1. What is SABC’s position on cloud-based solutions? Is there a preference for cloud vs. on-premise, or the reverse?

**RFP Answer: The SABC historically avoids rental and subscription based setups due to business continuity.**

**If there are additional options based around a total cost for 8 years solutions please provide these as options and benefits as part your tender proposal, the SABC will investigate and observe these value-adds.**

**The tender does cover the following:**

|  |  |
| --- | --- |
| **5.6.8.5**  | **Virtualised and private hosted cloud** Bidder to indicate how the system can be setup virtualised, i.e. decentralised as a cloud setup and hosted (hardware, software, infrastructure and services) at and by the SABC with an OEM SLA for operational and technical support only.  |
| **3.6.3**  | **Special event** (e.g. Elections) licenses need to be possible as a rental option. |
| **3.6.3.1**  | **Indicate if the rental can be cloud based**  |

1. [3.1.2.10](https://protect-za.mimecast.com/s/GA72Cqj5Dof1klO0hZjOp9) requests support for “Scheduled events or live feeds for the SABC on multiple platforms”.  We would be grateful if SABC could clarify this. What is the specific functionality required by this item?

**RFP Answer: The point is under the planning part of the tender referring to the diary so that we can flag these events for all to see and can plan what needs to be done on the different platforms.**

**The tender does cover the following:**

|  |  |
| --- | --- |
| **3.1.2**  | **The following minimum diary functions are required:**  |
| **3.1.2.10** | Scheduled events or live feeds for the SABC on multiple platforms. |

1. Section [3.1.3.2](https://protect-za.mimecast.com/s/anxiCr05XptrnoAVszmmGD) requests that, “A means is required to book and schedule allocated technical equipment……”.  Is this something SABC wishes the NPS solution to provide natively or via integration with an existing resource management system already in use at SABC? If the latter, please provide details of the existing system and version number(s).

**RFP Answer: We use the diary with the planned events to allocate the resources for content gathering of cameramen and journalists. The diary will also track the story allocation.**

**No external resource management system is used at this point.**

1. Section “3.2 NEWS GATHERING AND INGESTING” refers to “Wires services and / or Data Streams”.  Do items [3.2.1.1](https://protect-za.mimecast.com/s/HdR7Cvg5DwcELKWNTz4LxB), [3.2.1.2](https://protect-za.mimecast.com/s/KR-yCwj5ZxfvV9L8TKiaxG) and [3.2.1.3](https://protect-za.mimecast.com/s/PagSCxG59yiLRwJMTRb_ds) refer to ingesting content from wires or do they refer to content being created in the NPS by SABC staff? If the former, can you elaborate on how these items should apply to incoming wire content?

**RFP Answer: “Wire services and or Data streams” refers to content that is delivered in the form of dedicated data services. These services provide news feeds e.g. Reuters, SA Weather, financial indicators etc.**

**The point above defines our definition of what we identify Wires and Data streams.**

**Wire copy from outside, e.g. Reuters, etc. and internal wire are also generated for approved copies to allow gate-keeping.**

**Items** [**3.2.1.1**](https://protect-za.mimecast.com/s/HdR7Cvg5DwcELKWNTz4LxB)**,** [**3.2.1.2**](https://protect-za.mimecast.com/s/KR-yCwj5ZxfvV9L8TKiaxG) **and** [**3.2.1.3**](https://protect-za.mimecast.com/s/PagSCxG59yiLRwJMTRb_ds) **refer to the heading 3.2.1 Templates and Script.**

1. 3.2.1.4.3 and 3.2.1.4.4 request support for “script line numbers” and “story numbers”.  Can you explain the difference between these two items?

**RFP Answer:**

**Script line numbers are part of the template most often from 1 to about 20 of the rundown.**

**Story numbers are the stories within the rundown these within the segments so A1 to A5 will be in segment 1 B1-5 will be in segment 2 and so on.**

|  |  |
| --- | --- |
| 3.**2.1** | Templates and scripts |
| 3.2.1.**4** | The system must have, but not limited to dedicated fields/areas for editorial staff to include specific, required information about a story within the script: |
| 3.2.1.4.**3** | * script line numbers; nu between ad breaks…
 |  | 7 | 7 |  |
| 3.2.1.4.**4** | * story numbers;
 |  | 3 | 3 |  |

1. 3.3.1.2.2.1 states that “The story text editing needs to accommodate dictionaries of the 11 SA languages…” Does this refer to spell-checking or story authoring? If the latter, can you elaborate on the use of the word “dictionaries” in this context?

**RFP Answer: Dictionaries are for checking the spelling.**

1. [3.4.4.4](https://protect-za.mimecast.com/s/lMljCy85Mzi72kNXTAf4Oh) specifies that “At any stage updates to the running order should automatically save, referenced to a particular bulletin and recalled later to add further items.” We request that SABC elaborate further on what functionality is required here.

