

## Questions/Clarifications Required on SABC RFP (RFP/IT/2023/15), OTT INTERGRATED SOLUTION

1. Section 1 Mandatory Documents, 2.2: PCI DSS Certificate, as Payment Gateways like Amazon Pay, PayPal, Google Pay, and any other South African Payment Gateways would be used in the proposed OTT solution, is it sufficient, if the corresponding reference to PCI DSS compliance of Payment Gateway is provided?
  - a. SABC does not have a preferred payment gateway as long as the proposed payment gateway by bidder is PCI DSS compliant.
  - b.
2. Section 1 Mandatory Documents, 2.3 As the proposed OTT solution utilizes AWS or equivalent cloud platform, is it sufficient to provide a reference ISO27001 compliance of the corresponding cloud platform?
  - a. Yes it is sufficient as long as it is for the proposed Data Centre to be used by the bidder
  - b.
3. Section 1 Mandatory Documents, 2.4/2.5 Is it sufficient if the OTT service provider that has utilized the proposed OTT solution provides a letter stating the concurrency and usage peaks specified are met by the proposed OTT solution?
  - a. No, This needs to be a system generated report or screenshot showing the system with the required numbers. Reference letter from client will not be sufficient for the mandatory sections 2.4 and 2.5
  - b.
4. Document E, 2.1, Does Catch-up service here mean creation of new episodes from Live TV feed for later viewing as VoD, or DVR functionality so that user can seek back a Live channel up to X hrs?
  - a. Its important to sperate the two for better understanding, Catchup service is all content that would be uploaded by broadcaster after it has been broadcast on linear.
  - b. DVR functionality will be referred to as part of the nPVR requirements of the tender requirements.
5. Document E, 2.1, is nPVR a mandatory requirement? As in the modern OTTs, users typically do not record Live TV channels, rather, episodes are curated and published as VoD by content management teams.
  - a. Yes, it is important as per the tender doc for bidders to respond accordingly, the utilisation of the functionality will be at the discretion of SABC
6. Document E, Phase 1A, 5.1.1, what are other SABC apps? Will these Apps login via sign on APIs given by OTT Platform?
  - a. 5 FM
  - b. Goodhope FM
  - c. SABC News App
  - d. Yes this will in future be required, bidders need to propose single sign on feature extendable to other SABC apps
  - e.
7. Document E, Phase 1A, 5.1.3, what is the difference between TV Channel and Popup Channel?
  - a. TV Channel is referred to as a permanent channel.
  - b. Pop Up Channel is a temporal channel that has start and end date, it usually runs for 3 months but can vary.

- c.
8. Document E, Phase 1A, 5.1.3, what is difference between Radio Station and Pop-up stations?
- Radio Station is referred to as a permanent station.
  - Pop Up Station is a temporal station that has start and end date, it usually runs for 3 months but can vary.
- c.
9. Document E, Phase 1A, 5.1.3, is it possible for SABC to provide OTT ready IP URLs for the TV and Radio Channels? (Obtained from downlink channels and then converting MPEG2TS to HLS IP URLs)
- No, they won't be IP ready, supplier will need to convert them to IP streams.
  -
10. Document E, Phase 1A, 5.1.5, in what format EPG is provided for channels and how often it will be updated? Does SABC provided EPG for all channels?
- Yes EPG is provided for all TV channels and metadata files are provided for Radio stations
  - Formats = Excel, flat file (OSC) and on the Transport Stream (TS). We don't have EPG on XMLTV format or similar as yet
- c.
11. Document E, Phase 1A, 5.1.20, The themes and design require multiple rounds of discussion with SABC, can this be taken up in later phases?
- Bidders need to respond to it and cost it, implementation will be at the discretion of SABC
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12. Document E, Phase 1A, 5.3.1, Is proposed OTT solution need to cater to all SABC websites and Apps not necessarily related to OTT, wrt omni channel marketing? Please clarify.
- Yes
13. Document E, Phase 1A, 5.4.1 / 5.4.2 / 5.4.3, typically external Ad Networks are integrated for both Client side as well as server-side Ad Insertion, For example – Google Ad Manager. The mentioned features in these sections, are typically covered by the chosen Ad Network. Can this understanding be confirmed as, correct? In which case, SABC needs to partner with an Ad Network for sourcing Ad Inventory and OTT solution proposed will integrate with such Ad Networks(s).
- Bidders must as part of the solution proposal provide a recommended digital advertising platform that will be used by SABC users for Direct and Programmatic ads
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14. Document E, Phase 1A, 5.5.4, What would be those 3rd party systems mentioned? How many such integrations shall be required? Can this activity be planned in later phases as this would need understanding each system?
- Please see in Integration Section, 5.11.6/5.11.7/5.11.8 (Landmark, IBMS and SAP)
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15. Document E, Phase 1A,5.6.6 / 5.6.7., this feature depends on the Ad Network chosen. Can you confirm the understanding is correct?
- This is based on digital advertising platform provided by supplier as it needs to meet all mentioned advertising requirements
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16. Document E, Phase 1A, 5.7.3, Can you clarify why RTMP and MSS are required? as HLS/DASH can take care of all the OTT streaming requirements.

