ADDENDUM 3

DATE:	August 20, 2014
PROJECT:	TX-KEA Mobile Technology
RFP NO:	744-R1429
OWNER:	University of Texas Health Science Center Houston, Texas
TO:	Prospective Bidders

The following are revisions to the general information provided in the RFP posted June 11, 2014:

Cover Page

Proposal and HUB Subcontracting Plan Deadline: August 27, 2014 at 11:00 AM CST

2.1 Submittal Deadline

University will accept proposals submitted in response to this RFP until 11:00 AM CST on Wednesday, August 27, 2014 (the "**Submittal Deadline**").

2.4 Key Events Schedule

HUB Subcontracting Plan Deadline (ref. **Section 2.5** of this RFP)	August 27, 2014, 11:00 AM CST
Proposal Submittal Deadline (ref. **Section 2.1** of this RFP)	August 27, 2014, 11:00 AM CST

2.5.6 HUB Subcontracting Plans will be evaluated on August 27, 2014.

The following addresses Proposers' questions related to the RFP:

1. Per Section 1.2 of the RFP, please provide sets of usernames and passwords for the Author software

   Answer: The following are instructions for getting started with the latest release of the guideVue system, which includes Author, Players and Website), please find also a link for accessing the User's guide as well.

   <u>YOUR GUIDEVUE ACCOUNT (Only for New Users)</u>

   A. Please open a guideVue account at http://www.guideVue.com/guideVue/register.php MUST BE A CORPORATE ACCOUNT.

B. Complete the activation process to enabling your account. (You can leave the company identification code field blank). Once authenticated, you can browse the gallery and preview apps created by other guideVue users.

INSTALLING GUIDEVUE AUTHOR 4.8.31: For installing, just download and double click on the installer. Follow the onscreen instructions. We can also help you by doing the install process via remote desktop sharing if needed—email oscar@guideVue.com.

- To download the guideVue Installer, click here: GuideVue Author Installer (MSI)
- Open the guideVue Author® for entering your credentials used when registering. This is a one-time only verification.

INSTALLING GUIDEVUE FOR MOBILE DEVICES:

A. On your device, open the App Store (If iPhone/iPad/iPod) or Google Play (If you're using an Android phone) and type "GUIDEVUE" on the search field, then install the app on your device.
B. Now, open the guideVue player app and click on GET GUIDEVUE button.
C. You will be prompted for your account credentials to access our guideVue repository server.
D. A list of available guideVue files for download will be visible. Try search terms such as "Health", "Education", "Training", "Adjective" for examples you might be interested.
E. Click on the blue rounded button for download the selected guideVue.
F. Once completed, click on the HOME button. Your guideVue is ready for off-line use including audio, images and video. Tap the blue button for launch the content.

2. What is Scheduling interface and integrate with MyGuideVue Area?

   Answer: The guideVue Publisher is the web based interface for users administering their guideVue.com account. This area holds: User accts details, guideVue cloud area, clubs and memberships. Depending on the cloud area settings by that user and publishing to select clubs, guideVue will be available for one or more users depending on the configuration settings. Users can download this guideVue to their mobile devices for full local storage and functionalities on airplane mode. Scheduling interface is a special calendar editor that selects a combination of user(s), device(s) and guideVue for creating a programmed launch of the guideVue to be invoked automatically by the device at the specified date and time. It may be specified in bulk as rules.

3. Where would we re-design Scheduling interface and integrate with MyGuideVue Area?

   Answer: Currently the guideVue Scheduler and Reporter are reserved for super-admin access on the demo site. The Scheduler is intended to be accessible to users, having its own tab on the MyGuideVue area for listing all planed executions, and also for each guideVue details page, an interface for creating planned executions/rules will also be available. The same applies for guideVue Reporter.

4. Please provide more context and clarification of the following:
   Item: D2
   To be Implemented: To Integrate with MyGuideVue area, in order to allow users to select a guideVue and designate it for remote launch/notification/ pushing onto target users devices.

Answer: The Scheduler will select a combination of the following: A guideVue, user(s), device(s) combination for creating a planned execution of a guideVue on certain device(s). This can be declared specifically or in bulk by specifying rules.