**RFP Answer: 3.4.4 The running order list**

**The run order needs to automatically save if any changes are updated. Obviously the changes are within the open bulletin running order one is working on. Any one accessing the Running Order will notice the dynamic updates done.**

1. 3.6.4 states that, “The user interface needs to allow customization to tailor the dashboard…”  Can you explain what is meant by the term “dashboard” in this context?

**RFP Answer: The user needs to customise their UI (Dashboard) – i.e. what the user is seeing due to different uses focus not all columns are relevant.**

1. We request that SABC provide version numbers for all equipment / systems to which the NRS should interface, including Dalet Galaxy, Masstech, SCISYS dira!, WordPress CMS (Section 4.2)

**RFP Answer: Version numbers as below:**

**Dalet Galaxy:**

* **Dalet Galaxy five 2.4**

**Masstech:**

* **Blackpearl: V5.1.6**
* **Masstech: Kumulate V1.3.0.8 - Management Software**
* **Masstech: FlashNet servers connects via the 10Gbps network infrastructure to a Nearline cache storage of 80 TB and via fiber infrastructure and to the LTO Tape Library with 8 LTO7 drives**
* **Masstech: FlashNet monitors the ingest watch folder and archives the content into the LTO Tape Library.**

**SCISYS Dira!**

* **Dira! ActiveX plugin for NRCS - Highlander V1.15.7**
* **Database: SQL 2012**
* **MOS Interface available**
* **Dira! On – Air player: V2.1.15.0**
* **Star Track V5.5-9**
* **Tools - V1.6-5**
* **Broadcast Report V1.5-1**

**WordPress**

* **WordPress V5.3.2**
* **WordPress is our primary CMS for publishing our news content to Web (we are looking into** [**their news option**](https://newspack.pub/) **seriously too) alongside YouTube, iono.fm, social media platforms and services etc.**
* **WordPress is used for production and it generates metadata accordingly.**
* **The SABC requires integration with the new solution, so that information sharing can occur.**
1. Section “4.3 ADOBE CREATIVE CLOUD SOLUTION”.  Media placeholders are created from the NRS, but the act of filling them involves integration between the NPS, Adobe Creative Cloud and Adobe Premiere and not the NRS directly. The NRS will typically be informed when the placeholder is filled but does not get involved with the actually filling. We request that SABC provide more detail on their thinking around section 4.3.

**RFP Answer:**

**That is correct; this point 4.3.3 will have to be removed.**

**The Newsroom system gives a placeholder to the News Production System which is the system that provides the Gateway for the Adobe connectivity.**

**An Addendum with these corrections will be advertised on the website and all vendors who attended the briefing session will be emailed regarding the update as indicated below the changes of 4.3.1 and 4.3.2 plus the removal of 4.3.3. – SCM will communicate.**

|  |  |
| --- | --- |
| **4.3** | **ADOBE CREATIVE CLOUD SOLUTION** |
| SABC News has migrated their Craft editing facilities to Adobe CC (Production Premiere).The progressive migration is moving Craft and Graphics to an Adobe platform to allow common share and render facilities. Beyond this the cloud and management solutions that Adobe brings requires Newsroom integration.A functional Gateway must allow access to the NRS and provide the ability to: |
| 4.3.**1** | Integration the Newsroom system to accommodate the Adobe CC software. Bidder to indicate how this is achieved. |  | 10 | **10****0** |  |
| 4.3.**2** | Bidder to add the options and costing to the Bill of Materials. |  | 10 | **10****0** |  |
| ~~4.3.~~**~~3~~** | ~~Ability for Adobe Production Premiere to publish clips to the Newsroom System placeholders.~~  |  | ~~10~~ | ~~10~~ |  |

1. Section 4.4 states that, “Dalet Galaxy delivers files and archives to the LTO via the Masstech and Black Pearl system. SABC News uses the Dalet Galaxy system to catalogue and archive its media to LTO system.” yet question 3.5.2.2.2 asks about support for access to ”The media as it is all stored in the LTO system (MassTech)”. Why do SABC feel that the NRS should interface directly to Masstech / LTO?

