**ADDENDUM NUMBER 1**


**DATED MAY 17, 2021**
**TO**
**SPECIFICATIONS TO REQUEST FOR BIDS #21108**
**FOR**
**VIRTUAL REALITY ENVIRONMENT**

The above entitled specifications are hereby modified as follows and except as set forth herein otherwise remain unchanged and in full force and effect.

**Questions and Answers**

1. **Question:** Will you be providing images or video footage of the Mock house as a reference?

   **Answer:** "The floorplan has been uploaded to the bid website (https://www.umsystem.edu/ums/fa/procurement/bids/rfp-21108)

   Video walk through
   https://www.thinglink.com/video/1127721765565366273"

2. **Question:** Will additional footage, imagery and possibly blueprints be made available to us during the project development?

   **Answer:** See response to item 1

3. **Question:** Is it possible to see an outline of the curriculum and/or a walk-through of a simulation as it exists today? This will better inform us as to the types of evidence and observations the trainees uncover?

   **Answer:** See response to item 1. Additionally, an overview of the current four simulations under the grant can be found at projectforecast.org.

4. **Question:** We are trying to get a sense of what types of elements and how many of them the professionals will uncover and assess.

   **Answer:** See response to item 1. Ideally, we would like the option to include different variations of evidence. For instance, with or without drug paraphernalia.

5. **Question:** What other tools are employed - do professionals have a check list they bring with them, are there interactions / conversations to reenact and situational scenarios with children and people?

   **Answer:** We do include simulations with standardized patients/clients via zoom or in person. However, we view that as likely continuing outside of the VR space. As this is a national project and various states have different protocols/forms, we will likely keep documentation goals vague, (e.g., note risk factors for abuse/neglect/safety concerns, note protective factors for the family, etc.) If there was a way for people to denote their emotional reaction to the experience, that would be fabulous as well (like a stress scale).

6. **Question:** Do you also have examples of the types of assessments that are given so we have a better understanding of how the professional training is being measured and evaluated?

   **Answer:** Typically, our assessment for the mock house component has been more qualitative and process oriented. However, we do encourage people to document risk/protective factors, consider potential crimes, identify evidence from a variety of sources, etc.

7. **Question:** Will you be gathering questions and posting the answers to them?

   **Answer:** Yes. This addendum responds to all of the questions that were received throughout the question period.

8. **Question:** How will you communicate any updates or changes to the RFP process?

   **Answer:** Yes. If changes do occur an addendum will be published on the website.

9. **Question:** Will the University be entertaining proposals from companies outside of Missouri?

   **Answer:** Yes. The University will accept responses from non-Missouri based companies

10. **Question:** Is it possible to get some kind of virtual tour of the house (photos, floorplans and/or video) for the purposes do the RFP response?

    **Answer:** See response to item 1

11. **Question:** What type of user data will be tracked?   We can spatially 3D capture all movements of users and their voice for review from within VR or on a 2D screen.   We have in-app quizzes/questionnaires of which responses are tracked. We can implement task tracking. Will be great to know specifically what they would like tracked.

    **Answer:** Balancing simplicity for facilitators and good data will be of high value. Identifying risk/protective factors and having a classroom/training group combined data set is likely to be more helpful than spatially capturing all movements.

12. **Question:** "Will there be avatar characters in the scenarios?   If so, what is preferred method for representation?
    a.      Using chroma key green screen actors to be placed within the virtual environment
    b.      CGI avatars"

    **Answer:** This is not currently planned, as we need live responses to account for the subtleties of communication in investigation experiences.

13. **Question:** Will exterior render of home be required?

    **Answer:** Not required. The primary focus is inside, though it may be a nice option.

14. **Question:** Is there a preference of using CGI rendering of the home model vs using photogrammetry?

    **Answer:** We would need guidance from contractors on recommendations, pros and cons of these two options.

15. **Question:** How many standalone interactable props/objects are planned across the scenarios?

    **Answer:** We currently use approximately 300 props in staging the house in about 12 different categores (trash, drugs (prescription and manufacturing), clothing, weapons, magazines/digital media, toys, children's art, food, cultural clues, family resources, sexual abuse indicators, physical abuse indicators, neglect indicators). Our 360-tour linked in response 1 shows a fully set up house.