- a. We are trying to make sure that the 4 protocols are available and are costed accordingly so that we are able in future if there is a need to use RMTP and MSS we activate them as and when the need arises as the solution would be compliant and ready for use.
  - b.
17. Document E, Phase 1A, 5.7.8, this feature would require PCR kind of system. Can SABC create the final OTT IP feed of Live channels with any insertions required? Or the OTT solution need to support these kinds of features as well?
  - a. OTT Solution needs to support these kinds of features.
  - b.
18. Document E, Phase 1A, 5.7.11, Use of H.265 for streaming may require some approvals from MPEG LA. SABC to check the same.
  - a. Solution needs to be compliant with H.264 and H.265 as per tender requirement.
  - b.
19. Document E, Phase 1A, 5.7.12, can 'Social Media' be specified as YT Live, Fb Live, etc.?
  - a. Yes, which includes embedding streaming players on the radio station and TV channels pages
  - b.
20. Document E, Phase 1A, 5.7.13, Does SABC have any specific Payment Gateway provider as choice in South Africa? Because PCI DSS certification lies with Payment Gateway and not OTT solution provider.
  - a. SABC does not have a preferred payment gateway, bidder needs to recommend.
  - b. OTT solution provider can submit PCI DSS certificate for the payment gateway provider the solution will use
  - c.
21. Document E, Phase 1A, 5.7.14, How many websites and apps shall be supported?
  - a. 19 radio websites and 6 TV channels
    - i. Please visit [sabc.co.za](http://sabc.co.za) and assess the different TV and Radio Stations
22. Document E, Phase 1A, 5.8.4, typically watermarking is not part of OTT solution, and need a third-party software integration. And mostly utilized when syndicating content for detection of piracy. Can this feature be dropped from the RFP?
  - a. No, this cannot be dropped from RFP
  - b.
23. Document E, Phase 1A, 5.8.5, once DRM is supported as per industry standards, why do we need to specifically mention AES/RSA?
  - a. This is to make sure that bidders understand that AES and RSA are also key encryption features that solution needs to adhere to and can be switched on at any given time when SABC requires them to. Solution needs to comply to them
  - b.
24. Document E, Phase 1A, 5.8.6, Can you please provide relevant portions of POPI Act that needs to be complied with?
  - a. Please obtain POPI Act via the internet and comply. It is publicly available.
  - b.
25. Document E, Phase 1A, 5.8.6, will the hosting domain be owned by SABC? As the certificates are tied to the domain, we would need support from SABC team during the procurement process. Please clarify.
  - a. It will be owned by SABC but can be managed by service provider.