**RFP Answer:**

**The access to Archive material is directly from the LTO system, our archiving and cataloguing is via the Dalet system. The embedded editing of content is via the NPS….**

**The Newsroom system cannot do the work the News Production System which is the system that provides the LTO access to the archived content.**

**An Addendum with these corrections will be advertised on the website and all vendors who attended the briefing session will be emailed regarding the update as indicated below the removal of 4.4.1, 4.4.2, 4.4.3, 4.4.4, 4.4.6 – SCM will communicate.**

**The Deletion of section 4.4.1, 4.4.2, 4.4.3, 4.4.4, 4.4.6 needs to be done and disregarded for the RFP.**

**Note 4.4.5 is valid “Push content to Dalet Galaxy to be catalogued and archived”**

**The aim is to allow the NRS story text scripts to be linked to the Media content and transferred to the Dalet Galaxy system. The script metadata enriches the cataloguing for the archive on the Dalet Galaxy system.**

**Push content to Dalet Galaxy to be catalogued and archived , i.e. Push metadata (Script data) linked to the media content to Dalet Galaxy to be used for the cataloguing and stored (Archived) with the media.**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 4.4.**5** | Push content to Dalet Galaxy to be catalogued and archived  |  | 10 | 10 |  |

|  |  |
| --- | --- |
| **4.4** | **DALET GALAXY AND LTO MASSTECH (BLACK PEARL) ARCHIVE** |
| The SABC has implemented the Dalet Galaxy as an ingest system for the SABC’s program content. Dalet Galaxy delivers files and archives to the LTO via the Masstech and Black Pearl system. SABC News uses the Dalet Galaxy system to catalogue and archive its media to the LTO system. The NRS system is required to enable the following to allow seamless NPS editing where all the content will be managed efficiently, securely and safely on file-base workflows. **The solution provided by the bidder needs to allow**: |
| ~~4.4.~~**~~1~~** | ~~Access the news content on the LTO archive database 🡨 NPS System~~ |  | ~~10~~ | ~~10~~ |  |
| ~~4.4.2~~ | ~~Ability to search stored content 🡨 NPS System~~  |  | ~~10~~ | ~~10~~ |  |
| ~~4.4.~~**~~3~~** | ~~Open and allow NPS editing of the available proxy content of the Active Archive (LTO) 🡨 NPS System~~ |  | ~~10~~ | ~~10~~ |  |
| ~~4.4.~~**~~4~~** | ~~Retrieve content via the NPS from the LTO 🡨 NPS System~~ |  | ~~10~~ | ~~10~~ |  |
| 4.4.**5** | Push content to Dalet Galaxy to be catalogued and archived  |  | 10 | 10 |  |
| ~~4.4.~~**~~6~~** | ~~The above functionality is required using the same NRS/NPS user interface 🡨 NPS System~~ |  | ~~10~~ | ~~10~~ |  |

1. We request that SABC provide details of the current Quantel / Dalet Galaxy integration and workflows to provide better context for understanding section 4.4.

**RFP Answer: Currently no integration exists, except file transfers. The RFP will establish the integration required. Elaborate workflows**

1. 4.8 states that, “SABC News utilises a number of third party social media monitoring and curation tools. It would be of great benefit if the system can integrate with these existing tools…. ” We request that SABC provide details (including version numbers) of all social media monitoring and curation tools currently being used by SABC News as well as an outline of related workflows.

**RFP Answer: SABC News currently uses Hootsuite for social media curation and publishing. For social media analytics and insight trends, it uses the native insights tools offered by their platforms. The news website uses WordPress as its Content Management System.
There is currently no integration with the above mentioned and the current newsroom computer system used.
The type of functionality that is requested is listed from 4.8.1 to 4.8.3.**

|  |
| --- |
| SABC News utilises a number of third party social media monitoring and curation tools. It would be of great benefit if the system can integrate with these existing tools and/or offer its own so-called “one-stop-shop” for social media.The following functionality (but not limited to) should be provided by the system: |
| 4.8.**1** | As a newsgathering tool and social media manager:  |
| 4.8.1.**1** | * Receive social media feeds for newsgathering, monitoring and curation.
 |  | 8 | 8 |  |
| 4.8.1.**2** | * Receive (and convert) non-standard file formats and aspect ratios.
 |  | 9 | 9 |  |
| 4.8.1.**3** | * The ability to create (schedule) content and approve for social media platforms as well as publish and distribute it on a variety of social networks.
 |  | 8 | 8 |  |
| 4.8.1.**4** | * The ability to select and publish social media content to platforms e.g. for on-air broadcast and Web.
 |  | 8 | 8 |  |
| 4.8.1.**5** | * The ability to link social media content to rundowns.
 |  | 8 | 8 |  |
| 4.8.1.**6** | * The ability to stream multimedia content from social media e.g. video, live video.
 |  | 8 | 8 |  |
| 4.8.1.**7** | * The ability to accommodate live and static data gathered from social trends.
 |  | 8 | 8 |  |
| 4.8.**2** | Analytics |
| 4.8.2.**1** | Monitor and track trending topics and events (and flag those that gain traction quickly). E.g. Coronavirus |  | 9 | 9 |  |
| 4.8.2.**2** | Provide social media sentiment analysis (historical too) and polling. |  | 9 | 9 |  |
| 4.8.**3** | User generated content (UGC) tool/application |
| 4.8.3.**1** | * Ability to allow downloading of content to the NRS and NPS
 |  | 9 | 9 |  |
| 4.8.4.**2** | * Ability to allow user content validation and permission
 |  | 10 | 10 |  |
| 4.8.3.**3** | * Ability to allow GPS trackable and on-line tracking user management for content inserts

Users trackable to establish site location for event captures |  | 10 | 10 |  |

1. Section “5.1 SYSTEM RESILIENCE AND RELIABILITY”, states that “Some of these techniques are listed below” and then lists “Duplicated Servers” (5.1.1) and “Multiple simultaneous instances” (5.1.2).   These appear to be offered as alternative approaches – and we would agree that they are – but they are scored as if both points need to be addressed. Can you elaborate on how this should be handled?