16. **Question:** Based on the time for hard copy bids to be received by on 6/1, will the University's offices be open to receive bids on Monday 5/31 (Memorial Day)?

    **Answer:** No. The office will not be open to receive bids on 5/31

17. **Question:** If the University's offices will not be open, would the University consider extending the due date by one week to allow for time in transport?

    **Answer:** No extension will be provided

18. **Question:** "With regard to Attachment C – SecureAuth IdP Integration Questionnaire – Can the University confirm the information being requested under Service Provider (SP) Information is being asked for in relation to the VR solution being proposed?
    a.       If no, can the University provide additional background on what is being requested, or what the requested information should be in reference to under the Service Provider (SP) Information section? "

    **Answer:** That information is applicable to the proposed software/equipment

19. **Question:** Attachment A – If the Prime vendor responding a diverse supplier, are we required to list subcontracting partners in the table on page 29?

    **Answer:** All diverse suppliers, including if a prime vendor is, should be provided for evaluation purposes

20. **Question:** Is Attachment D – Certification of Compliance with Section 34.600 a separate attachment from the RFP document? If so, where would I locate this form?

    **Answer:** That is the last document within the main RFP document

21. **Question:** We are unable to attend the in-person House Tour on May 10th. Can digital overview documents be provided (photos, floor plans, videos, etc.) to help show the detail of the house and what will need to be replicated?

    **Answer:** See response to item 1

22. **Question:** The RFP states the University has a preference to work with Missouri firms - Is there a quantifiable measurement as to how this will affect out-of-state repondence?

    **Answer:** This has not been determined at this time

23. **Question:** The stated goal of the VR experience is to help trainees 'practice observing and identifying signs of child abuse or neglect'. Can the University expand on what this process looks like? Will the VR experience include 'digital avatars' in the house showing actual scenes of abuse or neglect? Or will the house be void of humans/avatars and it is more about 'investigating the scene'?

    **Answer:** The VR experience will be more about investigating the scene, as we would like to maintain live interactions as much as possible due to the subtleties of tone, etc. when conducting an investigation.

24. **Question:** The RFP also states the final VR experience should include the option for different configurations of the same house. Can you specify how many configurations you'd like to see included? Does the University prefer these configurations to be 'prebaked' (like levels in a video game) or would the University prefer the configurations to be completely customizable (a training coordinator could go into the house and layout/design customer configurations)?

    **Answer:** Ideally a minimum of four, but the more the better. We originally assumed "prebaked" would likely be our only option. It would be interesting to learn more about being able to configure it ourselves.

25. **Question:** A second stated goal of this project is to make the Mock House accessible to a wider audience. Will the final experience and headsets be shipped and/or transferred to people offsite? Or will they be used only on the grounds of University campuses?

    **Answer:** We would like there to be free/cheap options available to other institutions as well as options for groups able to purchase their own headsets. We would ideally like a version for headset use, cheap cell phone head set use, and an option if someone has no headset. For instance, students in remote areas of Alaska have unreliable internet but participate in our courses. If we could have a USB drive pre-loaded with the program so they could participate, that would be great. We know the experience will not be the same for people with or without the headset, but we would still like them both to have a rich experience.

26. **Question:** Would the University prefer a user data tracking and evaluation system that has remote accessibility options (data can be extracted from a headset offsite via a web connection) or would they prefer a system that functions locally (connect the headset to a computer to extract user data)?

    **Answer:** Remote accessibility.

27. **Question:** Does University require any kind of security encryption to be included in the final experience?

    **Answer:** "If user data is coded, yes.

    - Any log in data (username and password) needs to be encrypted in transit.
    - We require that passwords if stored be salted with at least 32 bits of data and hashed with a one-way key derivation function such as Password-Based Key Derivation Function 2 (PBKDF2) or Balloon. The function should be iterated as much as possible (at least 10,000 times) without harming server performance Per NIST standards.
    - Any user data should also be encrypted in transit.
    - Any sensitive user data, if it exists, should be encrypted at rest. "

28. **Question:** Can you please confirm how long you'd like the initial maintenance contract to be. Is it one year as stated on page 26 of the RFP?

