



FB-26-016 QUESTIONS AND ANSWERS

Responses are below in **RED**

1. Question: We only noticed one sentence in the bid requirements related to the Interactive Map component. Can UALR expand on which interactive map features are desired? Is the institution seeking to replicate all features and layers in the current map, or is the intention to incorporate a simpler, easier-to-use interactive map interface within the virtual tour?

1. Answer: We would like to have an easier-to-use interactive map interface within the tour. We want the ability for people to use the virtual tour to take an actual walking tour of campus.

2. Question: Does UA Little Rock own its current map image, and if so does the institution wish to continue to use it in the new platform?

2. Answer: Open to what works best with the platform.

3. Question: If we can't deliver within 30 days, would we not be considered?

3. Answer: The university favors swift delivery.

4. Question: Is there any incumbent for this opportunity?

4. Answer: No

5. Question: If there is an incumbent then why you are looking for other companies? Are you not happy with them?

5. Answer: N/A

6. Question: If there is an incumbent then are they bidding for this opportunity?

6. Answer: N/A

7. Question: What is the allocated budget for this RFP?

7. Answer: N/A

8. Question: What is the project schedule?

8. Answer: 30-60 days from the kickoff call to initial launch, per Section 1.2.

9. Question: What are the current challenges?

9. Answer: We do not have a way for students outside of driving distance to get a feel for our campus and all that it offers.

10. Question: How much content (number of buildings, rooms, outdoor areas) is expected in the initial launch?

10. Answer: 50 with the expectation to scale up to 100.

11. Question: Are there specific user personas (prospective students, parents, alumni) we need to accommodate differently?

11. Answer: TBD

12. Question: Will UA Little Rock provide all 360° photos, videos, and other media, or will the vendor need to supplement any content?

12. Answer: Yes, UA Little Rock will provide photos, videos, etc...

13. Question: Are AI-generated translations required for multiple languages beyond English? If yes, which languages?

13. Answer: Yes. TBD on how many. Spanish for the launch.

14. Question: Are there requirements for accessibility in audio, video, or interactive elements (WCAG compliance confirmation)?

14. Answer: Yes, the product needs to meet all accessibility requirements that are required by law.

15. Question: Is there a preferred technology stack or SaaS platform to be used?

15. Answer: TBD

16. Question: What is the expected performance requirement (load times, concurrent users, uptime SLA)?

16. Answer: Per Sections 2.1.5 and 2.2.D.b, the platform must maintain a 99.9% uptime guarantee.

17. Question: Are there integration requirements beyond Slate CRM (e.g., student portal, LMS, other campus systems)?

17. Answer: No, only Slate.

18. Question: Does the university require the platform to support single sign-on (SSO) for other than five "Editor" accounts?

18. Answer: Per Section 2.2.C.a, the platform must support SSO for a minimum of five (5) named editor accounts.

19. Question: Is SOC II certification must. Can we get relaxation in this requirement?

19. Answer: Per Section 2.2.C.d, a current SOC 2 Type II report is a requirement.

20. Question: What level of detail is expected in the 3D map—building interiors, walking paths, parking lots, etc.?

20. Answer: Coverage must include main and off-campus areas with turn-by-turn wayfinding and point-to-point sharing per Section 2.2.A.c.

21. Question: Are offline access or mobile caching requirements necessary?

21. Answer: Yes

22. Question: What is the desired go-live date for the initial platform launch?

22. Answer: TBD on Technolutions but preferably 30-60 days after kickoff call with selected vendor.