**RFP Answer: The objective is to have 100% System Uptime with no single point of failure and have solid system resilience, with hardware (HW) Servers and functioning software services or instances. There is a slight difference between the two:**

* **Duplicate servers refer to duplicated physical devices should one fail another is there for resilience to carry the load. If a single server is used and not duplicated in some way where is the resilience? Even N+1 setups allow for HW duplications. The fact is still to be addressed how is the Bidder to address a hardware component like a server failing to allow 100% up time?**
* **Multiple simultaneous instances is more than one instance or service should one fail there is another that takes its place and does not force the system to stop functioning, this can refer to more than one service running to ensure no single point of failure and allow an alternative. The fact is still to be addressed how is the Bidder to address a software component like an application or service failing to allow 100% up time?**

|  |  |
| --- | --- |
| **5.1** | **SYSTEM RESILIENCE AND RELIABILITY** |
| The newsroom computer system should offer maximum (100%) uptime. The system must offer full redundancy, locally and nationally.The Newsroom System must be designed to be inherently reliable and must be provided with automatic backup with fail over systems to enhance the resilience to fault conditions.In essence, this system is similar to many other computer based processing systems used in mission critical environments, and the normal techniques employed to increase the overall reliability and resilience to faults in such systems must be employed in this application.Some of these techniques are listed below, but the Bidder is encouraged to offer innovative solutions to these problems. All such offerings must be accompanied by **a description of their “operating principles”, a “high level design diagram” and a “statement” detailing why this solution is recommended** by the Bidder. |
| 5.1.**1** | **Duplicated Servers** – where two servers are arranged as a pair, such that in the event of one failing, the other can seamlessly assume the total processing load alone. The servers must have dual PSU’s. |  | 10 | 10 |  |
| 5.1.**2** | **Multiple simultaneous instances** of key applications and resources – where all key applications and resources exist simultaneously on different servers, and the client terminals can access any instance at any time. |  | 10 | 10 |  |

1. 7.2 under “7. SYSTEM DESIGN”, requests both a “High-level technical system design drawing.” and a “Comprehensive Technical Concept Design document to be supplied for the team to understand the delivery”.  Can SABC please explain the difference between the two design documents requested?

**RFP Answer: The document will have to explain the drawing of the system design and all technical specifications.**

* **“High-level technical system design drawing”.** – technical drawing even in block format what the components are and where you propose to implement them.
* **“Comprehensive Technical Concept Design document to be supplied for the team to understand the delivery”** – An explanation of the drawing to help us understand the system being proposed.

|  |  |
| --- | --- |
| **7.** | **SYSTEM DESIGN** |
| 7.2 | High-level technical system design drawing.= 10 PointsComprehensive Technical Concept Design document to be supplied for the team to understand the delivery = 20 points |  | 30 | 30 |  |

1. will we get support from vendors like Dalet, Masstech , Scisys?

**RFP Answer: The Bidder is to negotiate support directly with the OEM SABC (Dalet, Masstech, SCISYS, WordPress) products to ensure integration is achieved and is supported for the life of the implemented solution.**

**Integration will be the sole responsibility of the Bidder who needs to negotiate with the OEM of these systems to integrate the infrastructure, functionality and workflows required as specified in the RFP. All related integration cost (licensing, development and so on) between the Bidders offered solution and OEM products at the SABC must be included in the proposal. The Bidder will be responsible for the bilateral and any other agreement for the offered solution and the OEM product integration, i.e. the SABC will only contract with the successful Bidder supplying the integrated solution.**

1. 4.8.3 describes UGC-related functionality. Can SABC explain which system(s) (including version numbers) are currently being used for these tasks?

**RFP Answer:**

**Internal within the Newsroom System: When the SABC generates content and for Radio News the Copy editor has to go and get the copy subedited and checked. Once checked and approved, it gets the same slug, but a new version and also it is then fit for used by all radio stations and also TV as an internal Wire service for SABC News consumption.**

**External to the Newsroom System**: **User generated content is generated and obtained by call-to-actions from SABC News to the public for content. At present, this is a manual process. If there is integration functionality with the new newsroom computer system that can streamline and improve this, it will assist greatly.**

|  |  |
| --- | --- |
| 4.8.**3** | User generated content (UGC) tool/application |
| 4.8.3.**1** | * Ability to allow downloading of content to the NRS and NPS
 |  | 9 | 9 |  |
| 4.8.4.**2** | * Ability to allow user content validation and permission
 |  | 10 | 10 |  |
| 4.8.3.**3** | * Ability to allow GPS trackable and on-line tracking user management for content inserts

Users trackable to establish site location for event captures |  | 10 | 10 |  |

1. 4.8.2 describes social media Analytics functionality. Can SABC explain which system(s) (including version numbers) are currently being used for these tasks?

