

Question	Answer
<p>Are there any specific pain points or challenges the CWI faculty and students are currently facing in the design, development, and delivery of instruction from qualified entities (that these AI technologies are expected to address)?</p>	<p>Please see the following sections of the RFP for a description of the challenges we would like the technology to address – Section 1.1, Section 4.1, and Section 5.</p>
<p>Section 2.1 mentions that the RFI submission must only be via FedEx or UPS. Also, Point 3 mentions that emailed proposals can be attached in a PDF format. Are proposals sent via email an acceptable response to the RFP?</p>	<p>Yes, proposals sent by email are acceptable. The proposal itself should be an attachment in PDF format (zip files acceptable).</p>
<p>For the “Frontier AI,” can we choose any one or more of the following as a part of the proposed solution? OR are all of the following required as a part of the proposed solution -</p> <ul style="list-style-type: none"> ● Microsoft – Copilot ● OpenAI – ChatGPT ● Anthropic – Claude ● Google – Gemini ● Meta – Llama 	<p>As outlined in the RFP, at least one Frontier AI model should be d to support the application of four types of AI technologies. A solution may allow access to more than one Frontier AI model, but it is not required for us to consider the proposal.</p>
<p>Is a proposer required to train Copilot/ChatGPT/Claude/Gemini/Llama/others for the requirements listed, or can they provide the models as-is?</p>	<p>Training requirements will depend on the solution provided. Our focus is on a platform that allows students and faculty to access the functions of, and collaborate together with, an AI model via the Blackboard learning management system. If the model as-is can perform the requested functions of the RFP then that is acceptable. If the AI model requires training to perform the requested functions of the RFP, then we would like the proposal to include that.</p>
<p>Kindly provide all the tasks that web-based AI agents will need to perform.</p>	<p>As outlined in the RFP, the Frontier AI models should allow agents to perform a wide variety of tasks related to the design, development, and delivery of instruction, which involves thousands of tasks and subtasks. Consequently, we cannot provide a detailed listing of those tasks. You may refer to Section 1.1, Section 4.1, and Section 5 for more information about some of the tasks the agents will be expected to perform.</p>
<p>Kindly provide all the tasks that computer-based AI agents will need to perform. ?</p>	<p>Please refer to the above response to Question 5.</p>
<p>If the proposer provides the platform on which the “Frontier AI” can be operated, will CWI define the use cases for web-based/computer-based AI agents?</p>	<p>As outlined in Section 1.1 of the RFP, CWI would like to use agents to perform a wide variety of tasks, and it is expected that faculty and, in some cases, students will be able to define the ways in which the agents will perform the tasks.</p>
<p>Can you provide examples of browser-based tools for the purpose of interaction with web-based AI agents?</p>	<p>Please refer to Section 1.1 of the proposal for examples of web-based agents and computer-based agents.</p>

<p>Is 8*5 support acceptable for ongoing customer support and technical troubleshooting assistance?</p>	<p>The types and availability of customer support will be an evaluated factor in all proposals received. If you only provide customer support from 8 to 5, that will be taken into consideration during the evaluation of your proposal.</p>
<p>Can you provide more details on how CWI plans to integrate these AI models with Blackboard LMS? Are there specific integration tools or middleware that are preferred?</p>	<p>As outlined in the RFP, preference will be given to AI technologies that allow faculty and student to access the models and agents via the Blackboard learning management system. The ways in which that access is integrated will also be part of the proposal evaluation, but we do not have any particular tools or middleware that we expect to be used. We are open to anything that works well for faculty, staff, and students.</p>
<p>Are there any specific performance benchmarks or success metrics that CWI will use to evaluate the effectiveness of these AI technologies?</p>	<p>The evaluation criteria for the proposal are outlined in Section 5 of the RFP. Because the Frontier AI models are continually improving, we also continually update the performance benchmarks and success metrics used to evaluate the effectiveness of the technologies.</p>
<p>What level of autonomy is expected from the AI agents? Will they operate independently, or will there be human oversight and intervention?</p>	<p>As outlined in Section 1.1 of the RFP, agents will be expected to perform tasks autonomously and / or semi-autonomously. Ideally, the level of agent autonomy could be adjusted by the users depending upon the circumstances of use.</p>
<p>What are the expectations regarding the user experience for both the faculty and students when interacting with these AI technologies?</p>	<p>Please refer to Section 1.1, Section 4.1, and Section 5 for information on our minimum expectations regarding the user experience for faculty and students.</p>
<p>Are there specific timelines or phases for rolling out these AI technologies, and how does CWI plan to support the faculty and students during the transition?</p>	<p>Our preferred launch date for the AI technologies is November, 2024. Please see the evaluation criteria in Section 5 of the RFP for information on our expectations regarding the documentation, technical support, and training provided by the AI system and the Proposer. The Center for Teaching and Learning at CWI will also provide additional information, job aids, and training in support of the rollout.</p>
<p>Does the College plan to provision access for all faculty, staff and students campuswide or a subset?</p>	<p>Our current focus is mainly for faculty and students, but we would consider options that include access for staff.</p>
<p>What is the total size of the target population (preferably IPEDS FTE)?</p>	<p>Published IPEDS FTE: 6401</p>
<p>What is the target date for launch of services?</p>	<p>Available for use by faculty and students by the start of spring semester in January. Launch date preferably in November for testing.</p>
<p>Is CWI open to proposals that feature custom solutions? We have an existing SaaS product that could be enhanced to meet your needs.</p>	<p>CWI will consider all proposals that offer all services as specified in the RFP. If the enhanced SaaS product satisfies the specifications in the RFP then yes, CWI would consider</p>

	it.
Does CWI already have a vendor or product in mind for this proposal?	CWI has been reviewing a number of different products over the last year and is considering all proposals and products that offer the services specified in the RFP.
Could you provide a budget range allocated for this project, if possible?	CWI has up to \$225,000 allocated for the entire project.
Is it possible to post responses to these questions before August 27th? The proposal is due on August 30th, and we need to confirm that custom solutions are acceptable.	Yes, answers will be provided to parties asking the questions as soon as possible and the summary of all questions asked by all parties will be posted on August 27 th