    **Answer:** The minimum is one year, the supplier should provide their proposed/base maintenance period

29. **Question:** Can the University please share a target budget for the project?

    **Answer:** Not at this time

30. **Question:** Page 3 of the RFP refers to a Word version of the RFP that the respondent can use for submission. We were unable to locate that Word version here: https://www.umsystem.edu/ums/fa/procurement/bids/rfp-21108. Does it exist somewhere else?

    **Answer:** A word document has now been uploaded to the website. The PDF version is the prevailing document.

31. **Question:** Are elements of interest only inanimate objects or do they include people, pets etc.?

    **Answer:** Inanimate objects will be the priority.

32. **Question:** What visual support can be provided for the modeling of the house (e.g., blueprints, pictures, measurements)?

    **Answer:** See response to item 1

33. **Question:** Will areas outside of the house structure need to be rendered. (front yard? back yard?)

    **Answer:** This is not needed, but could be nice. Law enforcement, for instance, will often want to do an external survey before entering a home.

34. **Question:** What is the approximate total number of elements of interest that will need to be created for placement in the house?

    **Answer:** See response to item 15

35. **Question:** Does the user need the ability to move through the space with full freedom of motion (stick their head in a cabinet, bend over to look under a bed, etc.) or is 360º viewing enough?

    **Answer:** We would like full freedom of motion ideally. We have a 360 view currently (see response 1 link).

36. **Question:** Will the house need to have occupants (people, pets) or will it be unoccupied?

    **Answer:** Unoccupied.

37. **Question:** When a user finds an element of concern in the house, do they need to be able to select/identify it?

    **Answer:** That sounds like a nice data collection feature.

38. **Question:** Does the experience need to provide real-time feedback to the user (e.g., points, descriptions of elements, audio feedback, etc.)?

    **Answer:** Not necessarily. Given that our audience includes both undergraduate students and current working professionals, we would like facilitators to continue to have flexibility to address needs for their specific users. It would be nice to be able to share data with facilitators to guide their feedback and/or discussion with participants.

39. **Question:** Do random elements need to be included in the space (e.g., cereal boxes on the shelves, kitchen cleaning elements under the sink, etc.) in order to obscure relevant items and make the experience more challenging? If so, do these elements need to be randomized from one scenario to another?

    **Answer:** Yes, we will need random elements to obscure relevant items. They do not need to be randomized, but we would love to have a variety of options available for replay. So perhaps an ample food and scarce food option in the kitchen for example.

40. **Question:** Attachment C in the RFP mentions IDP integration. What is the purpose of Single Sign on integration as it relates to the VR experience?

    **Answer:** This is our security document. If items are not applicable, put n/a in those fields.

41. **Question:** The RFP indicates a need to adhere to WCAG 2.0 AA accessibility standards. VR currently has no set specification within WCAG. While a working draft exists within W3C, it is not set at this time. As such is it acceptable that the experience be built to adhere to the guidelines of the draft?

    **Answer:** Yes, this is acceptable

42. **Question:** The RFP indicates that elements of interest need to be configured differently from one visit to the next. Will the vendor need to create a number of pre-set scenarios, or does the client need the ability to customize and save different configurations themselves (editor/CMS)?

    **Answer:** We originally conceptualized the vendor doing this. If customization was possible, we would need technical assistance to teach us how.

43. **Question:** If scenarios will be pre-built by the vendor (a less expensive option), how many unique scenarios will need to be created?

    **Answer:** Ideally a minimum of four, but the more the better.

44. **Question:** If the client needs the ability to create their own house configurations, do saved configurations need to be available from all devices or only on the device on which they were created?

    **Answer:** It would need to be available from all devices.

45. **Question:** Does the application need to be able to report a user's performance/score?

   **Answer:** Ideally, yes, we would be able to see items they identified or missed.

46. **Question:** If score reporting is needed, where should scores be reported?

   **Answer:** We would like to learn more about options here. We have no set answer at this time.

47. **Question:** Does the application need to integrate with an LMS or score reporting system?

   **Answer:** Not necessarily. Given that our audience includes both undergraduate students and current working professionals, we do not have a unified LMS.

48. **Question:** For accessibility purposes, voiceover will be needed for both user instructions and navigation elements. Can we assume English only?