**RFP Answer:**

**SABC News currently uses a combination of methods to track social media analytics performance and insights. We use the native insights tools offered by social media platforms, free data trending/insights tools and manually track trends too.**

1. Does the SABC have a view, for sections 10.1, 10.2 and 10.5.3, whether it wishes to have training done in a single session for all users or for operational reasons, will there need to be multiple sessions to ensure all users are able to attend a training session?

**RFP Answer: Multiple training sessions as users will have to be given an over-view then specialized training to their job function. Provide the fully comprehensive training costs with the planned break-down and the possible alternative options because the SABC has requested our staff to be trained to train as well (Train-the-trainer).**

1. Do you plan to hold the trainings in one location, or in all the regions?

**RFP Answer: Training will need to be done in all the regions and it will include hand hold while going live.**

1. For question 10.5.2, does the SABC expect a full operational training plan to be described here or just a commitment to provide such a plan?

**RFP Answer: Refer to Question 19) A comprehensive plan will be required because training needs will have to be relooked as the workflow is fine tuned.**

1. 1.1

Description of existing system Question 54) cover this point

Could you confirm that there will be about 1200 user (according to the Diagram), while the system requires licenses for 750 concurrent users?

**RFP Answer:** **Correction: The RFP requests:**

* **750 concurrent users or users using the system at the same time.** T**he SABC has +/- 1200 staff at News who work to cover 3-4 shift times daily, when the one shift leaves the other takes their place, thus there is never a volume of 1200 users at work at the same time.**

**If the licences are on a tablet or workstation the concurrent licences number 750.**

* **8 x 5 = 40 Dedicated licenses or software on studio workstations**

|  |  |
| --- | --- |
| 3.**6.2** | Software application  |
| 3.6.2.**1** | * 750 floating (concurrent) user licenses on the SABC network (SABC WAN) on multiple devices, e.g. Desktop, Laptop, Tablet (IOS and Android) and Mobile (IOS and Android).
 |  | 10 | 10 |  |
| 3.6.2.**2** | * Studio workstations with dedicated device licenses

(8 per studio for 5 studios) |  | 10 | 10 |  |

|  |  |
| --- | --- |
| **5.7** | **SOFTWARE LICENCES** |
| 5.7.**1** | All licensing will need to be a once-off payment license (perpetual license) the SABC will not purchase annual subscription licenses to ensure equipment is functional.  |  | 10 | 10 |  |
| 5.7.**2** | The licenses need to be floating; a pool of licenses for concurrent use.  |  | 10 | 10 |  |
| 5.7.**3** | Studio workstations licenses (non-floating) based on specific devices is required;  |  | 10 | 10 |  |
| 5.7.**4** | All software licenses needs to be specified and included as part of the proposal. |  | 10 | 10 |  |
| 5.7.**5** | All the required OS, application and plugins licenses must be included in the solution. |  | 10 | 10 |  |
| 5.7.**6** | Licenses for application software needs to be platform agnostic, i.e. software needs to run on mobile devices, tablets, Laptops and Computers.  |  | 10 | 10 |  |

1. 3.1.1.2

The SABC requires at least 16 diaries i.e. four specialist, SSP and 11 regional diaries that can be incorporated into the national diary.

Are all the Diaries, collected from all the regions are then grouped to a single daily playlist, covering one TV channel, or the workflow is different?

**RFP Answer:**

**SSP refers to special projects, they have a diary to plan external events and preplanned eventualities. The SSP and specialist teams can inform the other teams of events and event planning prepared in advance.**

**All regions create their own diaries then they have a diary meeting and from there in JHB a consolidated TV diary is created.**

**As for radio the same happens they do pretty much the same but for radio only.**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **3.1.1.2** | The SABC requires at least **16 diaries** i.e. four specialist, SSP and 11 regional diaries that can be incorporated into the national diary.  |  | 10 | 10 |  |

1. 3.1.2.2

Diary templates (scheduled story planning) must auto create to at least 30 days and be configurable

Which exactly parameters would like to be included into the daily template? Timings, which journaists would cover which story or something else?

