Questions and Responses for RFP 2003-27

Q1. What is recommended for the service provider to size the opportunity in order to provide a cost as required?

Response: **30/150/1500 streams @ 56K and 200K. The Offeror may state any restrictions or limitations and any cost associated with these restrictions or limitations.**

Q2. Would the State accept a cost matrix for a cost submission for both mandatory and desirable options?

Response: **Yes.**

Q3. Who is responsible for operation of the non-automated systems and components at the State of Virginia locations and other locations?

Examples:
- **a) Up to the service provider to install and operation upon request?**
- **b) Up to the provider to train State of Virginia local staff?**
- **c) Other options?**

Response: **Our users may require a "turn-key solution" requiring full production or encoding and streaming on ISDN or satellite feed.**

Q4. Is there a list of potential vendors that can be supplied for subcontracting that can be released to vendors?

Response: **DIT does not collect this information.**

Q5. Does the State of Virginia have a list of vendors providing similar services on existing contracts that can be released to potential bidders?

Response: **This is a new service required by the Commonwealth and no such contract exists within DIT. DIT does not keep this data on other state agencies and institutions.**

Q6. Can the archive material and utility services be hosted in any state?

Response: **Yes.**

Q7. In Section 4.4 – What is the size of the audience that will require access to the streamed assets simultaneously and the estimated yearly growth of the viewer base?

Response: We have no historical data and cannot provide an accurate response. However, if your firm collects and reports this information that may be beneficial and you should include sample reports with your firm's proposal. If your firm has restrictions please note them in your proposal.

Q8. Where are the users of this service located in the State of Virginia (Institutions, individual users, schools, other government locations)?

Response: It is anticipated that all service would be provided in the Commonwealth of Virginia. However, a user may require streaming video services from other locations. If your firm can provide services outside the Commonwealth of Virginia please provide this information in your response.

Q9. Can you provide a list of NPA and NXX numbers for each facility requiring this type of access?

Response: No – but all will be state agencies, localities and institutions.

Q10. What is the initial estimated archive size for storage per year and growth per year (Terabytes, etc...)?

Response: This is a new service and we have no historical data.

Q11. What is the average encoder rate required for video in Megabytes per second?

Response: 56K to 200K streams are anticipated. Please state what your firm can provide. If your firm has different cost associated with encoder rates please indicate this in your cost proposal.

Q12. What is the average length of a video segment in seconds?

Response: We have no historical data for this. It is anticipated that streaming events will likely be speeches, meetings and training sessions running from minutes to hours.

Q13. Will you require video only or audio only or file documentation as part of the streaming media?

Response: **We anticipate users requiring a/v streaming and not audio only or video only. File documentation is required to the extent that agencies should be able to request and receive the encoded files for their own archives as needed. Your firm may propose optional services and their associated cost.**

Q14. Is there a live streaming component (non taped) produced at a local source location in the State of Virginia?

Response: **Events will be either live or provided as completed projects on tape for streaming.**

Q15. Will satellite provisioning be required for streaming distribution?

Response: **This is not a mandatory requirement of the RFP. However, it is possible to have a request to downlink, encode and stream a program from C and/or KU band satellite. If your firm can not provide for this please note this in your response. Additionally, if your firm can provide this please indicate this in your response.**

Q16. Is there a video-editing (non-linear) requirement or will media to be encoded already be rough cut & ready for digitization?

Response: **No. Either live events or produced, ready for broadcast tapes are expected to be the source material for streaming events. You may propose this as an optional service.**

Q17. Will users require new IP connectivity or will the vendors be required to use existing Internet connectivity provided by 3rd parties throughout the state?

Response: **In some cases, IP connectivity may be required as part of the work and in others, existing IP, ISDN or satellite distribution will be the source.**

Q18. If 3rd parties are providing such Internet connectivity throughout the state can you provide a list of those providers and the areas of service?

Response: **DIT currently uses COVANET (MCI). However, other agencies may use NetworkVirginia, UUNET or other service providers. If your firm cannot provide connectivity to a service this should be stated in your response.**

Q19. Section 4.1 refers to services, are you looking for outsourced capability or to acquire inhouse resources and hardware to perform the functions?

Response: **The scope of this RFP is to provide video streaming and related services.**

Q20. **Section 4.2 refers to support for all major codecs. With the proliferation of video manufactures the number of codecs has increased dramatically. Please specify the mandatory codecs and bitrates that are a definite requirement for this RFP.**

Response: **Though we would like to hear from you on this question, Real and Windows Media Player are two that, at a minimum, would have to be accommodated.**

Q21. **Section 4.5 refers to archiving of video, do you desire this function at your location or stored offsite by the provider?**

Response: **Offsite storage and hosting would be required.**

Q22. **Section 4.7 refers to help desk functionality. Do you desire this for phone support only or onsite? What range of capabilities are you looking for phone support on? What hours do you desire be covered onsite technology, software, and hardware support?**

Response: **The Commonwealth desires on-site support for any video production. Otherwise, phone support would be adequate before and during any live events to be streamed. For video on demand, web based and/or phone support 24/7 would be desired.**