5. For WordPress, the University wants to manage site pages, gallery, etc. Does the Contractor need to sync current application user with WordPress database?
   Reference: Item: D3
   System Comp: guideVue Website (MyGuideVue pages, Gallery and Web Player)
   Current: Currently MySQL/PHP for secure and dynamically generated pages
   To be Implemented: To integrate WordPress for allowing customization of layout interface and properties displayed for each guideVue on the Gallery.

   Answer: WordPress website is used for static pages. We maintain dashboard access for editing content and format. Secure pages are separate component, custom developed on PHP with a secondary MySQL database for tracking users, guideVues, clubs. This component is currently static and we would like to be able to port it into WordPress for format and editions.

6. Please provide more context and clarification of the following:
   Item: E2
   To be Implemented: Include report designer and navigator in MyGuideVue area to enable users, rather than administrators, access to reporting features.

   Answer: Currently administrator access is needed to query the REPORTER. The University desires to expose this functionality to users on their myGuideVue pages. Reporter is currently a super-admin functionality, but we want to allow our users to see all data collected from their guideVue publish usage. The reporter has basic functionalities such allowing report designs as selecting fields per guideVue, choose groupings/totals, export to XLS. Basic formatting may be included.

7. Can the University provide access to the GuideVue REPORTER Module and view the current functionality of Reporter interface passive, not checking for data received/absent?

   Answer: Yes, full access will be provided to the awarded Contractor.

8. What is the estimated number of users for each user type?

   Answer: An estimate is not available at this time. However, the users will include all public school kindergarten teachers—desktop users for authoring and publishing, and mobile users, which will be downloading content and uploading logs.

9. Are there any non-technical hosting requirements, such as HIPPA compliance, hosting in-house/data center, etc. for the systems?

   Answer: All non-technical requirements for this project are expressed in the RFP document; HIPPA compliance is not applicable to this Project.

10. What are the program specifications, such as programming language, database, etc. for the current Inquisit system and for each of the guideVue system components? From the

RFP, we know: (a) guideVue Publisher: MySQL + PHP and (b) guideVue Reporter: SQL Server.

Answer: Inquisit is its propietary system http://www.millisecond.com/. GuideVue Author is developed using Visual C-Sharp (dotNet framework), GuideVue IOS and Android Players are native apps. GuideVue PUBLISHER uses PHP and the web services are written in.

11. Please provide more information regarding the current Inquisit system and for each of the guideVue system components, such as user manuals, screen-shots, work-flow diagrams, data-flow diagrams, etc.?

    Answer: To the extent available, this information will be provided to the awarded Contractor. All information regarding the user manual is available at www.guideVue.com.

12. Is GuideView, Inc., or any other university spin-off that was involved in development of the original technology excluded from competing for this contract?

    Answer: Yes.

13. For Stage 1 pricing, is the University seeking a single composite hourly rate?

    Answer: Proposer's pricing must be provided as outlined in Section 6 of the RFP. Additional information such as price itemization is helpful but optional and may be included at the discretion of the Proposer and as a separate attachment to Section 6 of the RFP.

14. For Stages 2, 3 and 4 pricing, should the Proposer provide the total price with no breakdown as in Stage 1?

    Answer: See answer to Question No. 14.

15. Regarding stage termination, what are the criteria for the Contractor to successfully move to the next stage?

    Answer: After Stage 1, advancement to subsequent project stages is based on Contractor's demonstrated competency to perform the Scope of Work and subsequent stages as well as University's discretion of Contractor's competency.

16. How will the University notify the Contractor of its intent to terminate subsequent stages? Will this notification be sent out in advance of starting a new stage?

    Answer: University's designated representative will provide Contractor written notice of its intent to continue or terminate subsequent stages. If applicable, University will provide Contractor notice to start a new stage prior to the start of the stage.

17. Has sufficient budget been committed to carry out all stages of the project? If not, please advise as to which stages have committed budgets.

    Answer: Yes, the University has committed a budget to satisfy all stages of the Project.