**RFP Answer:**

**Some parameters listed below;**





**Some additional specific columns need to be added or removed depending on time of the year e.g. Woman’s month, Heritage Month, GBV, Mandela day.**

**The segments/column will be added for on a date for a duration +/- 30 days then the segment/column will be removed from the template/s.**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 3.1.2.**2** | Diary templates (scheduled story planning) must auto create to at least 30 days and be configurable.  |  | 10 | 10 |  |

1. 3.1.2.10

Scheduled events or live feeds for the SABC on multiple platforms

Could you give an example, please? To mark for each News event in the playlist news rundown on which platform the event would be sent (TV, Twitter, Facebook, YouTube..) or something different?

**RFP Answer:**

**The Diary and Planning is being referred to; e.g. scheduled events like “Blind awareness” might get a sponsored clip that is required to be played out for 30 days on every bulletin for 40 seconds carried on all Radio /TV and digital platforms. How can your solution achieve this effectively?**

|  |  |
| --- | --- |
| **3.1** | **PLANNING** |
| 3.1.**2** | The following minimum diary functions are required: |
| 3.1.2.**10** | Scheduled events or live feeds for the SABC on multiple platforms. |  | 10 | 10 |  |

1. 3.1.3.2

A means is required to book and schedule allocated technical equipment and facilities and a means to reflect their use

Is it a mandatory that technical equipment assignment is part of Newsroom system? There are 11 or more regions and this system inside NRCS could be very complex and apart from manpower would be difficult to manage. Can this be external scheduling system, not part of NRCS?

**RFP Answer:**

**The current setup allows for this as part of the diary function, an entry is done to allocate resources, i.e. an ENG camera person, linked to a journalist and any equipment or booked facility or vehicle like a DSNG that is required for them to take with to produce live contributions or content generation. The solution is a Basic allocation and resource monitoring system means. The Bidder is advised to suggest the possibilities of adding a resource management solution to extend the basic requirements mention above but only as an option.**

|  |  |
| --- | --- |
|  | Editorial collaboration is essential across the different SABC News platforms (Digital, Radio and Television), allowing all SABC News teams to leverage off each other’s efforts. The following is required:  |
| 3.1.3.**2** | A means is required to book and schedule allocated technical equipment and facilities and a means to reflect their use.  |  | 10 | 10 |  |

1. 3.2.1.1

The system must permit template-based ingestion of stories

Could you give more details about your expectations here- text/video stories?

**RFP Answer:** **Please also refer to Question 45)**

**The heading is referring to templates and scripts, scripts are text based not video and audio.**

**If text content is ingested into a template it is used as a form to reduce the duplication of work. Entering in to each script default things prevents one from having to do every script from scratch; e.g. Presenter, in-words, out-words, story duration etc.**

|  |  |
| --- | --- |
| 3.**2.1** | Templates and scripts |
| 3.2.1.**1** | The system must permit template-based ingestion of stories. |  | 8 | 8 |  |

1. 3.2.1.4.16

copyright/license status details; and

Is that one more category for each Story with "tick" field?

**RFP Answer:**

**The request is for a field to include information of “copyright/license status details”; a tick box is yes or no and will not be sufficient.**

|  |  |
| --- | --- |
| 3.2.1.**4** | The system must have, but not limited to dedicated fields/areas for editorial staff to include specific, required information about a story within the script: |
| 3.2.1.4.**16** | * copyright/license status details; and
 |  | 10 | 10 |  |

1. 3.2.2.2

The wire service needs to have the ability to view public emails as an input wire e.g. press releases sent via email

This requires support from SABC: to access selected SABC (or other) email accounts and extraction of the content into a new database. Will we have a support from SABC IT to allow this access?

**RFP Answer:**

**IT has allocated a dedicated email that is only accessible by the newsroom and who populate this information. An arrangement will be made with SABC IT to assist.**

|  |  |
| --- | --- |
| 3.**2.2** | Wires |
| 3.2.2.**2** | The wire service needs to have the ability to view public emails as an input wire e.g. press releases sent via email. |  | 8 | 8 |  |

1. 3.2.2.3

The wire service needs to break down the feeds into their news categories (politics, economics, weather, WhatsApp, Web, social media feeds, sport etc.)

Could you give more details, please? What would be the criteria to sort the news?

**RFP Answer:**

**News agencies when they send out text they have coding that also incorporates the categories for the type of story that is sent out e.g. R/$ will have something in the script that point it to “Financial”**

|  |  |
| --- | --- |
| 3.**2.2** | Wires |
| 3.2.2.**3** | The wire service needs to break down the feeds into their news categories (politics, economics, weather, WhatsApp, Web, social media feeds, sport etc.) |  | 8 | 8 |  |

1. 3.2.3.2

Users must be able to download graphics from the system and reuse them on other platforms i.e. publish an article on a website or republish to social media

This depends on the capabilities of Graphics system, while the choice of future system is unknown at the moment. Could this point be removed from scoring of NRCS system? Where is the planned graphic source?

