

**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.	How many hours of video and radio content does your solution requirement utilise	<ul style="list-style-type: none"> • The SABC expects a 24/7 streaming solution for both Radio and TV content. • The SABC currently has approximately 250 000 episodes hosted on the current podcast platform, thus an approximate 63 000 hours in total.
2.	What level of content protection to you require	<ul style="list-style-type: none"> • The SABC currently uses a token based authentication which is issued at initiation of the live stream, used for a short duration and then renegotiated on expiry. • The service provider to propose a solution that will sufficiently protect the SABC content. Thus, prevent any exploitation of SABC content by third parties without SABC consent.
3.	Will the SABC require provision of advertising space on the platform	<ul style="list-style-type: none"> • The monetization element of this project is not in-scope.
4.	<p>Question on the audio bitrates in the technical criteria table. Background: iono.fm supports different quality levels to cater for SA users that have slow and/or expensive data. Our current bitrates are “Low 40kbps”, “Medium 80kbps”, “High 160kbps”. We’ve determined these levels with a huge amount of experimentation over different types of audio codecs to reach an optimal trade-off between quality and size.</p> <p>Concerns: While we can do extra development to support the bitrates as specified in the SABC RFQ, we do not believe this to be in the best interests of end-users. It means for “Medium” quality every user will be using an additional 21mb per hour while 99% of them will never notice any improvement in quality. For the specified “High” bitrate of 256k users will use an additional 43mb per hour, and with even smaller chance of a noticeable improvement in audio quality.</p> <p>Question: can we qualify for 6 points on the technical criteria table if we have “Low”, “Medium” and “High” outputs that does not match the SABC bitrate specifications?</p>	<ul style="list-style-type: none"> • The SABC requirement is the specified bitrates in the RFQ document; the service providers can propose bitrates in line with the recommended criteria. • The evaluation criterion has been amended. Please see the RFQ addendum attached.



<p>5.</p>	<p>Who will be responsible for the bandwidth costs?</p>	<ul style="list-style-type: none"> • The SABC will make the feed available for a pull by the service provider. • The SABC will make the feed available through its internet link and the service provider is expected to have an internet link to fetch the stream from the SABC. • The service provider bandwidth costs will not be carried by the SABC.
<p>6.</p>	<p>As per Presidents announcement 23/03/2020 – SA 21 Day Lockdown as 26/03/2020 12am</p> <p>Please confirm that electronic / email submission of this RFQ is acceptable</p>	<ul style="list-style-type: none"> • Unfortunately not. The SABC has tried to make arrangements for bids to be submitted electronically unfortunately the arrangement didn't materialize. • The SABC has arranged for the bids to be dropped in the tender tender box.