18. Regarding criteria specified in Exhibit A-Examples of Test Templates, what do the “Item Progression” performance criteria refer to? Screen refresh times, other?

Answer: Item Progression refers to being able to define the times at which screen elements appear. For example, the first element should appear 100 milliseconds after the screen opens; the 2nd, 100 milliseconds after that; and so on.

19. Is the University open to an onsite-offshore model for the project?

    Answer: Yes, the University is open to an onsite-offshore model provided that model support is available during the hours of 7:00 AM - 7:00 PM Central Standard Time.

20. Describe the current technology stack of Inquisit system.

    Answer: The current technology exists of a folder with the images—a windows machine that has Inquisit installed.

21. Please indicate if the Inquisit solution incorporates HTML tags such as TABLE for page layout structuring. If not, please indicate what tags are being used for the same.

    Answer: The already existing assessments developed with Inquisit do not incorporate the common html tags. For each test there will be different controls depending on the functionality. Usually the "picture" element will be used for the Prompts and responses. Example of the control:
    <picture GL>
    /items= ("greenlight.jpg")
    /position = (7%,7%)
    /size= (20%,20%)
    </picture>
    Position, size, and other layout attributes are defined within this element. Also the elements such as expressions, block, trial, text might contain information that affects the layout of the page. Here you can find more details about the structure and the elements: http://www.millisecond.com/support/docs/v4/Inquisit.pdf.

22. Does the current Inquisit solution incorporate inline CSS styling?

    Answer: No.

23. Is the JavaScript used for any CSS or HTML manipulation for Inquisit?

    Answer: No.

24. Does the Inquisit solution incorporate media content such as Flash for animation, interaction or validation?

    Answer: No.

25. For Inquisit please state which types of devices does the University intend to target—desktop, tablet, mobile.

    Answer: Target devices include desktop and some tablets running Windows.

26. Does the TX-KEA on Inquisit component of the scope of work include managing accessibility requirements?

    Answer: No.

27. Does the TX-KEA on Inquisit require multi-lingual language support? If so, please specify which languages.

    Answer: Most of the tests will be in two languages—English and Spanish. All the language differences will be embedded in the stimuli provided by the University.

28. Please indicate the total number of pages/screens to be converted/created with responsive layout.

    Answer: The University has created the prototypes for all types of questions, and the Contractor will only need to take these prototypes, integrate some of them, and expand them to include the final set of questions and all included stimuli.

29. Apart from Chrome, Firefox, Safari and IE8/7/6, are there any other specific browsers and/or versions the application intended for support? (IE6, 7 & 8 and some old versions of other browsers do not support HTML5/CSS3 or Responsive Layouts. These browsers would require significant compatibility support).

    Answer: A browser is not required for Inquisit to run.

30. Are there any mobile devices that are prioritized for support? If so, please indicate the name. (Devices that do not support HTML5/CSS3 would require significant compatibility support).

    Answer: Two devices will be used—Lenovo Thinkpad X201 series and Samsung 700T series Windows tablets. The University has already tested both for compatibility with the Inquisit software.

31. For Inquisit, does the University have specific preference for a JavaScript framework for CSS/HTML manipulation that it would like to retain/avoid or expect recommendations?

    Answer: Inquisit is a standalone application that allows researchers to design the presentation and layout of experiments. Once the presentation and layout(s) are specified for each item type, sets of stimuli are specified in the program, and the software cycles through them in a specified order. There is no CSS/HTML manipulation, nor website involved. The program used in for this project can be viewed here: http://www.millisecond.com/products/Inquisit4/laboverview.aspx. An example of a task similar to one of the tests the University is creating can be viewed here: http://www.millisecond.com/download/library/CardSort/.

32. Does the University have any predefined benchmarks with respect to Performance (website load time), Concurrency (x number of users per hour) and/or Availability?

    Answer: Performance is expected for both website and mobile devices regarding content listing speed. Refresh rates for passive load listings on mobile, playback and download times will also be measured.

33. Is there requirement for new UI screen needs to be developed for the guideVue system?

    Answer: Yes, screens for author will be static using multi-document interface with dockable property panels. Mobile player apps will have both static and runtime created screens, based on the GV3 description authored. MyGuideVue area will be redesigned to include new elements.