**RFP Answer:**

**The point in question is related to the Wires and Data stream services which bring within their services metadata links (URLs) to the graphics and multimedia online. The aim is for the system to identify the URLs and allow them to be downloaded. This is not related to the graphics system.**

|  |  |
| --- | --- |
| **3.2** | **NEWS GATHERING AND INGESTING** |
| “**Wire services and or Data streams**” refers to content that is delivered in the form of dedicated data services. These services provide news feeds e.g. Reuters, SA Weather, financial indicators etc. The system must allow and enable the following functions within the news gathering and content ingesting phase: |
| 3.**2.3** | Graphics and multimedia |
| 3.2.3.**1** | The system must provide a preview of the multimedia content. |  | 8 | 8 |  |
| 3.2.3.**2** | Users must be able to download graphics from the system and reuse them on other platforms i.e. publish an article on a website or republish to social media. |  | 10 | 10 |  |

1. 3.3.1.2.4

Translating into the 11 official languages is important.(split screen required for translating one language to another)

Could you give more details, please? Is that like a custom script that would allow Google (machine quality) translation?

**RFP Answer:**

**The majority of translations do not have auto translation capabilities, therefore the editorial team needs for ease of translating a script story from one language to the next a split screen UI or dual window with the one language on the one side and a place to type the translated story into another script window. The bulletin writer needs to be able to see an English script and have an open second text editor to translate that script into another language e.g. from English to Zulu.**

|  |  |
| --- | --- |
| **3.3** | **SCRIPT EDITING** |
| “**Scripting**” entails the inputting of scripts into the newsroom system. This happens after the story gathering process has been completed. |
| **3.3.1** | The system must allow and enable the following functions in the editing phase: |
| 3.3.1.**2** | Story text editing |  |  |  |  |
| 3.3.1.2.**4** | * Translating into the 11 official languages is important.(split screen required for translating one language to another)
 |  | 10 | 10 |  |

1. 3.3.1.2.5

Auto-save (time configurable) and an easy way to retrieve auto-saved stories in the event of an unexpected computer shutdown or closing by mistake. The story/content should be easily recovered;

1. What is the expected time between Auto-saves?
2. What components of the story are expected to be saved?

**RFP Answer:**

**a) Time between auto-saves: it is currently set to 5 minutes**

**b) Components of the story are expected to be saved: everything in the Story text script.**

|  |  |
| --- | --- |
| **3.3** | **SCRIPT EDITING** |
| “**Scripting**” entails the inputting of scripts into the newsroom system. This happens after the story gathering process has been completed. |
| **3.3.1** | The system must allow and enable the following functions in the editing phase: |
| 3.3.1.**2** | Story text editing |  |  |  |  |
| 3.3.1.2.**5** | * Auto-save (time configurable) and an easy way to retrieve auto-saved stories in the event of an unexpected computer shutdown or closing by mistake. The story/content should be easily recovered;
 |  | 10 | 10 |  |

1. 3.3.1.2.13

When scripting duplicate slugs must not be allowed

Which criteria is used to determine is the slug duplicated - Slug name or other?

**RFP Answer:**

**Slug name only, duplicate - slugs are allowed in a rundown**

|  |  |
| --- | --- |
| **3.3** | **SCRIPT EDITING** |
| “**Scripting**” entails the inputting of scripts into the newsroom system. This happens after the story gathering process has been completed. |
| **3.3.1** | The system must allow and enable the following functions in the editing phase: |
| 3.3.1.**2** | Story text editing |  |  |  |  |
| 3.3.1.2.**13** | * When scripting duplicate slugs must not be allowed.
 |  | 10 | 10 |  |

1. 3.4.1.3

The system needs to offer centralised publishing for all SABC platforms

Need bit more details here (list of SABC platforms), or an example, please

**RFP Answer:**

**List of SABC platforms? Platforms (cross-functional teams) in this context is publishes referred to as script stories (checked and approved) that are available for all to see (centralised).**

|  |  |
| --- | --- |
| **3.4** | **PUBLISHING** |
| **“Publishing”** is the process of having approved content ready for broadcast, publication and distribution. |
| 3.**4.1** | General  |
| 3.4.1.**1** | Once scripts have been checked and approved, an alert needs to be triggered to inform cross-functional teams that they are ready for publishing. |  | 6 | 6 |  |
| 3.4.1.**2** | All SABC platforms (including cross-functional teams) need to be able to see and access what each has done. This is important especially when there’s breaking/developing news. |  | 8 | 8 |  |
| 3.4.1.**3** | The system needs to offer centralised publishing for all SABC platforms. |  | 8 | 8 |  |

1. 3.4.5.3

Editorial users need to be able to publish trending social media topics, sentiments and web/social analytics highlighted within the system for publication and broadcast on all platforms

Need more details. If the system allows publishing to Facebook, Twitter, YouTube, Flickr, Wordpress, Drupal, TownNews, Frankly and if brief web/social analytincs data are available, is that enoug to be compliant? Is SABC using existing Social/Web analytics application?

