REQUEST FOR PROPOSALS #2024-085
Enterprise Generative AI Services
RESPONSE ADDENDUM #2
June 3, 2024

<u>**QUESTIONS**</u>

<mark>For the following questions please review the following RFP Information. When reading this material keep in mind this is a new service for us and we are looking for you to provide a higher-education solution based on your expertise. Answers to questions regarding your proposed solution will be evaluated based on the response provided.</mark>

1) 03 - 2024-085-RFP-IT-RFP
   - Section 1.1.3 Purpose
   - 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

2) 03 - 2024-085-RFP-IT-RFPSubmissionFormPackage
   - For Training questions – Appendix G, Evaluation Question(s) – Training Questions
   - For Implementation questions - Appendix G, Evaluation Question(s) – Implementation Questions
   - For Implementation questions - Appendix G, Evaluation Question(s) – Support Questions
   - For Implementation questions - Appendix G, Evaluation Question(s) – Reporting Questions
   - Appendix I – Compliance Requirements (Accessibility & Information Security Requirements
   - Appendix J – Information Technology

3) 05 - 2024-085-RFP-IT-AppendixH-SolutionRequirementsMatrix – Provides a list of requirements for the solution and covers several topics in the questions below.

****

1. Could you provide examples or use cases for team dashboards and workspaces?

2. What is the expected size and scope of the initial data set for the language model?

3. Are there any specific domains or types of content that the data set should focus on?

4. How should the data sets be formatted and uploaded?

5. Are there any size limitations or performance considerations for these data sets?

6. How should the solution handle file synchronization and updates from these sources?

7. What types of charts should the solution be able to generate (e.g., bar charts, line charts, pie charts)?

8. What specific types of charts and data visualizations are required (e.g., bar charts, line graphs, pie charts)?

9. How will users input data for chart generation (e.g., manually, file upload, API)?

10. Are there any specific tools or libraries that should be used for chart generation (e.g., D3.js, Chart.js)?

11. Are there specific libraries or frameworks preferred for chart generation?

12. What potential data sources would need to be supported for chart generation?

13. What are the specific use cases for the generated graphics (e.g., data visualization, illustrations)?

14. What quality and resolution standards should the generated images meet?

15. How will users provide input for image generation (e.g., text prompts, example images)?

16. What types of video content are required (e.g., educational videos, promotional clips)?

17. What are the specifications for video resolution, format, and length?

18. What length and format specifications are required for the videos?

19. How will users provide input for video generation (e.g., scripts, storyboards)?

20. What types of videos are expected (e.g., instructional, promotional, animated)?

21. What types of animations are expected (e.g., educational, entertainment, explainer videos)?

22. What specific animation styles and techniques should be supported (e.g., 2D, 3D, stop motion)?

23. How will users provide input and feedback during the animation creation process?

24. What range of artistic styles and image types should be supported (e.g., realistic, animated, cartoon, photographic)?

25. What types of animations are needed (e.g., educational, explanatory)?

26. Are there specific tools or frameworks preferred for generating animations?

27. What format should the citations be in (e.g., APA, MLA)?

28. What is the scope and scale of the current data set required (e.g., size in GB, number of documents)?

29. Are there any specific data formats or sources that the data set must include (e.g., JSON, CSV, academic journals)?

30. How frequently will the data set need to be updated or refreshed?

31. What types of data sets will users or the university provide (e.g., text documents, research papers, multimedia files)?

32. How should these data sets be integrated into the system (e.g., APIs, batch uploads)?

33. Will the AI service need to support multiple languages to accommodate international students and faculty?

34. Are there any specific localization requirements for different languages?

35. What administrative functions are expected to benefit from the AI service, and what specific challenges is the university looking to address?

36. What are the expected scalability requirements for the AI service to handle usage by the entire university system?

37. What metrics will be used to evaluate the performance and impact of the AI service on teaching, learning, research, and administration?

38. Will the integration of data sources to AI service be required by the university? If yes, please provide more details.

39. Are there any limitations on the types or sizes of files that can be accessed through these links?

40. Are there any existing processes or tools that this AI service will replace or augment?

41. Are there any specific coding standards or guidelines that need to be followed?

42. How will the system handle code debugging and error reporting? Or what authoring tool is used by the university where this will be integrated?

Infrastructure

43. What specific cloud providers and architectures are acceptable (e.g., AWS, Azure, Google Cloud)?

44. What specific cloud providers (e.g., AWS, Azure, Google Cloud) are acceptable or preferred for deployment?

45. Are there any specific compliance requirements for the cloud infrastructure?

46. Is there any reference for cloud service providers?

47. What is the preferred Cloud provider for the University?

Security

48. What permissions and security measures need to be in place for these integrations?

49. Are there any specific compliance or security certifications (e.g., SOC 2, ISO 27001) required for the cloud service?

50. Are there specific compliance and security standards that need to be met for data handling and storage?

51. What are the security and privacy requirements for handling these data sets?

52. How will authentication and access control be managed for these external links?

Accessibility

53. What specific accessibility standards and guidelines need to be followed (e.g., WCAG, Section 508)?

54. How should the solution handle accessibility for different types of disabilities (e.g., visual, auditory, cognitive)?

55. How should the solution handle sources that are not directly accessible (e.g., paywalled articles)?

56. What specific accessibility standards and guidelines need to be met (e.g., WCAG, Section 508)?

57. Are there any specific user groups or disabilities that need special consideration?

58. How will language preferences be managed and switched by users?

Administration

59. What metrics or limits, if any, should be implemented to prevent misuse or overuse of the service?

60. Are there specific user management and authentication mechanisms required?

61. What level of access and control should users have over model training and sharing?

62. What specific administrative features and controls are required (e.g., user management, data export)?

63. How will compliance with these standards be verified and maintained?

64. What measures will be in place to prevent misuse or abuse of the unlimited access feature?

65. How will usage be monitored to ensure that it meets the needs of all UM users?

66. Are there any specific scenarios where access might need to be restricted or controlled?

Support
67. What are the expectations regarding service uptime and reliability (e.g., SLAs for availability)?

Training

68. How should the solution handle citations for answers that are a result of the LLM's pre training and as such have become part of the underlying knowledge base within the LLM?

69. Are there specific frameworks or platforms preferred for training models?

70. Is GPT to be trained on the University's data or a RAG-based approach would meet the University's requirements?

Browser

71. Which specific versions of current browsers must be supported (e.g., Chrome 89+, Firefox 85+, Safari 14+)?

72. Are there any browser-specific features or limitations that need to be addressed (e.g., browser extensions, plug-ins)?

73. What are the expected performance benchmarks for the application across different browsers?

Use Cases

74. Can you provide detailed use cases for each type of user (staff, students, faculty) and how they interact with the AI service?

75. Can you provide examples of specific use cases for teaching and learning where the AI service will be applied?

76. How does the university envision the AI service supporting research activities? Are there particular research areas or projects in mind?

77. Will the University want their private Enterprise endpoints to be integrated into the AI service application? How does the University envision support for individuals and groups who create and utilize private GPTs within the AI service?

78. What are the expected use cases for end-user-provided links (e.g., collaborative projects, personal research)?

79. What specific outcomes are expected from using the AI service for these use cases?