34. The assumption is that re-creating the user experience of the application (re-creating information architecture, wireframes and visual designs) is in the scope of work. Please confirm if this assumption is correct.

    Answer: See response to Question No. 33.

35. Assuming User experience for guideVue application is in the scope of work, can you please confirm which, out of the 4 applications, require re-design of User interfaces?

    Answer: Portions of the guideVue Author and Players may need redesign.

36. Briefly explain the requirement of user experience design for each application (If it is new design from scratch or re-design of existing applications).

    Answer: This information will be provided to the awarded Contractor.

37. Are there any design elements that need to be carried forward? If yes, please share the same in the form of screen shots, so the Proposer can have a better understanding of design scope.

    Answer: Please see www.guidevue.com for the user guide and all details on current system specifications. There are no design elements other than layout distribution, but the interfaces will be reworded from scratch.

38. We understand that guideVue REPORTER uses SQL Server database as the backend. Please provide the SQL Server Version currently being used.

    Answer: SQL Server 2014.

39. We understand that guideVue REPORTER will be moved to MySQL database as the backend. Please provide the version of MySQL, if already decided.

    Answer: MySQL 5.5.

40. Will MySQL be hosted on Windows platform?

    Answer: Yes.

41. What is the size of guideVue REPORTER SQL Server database?

    Answer: 15.25MB

42. Please share the volume metrics for the guideVue REPORTER SQL Server Database—see the following:
    (a) Number of tables (Simple\Medium\Complex)
    (b) Number of Tables that have Large Objects/CLOB/BLOB data type (Simple\Medium\Complex)
    (c) Number of views (Simple\Medium\Complex)
    (d) Number of triggers (Simple\Medium\Complex)
    (e) Number of Stored Procedures (Simple\Medium\Complex)
    (f) Number of Functions (Simple\Medium\Complex)

    Answer: See the following:
    (a) 8 tables medium complex, estimated around 8-10 more to be added for project.
    (b) 0.
    (c) 100 system views.
    (d) 0.
    (e) 30
    (f) Approximately 25.

43. If system enhancements are not in scope, will the table structures and indexes remain the same and the data will just be migrated? In other words, there is no structural change or database re-engineering.

    Answer: The University does not anticipate major database re-engineering.

44. If system enhancements are in scope, please provide details on the system enhancements planned.

    Answer: A systems enhancement plan is not a requirement of this RFP; however, the Proposer is welcome, but not required, to provide an enhancement plan as an attachment in its Proposal.

45. Is there HA/DR in place for the guideVue REPORTER SQL Server Database?

    Answer: No.

46. Does source system support multi-lingual, multi-currency data?

    Answer: Yes—English and Spanish.

47. Please provide future data volume growth details?

    Answer: The system will eventually support all Texas public schools and the data of all kindergarten-entry students.

48. What is the current Data Archival Policy and method, and what is the plan of migration for the archived data?

    Answer: A data archival policy plan is not a requirement of this RFP; however, the Proposer is welcome, but not required, to provide a plan as an attachment in its Proposal.

49. What kind of processing is being done in the current system? Is that both online and batch or just batch?

    Answer: Online processing is currently in use.

50. Has the migration approach been decided already? Is this going to be Big Bang or a phased migration? Is this a 24*7 environment? What kind of an outage for the Production System is feasible?

    Answer: Migration can be phased.

51. Are all the applications in the current system designed to use their own set of tables/database, or is the data being shared across applications?

    Answer: Both methods are being used depending on the context.

52. Are the guideVue reports real time?

    Answer: Yes.

53. Should the data from Player be validated for correctness and quality?

    Answer: Yes—simple validation for numerical versus text.

54. Do we have any inputs on duration of history that needs to be maintained in MYSQL server? If yes - how long?

    Answer: Ten years.

55. As part of Item E1, is there a standard set of report that we have to design and develop? If so, how many of them?

    Answer: There is no standard report. The guideVue reporter will allow custom report design.