- b. Bidders need to cost certificates as part of their quotation so SABC can understand the costing model.
  - c. The management of the certificates will be discussed further during implementation phase.
  - d.
26. Document E, Phase 1A, 5.9.1, is it mandatory that cloud provider should be within SA boundaries?
- a. Yes
  - b.
27. Document E, Phase 1A, 5.11.1 / 5.11.2, SABC need to assist here on how to interface to DALET/EDL. What kind of OTT content will originate from DALET/EDL? We will also need access to APIs / DB details of these systems. Please confirm.
- a. Dalet integration is through API and all OTT content will be pushed/pulled from DALET system
  - b. \*EDL RFP to be released separately as specified on the tender document
  - c.
28. Document E, Phase 1A, 5.11.3, How many e-commerce integrations are planned? Will the APIs from OTT solution be used to integrate on ecommerce site? Or will the OTT solution integrate to ecommerce feed?
- a. Both - APIs from OTT solution be used to integrate on ecommerce site and OTT solution integrate to ecommerce feed.
  - b. Bidder to include integration costs
29. Document E, Phase 1A, 5.11.5, Can you provide details about Dira system?
- a. What detail is expected about Dira from bidder??
  - b.
30. Document E, Phase 1A, 5.11.6, Can you provide details about IBMS system?
- a. What detail is expected about IBMS from bidder??
  - b.
31. Document E, Phase 1A, 5.11.7, Will Landmark continue to be used? What is the integration mechanism? As these features require consent / implementation for third party, can these be planned in later phases?
- a. Landmark will continue to be used until such time that SABC communicates to the successful bidder of an alternative solution
  - b. Integration is possible via plain text, .txt file extensions.
  - c.
32. Document E, Phase 1A, 5.11.9, Can you please let us know the purpose of this integration? What applications will consume this data?
- a. This is to cater for different systems as not all systems use API and Jason.
  - b. SABC has different systems internally that use different integration protocols such as IBMS uses flat files (OSC extension)
  - c. If OTT solution caters for all protocols listed then majority of system integration at SABC would be catered for
  - d.
33. Document E, Phase 1A, 5.11.11, Can you please provide more details ADABAS system and TV License Customer workflow?
- a. This integration is to allow TV License payments and status checks by user from OTT solution to TV License system
  - b. ADABAS is a database.

- c.
34. Document E, Phase 1A, 5.12.1, Any such cabling exists already? Since it involves physical work, can this requirement be planned for later phases?
- a. Bidders can use the below fiber lines that but must note that they terminate at SABC Auckland Park building.
    - i. Liquid Telecom
    - ii. DFA
    - iii. ClearAccess
    - iv. Telkom
35. Document E, Phase 1B, 6.2.2.1, User targeted advertising will be handled by the Ad Network partnered with. Can you please confirm?
- a. Through the proposed digital advertising platform solution proposed by bidder
  - b.
36. Document E, Phase 1B, 6.2.5.1, what are the files being transferred? Can you please elaborate?
- a. Content files (Video and Audio)
  - b.
37. Will the electronic submission only via email or will there be a folder to upload to as well?
38. In case of electronic submission, how should the bid forms be signed ? Can bid forms be signed electronically (e.g. with DocuSign)? Or can it be signed physically but provided as a scanned pdf file? There is central point of electronic submissions.
39. Requirement for E-Commerce and Payment Gateway. Is it expected that the vendor provides with a complete E-Commerce solution and customer management and monetization solution?
- a. Payment Gateway – Yes complete Solution
  - b. Customer Management – yes complete solution
  - c. E-commerce – just the basic selling functionality on the platform. It will be discussed and activated at a later stage but visibility of costs is important to be included in quotation. It is important that the OTT solution be able to integrate with e-commerce solution sitting outside OTT solution.
40. Podcast and Vodcast what are the sources of these content? Is it UGC? Do they come with metadata?
- a. They are content files and will be hosted by bidder on the proposed OTT solution
  - b. Vodcast(video podcasts) please see SABC+ on the Radio section and Podcast please see any SABC Radio station website
  - c.
41. This section mentions that both hardcopy and softcopy are to be provided whereas in the main document section 1.2 there was an option for either hardcopy or softcopy submission. Can you please clarify? Hardcopy as physical submissions and electronic submissions
42. Evaluation criteria for phase 1A. Maximum 827 points and minimum 827 points: Does this mean that if a bidder does not comply to all items, they will not qualify further? Even if the not complying item is a feature that is committed to be provided as a roadmap item? YES
43. Would it be acceptable for a vendor to suggest a phased approach? Deployment with an MVP (Minimum Viable Product) and adding features in following phases? This would shorten the Time-to-Market for the first deployment.
- a. Phase 1 will be features currently available on SABC+
    - i. A features document will be provided to assist with this breakdown
  - b. Phase 2 Monetization
  - c. Phase 3 will be all features that where not covered by Phase 1 and 2

