on a higher education solution.

Refer to: [03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix G](#)

107. How does the University manage version control for custom GPTs and other AI service-related content?

ANSWER: This is a new solution. Answers to questions regarding your proposed solution will be evaluated based on the response provided. We are seeking your expertise for this solution and it is important you consider and provide responses focused on a higher education solution.

Refer to: [03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix G & J](#)

108. What requirements does the University have for audit trails and change logs within the AI service?

ANSWER: This is a new solution. Answers to questions regarding your proposed solution will be evaluated based on the response provided. We are seeking your expertise for this solution and it is important you consider and provide responses focused on a higher education solution.

Refer to: [03 - 2024-085-RFP-IT-RFPSubmissionFormPackage, Appendix J](#)

109. How does the University plan to future-proof the AI service implementation to accommodate new technologies and updates?

ANSWER: This is a new solution for us. Unknown at this time

110. How does the University anticipate the future expansion of AI service usage, and what provisions are there for scalability?

ANSWER: This is a new solution for us. Unknown at this time

111. Are there any specific requirements for cross-platform compatibility (e.g., Windows, macOS, Linux, mobile OS)?

ANSWER: This is a new solution for us. Unknown at this time

112. What mechanisms will be in place for users to provide feedback on the AI service, and how will this feedback be utilized for service improvement?

ANSWER: This is a new solution for us. Unknown at this time

113. How does the University address ethical considerations related to AI usage, such as bias and fairness?

ANSWER: As required by federal and state law and University policy

114. Are there opportunities for research collaboration between the University and proposed vendor regarding the development and enhancement of AI technologies?

ANSWER: This is a new solution for us. Unknown at this time

115. What financial models does the University consider for the AI service (e.g., subscription-based, one-time fee, tiered access)?

ANSWER: This is a new solution for us. Unknown at this time

116. Is there a need for custom development within the AI service for specific University projects or initiatives?

ANSWER: This is a new solution for us. Unknown at this time

117. What are the known limitations of the AI service, and how does the University plan to address them?

ANSWER: This is a new solution for us. Unknown at this time

118. How does the University approach change management when implementing new technologies like the AI service?

ANSWER: 03 - 2024-085-RFP-IT-RFP, Section 4.0 – Appendix D Master Agreement

119. What are the expectations for long-term support and partnership with the AI service provider?

ANSWER: This is a new solution for us. Unknown at this time

120. When drafting this RFP, did the University have any specific solutions or vendors in mind that align with the envisioned generative AI service?

ANSWER: No

121. How does the University envision its role in the ongoing development and improvement of the AI service?

ANSWER: This is a new solution for us. Unknown at this time

122. What processes will be established for a feedback loop between the AI service users and the provider to ensure continuous improvement?

ANSWER: This is a new solution for us. Unknown at this time

123. How important is cultural and linguistic adaptability in the AI service for the University, considering the diversity of the student body?

ANSWER: Extremely

124. What governance mechanisms does the University expect to be in place for ethical AI usage and decision-making?

ANSWER: As required by federal and state law and University policy

125. Are there specific innovation or research opportunities that the University aims to explore with the AI service?

ANSWER: This is a new solution for us. Unknown at this time

126. What strategies does the University have for ensuring the longevity and future-proofing of the AI service in the rapidly evolving field of AI?

ANSWER: This is a new solution for us. Unknown at this time

127. Is UM planning to use their data for training purposes?

ANSWER: This is a new solution for us. Unknown at this time

128. Is UM open to using pre-trained models for protected interactions and in line with safeguards and restrictions placed by data laws (viz. FERPA, PIPEDA, etc)?

ANSWER: This is a new solution for us. Unknown at this time. We will consider if proposed.