56. Is there a schema or view that needs to be created in MySQL for ad-hoc reporting?

    Answer: GV3 and GVL schema will be provided to the awarded Contractor.

57. Are all reporting requirements related to logs of the player sessions?

    Answer: Yes—keep in mind that because each guideVue is different and will have its own set of data elements, this will be listed on the reporter as available fields to be displayed either individually or grouped.

58. The Author Publisher interface is not linked with the SQL server currently in use and doesn't have to be linked with MySQL server also. Only the Player and reporter components are related with the database. Is this a correct assumption?

    Answer: Yes, however, the University desires to use a single database technology (MySQL).

59. Does the University have any preference for tool to be used for MYSQL Database Migration?

    Answer: No.

60. For Migrating to MYSQL, how many tables/views/schemas are to be considered? Are there any specifications to create new table? If so, approximately how many are expected?

    Answer: The database is lightweight. There are no specifications on new tables as long as system components are able to interact fast and responsively.

61. Does the University have any preference for using specific reporting tools for guideVue?

    Answer: No.

62. Is there any other programming language or tools required for developing the reports other than SQL and guideVue reporter tool?

    Answer: There is no requirement for specific tools.

63. What is the current technology used for developing the reports? Is it in Dotnet or GUI based?

    Answer: Hard coded reports on SQL Reporting services as prototype, but a Report Designer web interface is expected to be accessed by lay users (training provided).

64. Please clarify if the hosting solution is to be within the University's datacenter or can the Contractor consider hosting in cloud environments—specify the University preferences Private or Public clouds.

    Answer: Cloud environments are acceptable if they can support privacy and confidentiality requirements of the University and Texas Education Agency (TEA).

65. If the hosting solution is in the University's datacenter, does the scope of the proposal include ownership for the hardware?

    Answer: Eventually the solution will be hosted by the TEA on its servers or cloud.

66. Are there any regulatory requirements that need to be considered if cloud hosting is considered as a solution?

    Answer: Privacy and confidentiality of the data should be considered; HIPAA is not applicable.

67. Is the software licensing being considered as part of the pricing for the proposal?

    Answer: No.

68. Is a native/HTML5 mobile app required for the "Windows Phone" platform also?

Answer: Yes.

69. Please provide a sample GV3 schema and a guideVue app package.
    Answer: This information will be provided to the awarded Contractor.

70. Is there an architecture/design document available for the guideVue iOS and Android native apps available for reference?

    Answer: This information will be provided to the awarded Contractor.

71. What are the "Scheduled Notifications/Executions" that should be available even in Offline/Airplane mode?

    Answer: See Item E of the RFP. When a planned/scheduled guideVue session is generated on server, this will be sent to the device. Device will store this data locally as well enabling airplane mode use. Current implementation triggers the execution only when Wifi connected.

72. Are there any changes required to the guideVue player apps to capture any additional information to enable custom reporting specified in Item E?

    Answer: No. Specifications for data capture are declared on the guideVue.

73. What are the formats to be supported for audio/video ?

    Answer: During publishing, all formats except swf are supported. Server converts to MP4 for later download to mobile devices.

74. What are the form factors in Android to be supported?

    Answer: Factors include phones, phablets, tablets with the current and future operating systems for mobile devices supported.

75. Are there any performance/security guidelines to be taken care?

    Answer: Yes—AES 256 bit encryption end to end, from authoring, to upload and download to mobile devices; full encryption for images and video, to be used during runtime. Logs created will be encrypted too, with server side decryption during reporting procedures.

76. Does any localization other than English needs to be considered?

    Answer: Localization will be available based on the desktop OS environment as well as for mobile devices character set.

77. Does any regulatory compliance needs to be taken care in the app.

    Answer: There are no specific regulations.

78. Is there any backend system that mobile application needs to be connected with? If so, please explain.

    Answer: Yes—mobile download from server for off-line use. Push notifications both remote and locally generated. User account access to the MySQL database that holds user/guideVue and club data. Via ebservices. SQLite used locally.

79. Please provide an architecture understanding of the guideVue product (all the components) that is planned for enhancement.