   **Answer:** Yes, for pricing purposes English only is fine. We do have one facilitator team in Puerto Rico who I am sure would appreciate Spanish if possible.

49. **Question:** The RFP mentions: "The software should include the ability to track and export user data for evaluation purposes." Can you please give us an example of the user data criteria you are hoping to track and export?

   **Answer:** We would love to explore options with our selected vendor. At a minimum, risk/protective factors identified would be helpful.

50. **Question:** The RFP mentions multiple scenarios. How many scenarios are you wanting to have provided? Can you please describe the scenarios you are desiring?

   **Answer:** See www.projectforecast.org for a brief overview of our four existing simulations. We would like to have at a minimum four different iterations (ranging from a home with no significant risk factors to a home with significant risk factors in a variety of domains). However, the possibility to easily build additional options will be of interest.

51. **Question:** If avatars are not being used, how do you anticipate human interaction taking place i.e., child, parents who belong in the home being portrayed in the scenario, how will investigators be depicted?

    **Answer:** Our training participants will be the investigators and we will continue human interaction outside of the VR environment.

52. **Question:** How soon from contract signing will work commence?

    **Answer:** Once the contract is signed the team will start efforts immediately

53. **Question:** When do you anticipate vendor to be paid, project completion or via project milestones?

    **Answer:** Project completion. The supplier can propose milestones to be considered

54. **Question:** Volume II, Page 18 states "Financial statements, if required." Will the University confirm if Financial Statements are required with the original proposal? Or will the University request financial statements from the vendors selected to move forward?

    **Answer:** Financial statements are not required

55. **Question:** How many mock houses does UMSL have?

    **Answer:** one

56. **Question:** Do other parties use this mock house?

    **Answer:** Yes. This mock house is used by organizations across the nation.

57. **Question:** How many stimulations are used?

    **Answer:** Several. It will be important to select what items can be shown and then the option to not use certain items on the next stimulations

58. **Question:** What type of things would be removed from the current house?

    **Answer:** There are currently cameras in the corner of the rooms, that would be removed

59. **Question:** Is there a second floor?

    **Answer:** There is a second floor on the mock house but only the main floor will be used

60. **Question:** Would this be only be used for child neglect?

    **Answer:** No. This is for all forms of neglect including poverty. All organizations (including police) have access to this house

61. **Question:** Would you want anything on the exterior of the house?

    **Answer:** See response to item 13

62. **Question:** How many props are used?

    **Answer:** See response to item 15

63. **Question:** Are avatars wanted?

    **Answer:** This isn't a main priority

64. **Question:** What kind of data would be tracked?

    **Answer:** The specifics are unknown at this time. Taking notes gathering data would be a significant benefit.

65. **Question:** Would task tracking be needed?

    **Answer:** Every state has procedures so it can't be static. This would have to be optional if part of the system

66. **Question:** Is web-based viewing needed?

    **Answer:** Yes. This would be a high priority

67. **Question:** Do you want user IDs used for the students to collect data?

    **Answer:** Yes. This would be a significant benefit for user data

68. **Question:** What warranty is expected?

    **Answer:** See response to item 28

69. **Question:** Do you have to only write in the response boxes within the RFP?

**Answer:** No. You can link to another document or appendix within your response if needed. The mandatory form must be submitted as is (with boxes checked for yes or no)

70. **Question:** Does the volume I and II need sent in separate Fed Ex submissions?

**Answer:** No. They can be submitted in the same Fed Ex but the volume II must be in a separate envelope properly labeled as noted in the RFP

71. **Question:** Can a supplier submit multiple responses?

**Answer:** Yes. However, each submission has to be inclusive. Each submission must stand alone or it will be disqualified.

72. **Question:** Will stimulations need recorded?

**Answer:** No

73. **Question:** How accessible does this need to be?

**Answer:** This must be accessible for a range of users. We would ideally like a version for headset use, cheap cell phone head set use, and an option if someone has no headset. For instance, students in remote areas of Alaska have unreliable internet but participate in our courses. We know the experience will differ based on technology access. Specifically, the product should be used with different headsets. Some users will have a lower quality. The proposed product needs to work on such items.

74. **Question:** Is 3D needed?

**Answer:** Yes. This is a requirement

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