

**CONSOLIDATED QUESTIONS & ANSWERS  
RFQ/IT/2020/32  
APPOINTMENT OF A DIGITAL CONTENT & STREAMING PROVIDER FOR A PERIOD OF EIGHT (8) MONTHS**



#	SERVICE PROVIDER QUESTIONS	SABC ANSWERS
1.	Would you consider extending the closing date by 1 week?	<ul style="list-style-type: none"> <li>No extension will be granted.</li> </ul>
2.	You have specified that you have 25 000 concurrent listeners. Please could you give us the breakdown between radio and TV? Or is this just radio?	<ul style="list-style-type: none"> <li>The peak concurrency for Radio is currently at 25 000 and</li> <li>The estimation for TV is at 50 000 peak concurrency.</li> </ul>
3.	Criteria: audio bitrates. We use only 3 quality levels and at much lower/different bitrates than you specify. Are these bitrates set in stone or can we propose different ones? Can we still score points for multiple ones even if at different bitrates?	<ul style="list-style-type: none"> <li>The SABC requirement is the specified bitrates in the RFQ document; the service providers can propose bitrates in line with the recommended criteria.</li> </ul>
4.	Criteria: "local" locations for streams. Wrt Content Distribution "Local" – do you mean SA based. We only host in EU so we only do "Global". Is "Local" an absolute requirement? (For audio bandwidth "global" is never a problem even at high bitrates, but "Local" may be required for high quality video.)	<ul style="list-style-type: none"> <li>Majority of the SABC audience are local base (South Africa), the proposed solution should therefore adequately cater for the current local and global market.</li> <li>The solution must therefore demonstrate the ability to fully cater for both local and global audience.</li> </ul>
5.	On Technical Criteria Table: Are you allowed to score below the minimum value and still remain in the bid process? For example – the TV channel is only allocated 8 points. If we do not bid on the TV component we would get 0 points but would that disqualify us? Or is the evaluation criteria based on the overall total of 143 points minimum?	<ul style="list-style-type: none"> <li>No bidder is allowed to score below the minimum as we require bidders to at least meet the minimum requirements.</li> </ul>
6.	Will the SABC News TV channel be provided as a Mpeg4 H.264: 16x9 HD stream or do we need to include an encoder solution?	<ul style="list-style-type: none"> <li>The specified feed is the source feed from SABC, the service provider will be expected to provide an all-inclusive solution including encoding of the feed to digital streams.</li> </ul>
7.	There is a request for “ <b>Content protection of the SABC digital streams</b> ” as well as “ <b>Content sharing to social media platforms and embed functionality.</b> ” Can you please clarify as shared content cannot be protected?	<ul style="list-style-type: none"> <li>Content protection refers to the protection of the live streaming from exploitation. Currently, a token based authentication is used for a short duration which is renegotiated on expiry.</li> <li>Content Sharing refers to hyperlink sharing of the content to social media platforms (Listen Live Page).</li> <li>Embedding functionality refers to the SABC requirement to be able to embed the streams in its websites and mobile applications.</li> </ul>



8.	<p><b>“Existing podcasts content migration (approximately 260 000 episodes of an average of 30 minutes per podcast).”</b> What is the current format of the podcasts? Are they in a central library? Is the metadata standard across all stations?</p>	<ul style="list-style-type: none"> <li>• The format is MP3 &amp; AAC</li> <li>• They are stored in a central library.</li> <li>• The metadata is standard across all stations.</li> </ul>
9.	<p>Does this mean per user content protection? Or shared key content protection? If all streams has to have "content protection" we need to understand their specific requirements more AND also the impacts it will have.</p>	<ul style="list-style-type: none"> <li>• The current solution uses a token based authentication on stream initiation which is valid for duration and renegotiated on expiry.</li> <li>• Service provider to propose a solution that sufficiently protects the SABC streaming content.</li> </ul>
10.	<p>We understand that SABC already have a solution – does this RFP describe what will replace that current service?</p> <ul style="list-style-type: none"> <li>o If so what are the timelines and migration plans ?</li> <li>o Can you provide current subscriber numbers ?</li> </ul>	<ul style="list-style-type: none"> <li>• The SABC contract with the current service provider is coming to an end, this RFQ therefore seeks to sustain the services through appointment of a service provider through a stop-gap project for 8 months.</li> <li>• Migration plans should be part of the proposal; there is however no expectation for the migration to be complete by the start of the service, SABC will then prioritize some podcasts for immediate migration.</li> <li>• SABC currently has 438,307 average downloads a month with 500 000 users who access the podcasts services.</li> </ul>
11.	<p>Does the existing service already have all the features described in the RFP?</p> <ul style="list-style-type: none"> <li>o If not is the idea to enhance to include these ?</li> </ul>	<ul style="list-style-type: none"> <li>• The SABC contract with the current service provider is coming to an end, this RFQ therefore seeks to sustain the services through appointment of a service provider through a stop-gap project of 8 months, and the expectation is to have an all-inclusive solution independent of the current services.</li> </ul>
12.	<p>Is the requirement to re-use any of the existing service infrastructures please provide an architecture diagram and highlight which parts are expected to be re-used?</p> <ul style="list-style-type: none"> <li>o Would SABC allow us to replace pre-existing development with its own products if this is more efficient/cost effective ?</li> </ul>	<ul style="list-style-type: none"> <li>• The SABC contract with the current service provider is coming to an end, this RFQ therefore seeks to sustain the services through appointment of a service provider through a stop-gap project of 8 months, and the expectation is to have an all-inclusive solution independent of the current services.</li> <li>• Only feeds from the respective Radio stations &amp; TV channels will be provided to the service provider.</li> </ul>
13.	<p>Is the expectation that we take over any pre-existing development?</p> <ul style="list-style-type: none"> <li>- If yes, please list the components, and function if not obvious, as well as the development technology used to build them.</li> <li>- PC, Phones, and Tablets are listed – assuming this means Android and iOS devices:</li> <li>- Does SABC already have a relationship with Apple to obtain the Fairplay</li> </ul>	<ul style="list-style-type: none"> <li>• The SABC contract with the current service provider is coming to an end, this RFQ therefore seeks to sustain the services through appointment of a service provider through a stop-gap project, and the expectation is to have an all-inclusive solution independent of the current services.</li> <li>• The SABC currently does not have a relationship with Apple</li> </ul>