44. TVOD model. Is it expected to do in app purchase? There is a revenue share applied with Apple and Android devices in app purchase. Or is the TVOD purchase done from website?
- Bidders needs to recommend both, SABC will unpack further with successful Bidder on a best approach
45. Is it expected to have encoders located in those regions? Or it is fine if it is cloud based? What format will the content be in from source?
- Live Stream: Audio- HE – AAC and Video:MPEG4 H.264:16:9 HD and SD as stipulated on the tender document.
  - Bidders to convert feed to IP Stream
  -
46. What is the EPG source and format? Does it include 7 days?
- Please see question 10 for the answer above and yes it includes 7 days
  -
47. Must include closed captioning. This will depend on the source material. Can you please provide more details about the source materials that are considered?
- Source material will be provided at a later stage/phase, phase 1 will not include closed captions but bidders must add cost of the feature as part of their BOM for when SABC is ready to switch it on
  -
48. Could you please provide the details of the parental control used and where the rating information is for the content?
- Rating information will be provided as part of the asset metadata that will be made available via excel
  -
49. nPVR. Given this is an OTT service what content is expected to be allowed to record? And is it private or shared copy? How much storage is expected per user?
- Content recording will be based on catalogue made available on the platform and associated rights. Bidders need to cater for recording for all and SABC will advise as and when necessary, of what is not to be recorded.
  - Shared Copies
  - User allocated 12 Hours of recording hours
  - Recording kept for 30 days before it is automatically deleted (this needs to be flexible encase SABC decides to shorten the period)
50. Offline viewing will require storage on the client device. Please confirm if this is to be offered for mobile devices only?
- Capability must be for mobile devices and must be extendable to STB's in future
  -
51. Chat function. Is this to be on all devices? Mobile, web and SmartTVs?
- Just Mobile and Web
  -
52. Can you please clarify with an example what in app navigation through a different app means?
- A simplified example is being able to access 5FM app through SABC +
  -
53. TV license. Is the OTT subscription to be linked with a broadcast subscription? In this case which SMS is used?
- Yes, bidder needs to recommend their own SMS as part of the solution and provide quotation for if
  -

54. Is the purpose to show promo clips across platforms for other SABC services? Or for external advertising?
- Other SABC Services and not external advertising
  -
55. RTMP. Please specify which devices require RTMP? Is this more for contribution rather than end user distribution?
- Yes Contribution
  -
56. Would it possible to provide more details on which Social media. Also can you please share more details on the STB platforms. Is it expected to also provide Apps for the STBs?
- Social Media – please see question 19 for response.
  - STB – We want to understand the costs for developing for STB, this will be done at a later stage and not for phase 1 to 3. It is important for bidders to add disclose pricing for STB app dev
  -
57. Same as previous question: Is it expected that the vendor provides with a complete customer management and monetization solution? Which payment gateway needs to be supported?
- Please see question 39 for response
  -
58. Can you please provide more details on the SABC Active Directory. What integrations points are supported, which formats...?
- SABC Active Directory is Hybrid (on-premises and Online (Office 365- Azure))
  - API integration points are available.
  - Bidders would need to integrate with office 365
59. Is watermarking on audio a compulsory requirement? Please note Audio watermark is more used to identify the copyright owner.
- Bidder needs to provide costing and it will be at SABC discretion to use it or not
  -
60. What is the storage for nPVR content?
- Please see question 49 for response
  -
61. In previous section it was requested that vendor provide E-Commerce solution. Here it mentions about integrating to an E-commerce solution. Can you please clarify?
- Please see question 39 for response
  -
62. Are these SCTE35? EPG extraction from TS. Does this mean there is no EPG ingest in XMLTV or other formats?
- Please see question 10 for response
  -
63. Is it mandatory that all protocols are to be supported as some might not be used.
- It is important that OTT solution proposed to cater for all protocols and be at SABC discretion to choose which one to use
  -
64. What format are these stored in? Is it encrypted?
- Question is not clear enough
  -
65. Which devices are supported by SABC+ today?
- iOS, Android and Hisense