    Answer: The basics of the architecture are provided in Section 5 of the RFP.

80. Does the scope include enhancement or creation of new reports to support the guideVue REPORTER?

    Answer: GuideVue Reporter will be a reporting designer tool for selecting what data will be included on the report, with grouping/totals, basic formatting and ability to export to XLS/CSV. Report design itself will be left to the user.

81. Can the current hosting platform be expanded to adjust the future needs?

    Answer: Yes.

82. Please provide a view on the current deployment model used in the University internal hosting.

    Answer: The demo website is hosted by GoDaddy and requires no University involvement.

83. What is the current user base (concurrent and peak) supported through the existing hosting?

    Answer: There is lightweight use, mostly one user per hour for download and one user upload every week.

84. What is the future expected user growth that needs to be supported?

    Answer: The University expects approximately 50 users per hour and 10 guideVue uploads per day.

85. What is the current data size that is existing? Please provide details around the number of groups using the authoring system, content size (digital audio, video, images), data archival policies to be maintained, deletion of data (when the content is removed or user removed)

    Answer: There are 700 accounts, downloading content, around 50 active authoring, content size range for guideVues between 5MB to 30MB. Maximum guideVue developed is 300MB.

86. What is the expected data size into future? Please provide details around the number of groups using the authoring system, content size (digital audio, video, images), data

archival policies to be maintained, deletion of data (when the content is removed or user removed)

Answer: The average guideVue is made of one XML file, describing 15-35 steps with 7-10 videos (converted to mp4) on average of 30 seconds, with 15-35 mp3 audio recordings, and equal number of JPG/PNG images, ranging between 5-25MB on average. Some outliers range in the 100MB per GV.

87. Will the solution need to include any upgrading to user guide once the guideVue products are enhanced?

    Answer: Yes—the University does not have user guide help authoring solution.

88. Do we need guideVue AUTHORING to be supported through an API? Please clarify what capabilities in GuideVue needs to be exposed as API's?

    Answer: Yes, guideVue API routines need to be developed in order to allow automated creation of a guideVue. See API functionality list worksheet on this document.

89. Does the upgrading to guideVue need to have backward compatibility with the existing clients?

    Answer: Yes, XML schema will include added tags for this projects. System will have default behavior for non-declared tags.

90. Please provide the current licensed integration points that the guideVue (all components) uses. How is this commercial licenses maintained? Can the Contractor leverage the same licensing terms as part of the upgrading?

    Answer: GuideVue Author licenses the Mind Fusion flowchart engine. Yes, existing license terms can be applied.

91. Please provide any existing plan/thoughts on the involvement (capability and time) that can be expected from the University side.

    Answer: A University, full-time technical project manager will be made available.

92. How are the current enhancements/changes process handled? Is there an existing methodology/plan that could be reused to roll out the future updates?

    Answer: There is no specific methodology. The University uses the JIRA bug management platform.

93. Are there any specific parameters to define sustainability that needs to be addressed by the product? Need some details on how is sustainability measured in the current product?

    Answer: No. Proposers are welcome, but not required, to suggest one based on the Project details provided in the RFP.

94. Does the publishing content work directly with the vendors to publish the GV3 schema with its relevant digital content? How is this process currently applied? Is this automated or there is some manual process involved in this publishing?

    Answer: GuideVue publisher is a collection of web services that automate the publishing process.

95. Would the end user be able to qualify if the content authored needs any specific compliance to be applied?

    Answer: No, there is no specific compliance.

96. Please provide some details on how failover is currently handled.

    Answer: The current platform is mostly for demonstration. Proposers are welcome, but not required, to provide a failover plan in its Proposal.

97. Regarding the remote user notification, is this capability currently implemented in guideVue PUBLISHER to notify the end user appropriately on the devices they use?

    Answer: Yes.

98. How will integration with WordPress work? Does it override the format done through the publisher? Will it be user specific in which case will the user need to have WordPress account? Please describe.

    Answer: Reporter and Scheduler will be included as subcomponents of the the GuideVue Publisher, which will be subsequently integrated to the current WordPress implementation.

END OF ADDENDUM 3