license?  
- Does SABC already have accounts to submit apps for Android and Apple?

and thus the solution must be all-inclusive and fully licensed by the service provider.

- The SABC does have an account to submit apps for Android & Apple, However, it should be noted that the SABC is seeking for a Streaming Service and not a mobile application developer.

<p>14.</p>	<p>We would prefer to migrate than take over the development of other companies products.  o Would SABC be willing to discuss a full migration ?</p>	<ul style="list-style-type: none"> <li>• The SABC contract with the current service provider is coming to an end, this RFQ therefore seeks to sustain the services through appointment of a service provider through a stop-gap project, and the expectation is to have an all-inclusive solution independent of the current services.</li> <li>• Only content migration of podcasts from the current service provider will be expected.</li> <li>• The SABC cannot discuss the migration of development work of the current service provider; the solution is currently the service provider's intellectual property.</li> </ul>
<p>15.</p>	<p><b>Streaming Solution</b>  Please provide more detail on where and how we can source the live channels from SABC.  Is the playlist functionality in scope for this solution or is the reference in the RFP (2.1.1 – bullet 3) just background on the source?  o In other words is the playlist management in scope here?</p>	<ul style="list-style-type: none"> <li>• The SABC will make a feed available from its Main Control in the formats described in the RFQ; the service provider needs to provide a full solution that will receive the feed from SABC.</li> <li>• The Playlist feature is a requirement for the pop-up station and thus the system should include the playlist management as part of the scope.</li> </ul>
<p>16.</p>	<p><b>Service Requirements</b>  Please provide estimates on the expected subscriber numbers so we can plan capacity.  Does SABC require us to provide a CDN or does it already have one that we need to integrate with?  Please explain what the 'content migration' of the podcasts will actually require? I.e. what format are these in, where are they sourced from?  o Please give indicative volume numbers for the podcasts.  Are there any device/account restrictions? – I.e. an account can only have N devices associated?</p>	<ul style="list-style-type: none"> <li>• The SABC currently has a total of 25 000 peak concurrent listeners and 50 000 TV audience on the streaming services and a total of 500 000 subscribers to the podcast services.</li> <li>• There is no CDN available for integration; the service provider needs to provide an all-inclusive solution independent of the current services.</li> <li>• The podcasts are MP3 &amp; AAC formats and will be made available through RSS feeds from the current service provider.</li> <li>• The SABC currently has approximately 250 000 episodes hosted on the current podcast platform, thus an approximate 63 000 hours in total.</li> <li>• There are currently no business requirement for content restrictions per device/account</li> </ul>
<p>17.</p>	<p><b>Support Services:</b>  What level of direct access to the management of the service does SABC require? (To inform the training requirement)  We can provide an SLA for critical and non-critical issues.  o What level of SLA can SABC provide for the source of the linear channels ?</p>	<ul style="list-style-type: none"> <li>• Management of the services such as user administration, analytics, geo-blocking implementation, retrieving of streaming information and monitoring of the services, routine maintenance, exception handling and first line support.</li> <li>• The SABC will have 99.9% uptime for its linear channel source with exceptions to planned maintenance.</li> </ul>

<p><b>18.</b></p>	<p><b>Live Streaming series (video &amp; audio)</b>          What exactly is meant by the user should be able to adjust the audio and video quality actually mean?          o Quality is largely affected by available bandwidth and we utilises ABR to ensure the streams are not interrupted but at the expense of variable quality.</p>	<ul style="list-style-type: none"> <li>• Understanding that the streams are dependent on the bandwidth and by default would be set to the highest available quality, the users should also be able to choose if they want to consume the stream at a low, mid or high quality to control data consumption and thus there should be functionality that gives the users an option to choose their preferred quality.</li> <li>• Please refer to current podcasts on any radio station website for an example.</li> </ul>
<p><b>19.</b></p>	<p><b>Podcasts</b> – you require a portal for content to be uploaded by content providers          Can you please expand on the use cases for this section – it is not clear if the podcasts are on demand or arranged into ‘channels’ for play out.          Will there be any Quality Control processes for this content?          Will this be a different player to the video – the RFP is not clear whether this is the same player or a distinct one.</p>	<ul style="list-style-type: none"> <li>• The SABC packages on demand content from different shows and programmes thus will need to be able to access a content management system to load the on demand content which is categorized according to the stations and shows etc.</li> <li>• The content will therefore be available in the station category and further be organized into shows and features etc.</li> <li>• The player can be the same however; in that case, the player should have functionality to meet the requirements for the podcasts and video as per RFQ document.</li> </ul>