- b.
66. There are currently 300 000 hours of Radio Podcast data. What is the actual size in GBytes notation?
- a. 3,869 GB (4122359968281 byte)
- b.
67. 5.7.3 Protocols: MSS is not mandatory for implementation but is required to improve the chances of scoring high points. Will it be required for the Demo?
- a. Demo is strictly based on criteria stipulated on the tender doc under Demo section.
- b.
68. 5.7.8 IPTV - Only required for SABC internal network. How will you receive the streams from the OTT platform? What is/are the integration protocols needed?)
- a. Audio- HE – AAC and Video:MPEG4 H.264: 16:9 HD
- b.
69. 5.11.4 - All pop-up Radio channels must be supplied with a MAD1 audio encoder. Do you we provide and cost the encoder as part of the solution
- a. Yes
- b.
70. 5.1.10. Solution must include Audio descriptors
71. Please provide more information about audio descriptors. What audio descriptors do you have in mind? What is the purpose?
- a. Please see Wikipedia explanation of audio descriptors  
[Audio description - Wikipedia](#)
72. In several requirements you mentioned "TV channels" and "Pop-up TV channels". We guess that "TV channels" are permanent live channels for which SABC will provide streams from its HE, and that "Pop-up TV channels" are occasional TV channels that SABC would like to activate for some occasion or periodically. Is that correct?
- a. Yes
- b.
73. 5.1.4. solution must be scalable to accept a stream directly from any of the below regions to the OTT system as and when required. Is it correct to assume that the channels coming from these 9 regions are all Pop-up/occasional ? example: "2 in Durban" - does that mean 2 pop-up channels sourced from Durban?
- a. Yes
- b.
74. 5.5.2. Solution must allow online scheduling of content for streaming. Is scheduling (playout feature) required for pop-up channels?
- a. For scheduled on playlist
- b. Yes
- c.
75. Are all pop-up channels to be played-out from playout. Does that mean that no pop-up channel will be sourced from SABC HE?
- a. Some will be sourced from HE and some will be scheduled on the OTT solution
- b.
76. What would be the concurrency for pop-up channels (if the previous assumption that they all originate from the playout system is correct), if you can estimate? How many pop-up channels do you expect to be active at the same time?
- a. Radio pop up – 4 active at the same time

- b. TV pop up - 2 active at the same time
  - c. Estimated combined concurrency for Radio and TV Pop Ups – 10 000
  - d.
77. For adjusting pricing model and thresholds to actual SABC+ figures and ramp up plan, on the top of the concurrent sessions breakdown you provide, can you give estimates on the CDN consumptions or relevant thresholds, specifically for the first 2 years – The number of expected users would also be useful interesting data.
- a. Unfortunately, this is some of the data that we cannot disclose
  - b.
78. Given the authentication mode considered (full registration with username collection), applications, service delivery platform and security systems can be priced per user, per session or per device. Do SABC have a preferred model?
- a. Please propose the most cost-efficient model, preferably one that can see SABC save costs
  - b.
79. Re the mandatory requirements of 100,000 concurrency Peak and 1 million subscribers is a print out of a system screen shot sufficient?
- a. Yes showing the system or a system generated report
  - b.