**RFP Answer:**

**Also refer to Question 13) a similar question was asked.**

**Social Media integration and publishing of News to On-line Social Media Platforms is a given internationally. As the RFP requests, Bidder to provide solution to be able to publish trending social media topics, sentiments and web/social analytics highlighted within the NRS for publication and broadcast on all platforms.**

|  |  |
| --- | --- |
| 3.**4.5** | Digital platforms and social media networks |
| 3.4.5.**1** | The system needs to have publishing functionality to different digital and social media platforms (e.g. websites and online services etc.). |  | 8 | 8 |  |
| 3.4.5.**2** | Editorial staff needs to be able to curate, clip selected broadcast content and publish it on the Web and social media platforms (vice versa from Digital News). |  | 8 | 8 |  |
| 3.4.5.**3** | Editorial users need to be able to publish trending social media topics, sentiments and web/social analytics highlighted within the system for publication and broadcast on all platforms. |  | 8 | 8 |  |

1. 3.4.6.1

Initialisation of MOS automated devices e.g. graphics generator (CG), playout (NPS and dira! [SCISYS]), teleprompter as documented in the integration section of this document

What exactly integration with "dira!" is required - to play program on the Radio at certain time?

**RFP Answer:**

**The News editorial team generates a running order for Radio News. The Newsroom integration via MOS generates the dira playout list with the appropriate audio clips to play as per the Newsroom Running-Order for the initiated or loaded Radio News bulletin, i.e. once the running order is initiated the dira! System gets a playlist of audio clips stacked to playout as the Newsroom Running Order sequenced them.**

|  |  |
| --- | --- |
| 3.**4.6** | Output  |
| **“Output”** is when a running order is activated for studio on-air and streaming devices. |
| 3.4.6.**1** | Initialisation of MOS automated devices e.g. graphics generator (CG), playout (NPS and dira! [SCISYS]), teleprompter as documented in the integration section of this document.  |  | 10 | 10 |  |

1. 3.4.6.2

The system has to be able to move running orders dynamically from one studio to another, redirecting MOS devices to the reallocated studio

Is it compliant if the running orders are duplicated manually, and then the running order can be switched to communicate with different MOS devices?

**RFP Answer:**

**The aim is to reconfigure the MOS devices to function in another facility that uses different MOS devices; if a Running Order is enabled for one facility and there is a problem with the facility it needs to be reconfigured within a minute to another available facility. The Quickest way to do this is usually to take the existing and move or reassign the MOS Devices.**

**Duplicating the same manually will still require the MOS devices to be reassigned causing a delay as the core requirement is to use the system in another facility with the reassigned MOS devices.**

|  |  |
| --- | --- |
| 3.**4.6** | Output  |
| **“Output”** is when a running order is activated for studio on-air and streaming devices. |
| 3.4.6.**1** | Initialisation of MOS automated devices e.g. graphics generator (CG), playout (NPS and dira! [SCISYS]), teleprompter as documented in the integration section of this document.  |  | 10 | 10 |  |
| 3.4.6.**2** | The system has to be able to move running orders dynamically from one studio to another, redirecting MOS devices to the reallocated studio. |  | 10 | 10 |  |

1. 3.5

Archiving

Complaince of this whole section depends on the features of Production System (PAM/MAM), which is unknown at this stage. NRCS communicate with it through MOS protocol. Can we assume here that if PAM/MAM fulfils these points and NRCS communicates to PAM/MAM well, then the offered NRCS system is compliant?

**RFP Answer:**

**No this section has nothing to do with any PAM or MAM nor the News Production system, it refers to the archiving of the script stories, diary entries and the running orders etc.**

|  |  |
| --- | --- |
| **3.5** | **ARCHIVING** |
| “**Archiving**” refers to the record-keeping of all captured content, i.e. all stories, rundowns and diaries. **The system must have the following functions in the archiving phase:** |

1. 3.5.5.1

The archive must be rights protected

Is this a desire to have a permission to access archived rundowns? As is, customer can manually move archived running order to a restricted directory. Is that acceptable solution?

**RFP Answer:**

**The Archive of all stories, rundowns and diaries needs everyone be able to read the archive but have no right to edit or change any of the archived content.**

|  |  |
| --- | --- |
| **3.5** | **ARCHIVING** |
| “**Archiving**” refers to the record-keeping of all captured content, i.e. all stories, rundowns and diaries. **The system must have the following functions in the archiving phase:** |
| 3.5.**5** | Updates/changes to archival content |
| 3.5.5.**1** | The archive must be rights protected. |  | 5 | 5 |  |

1. 3.5.5.3

The system needs to autoarchive with an option to manually archive diaries and rundowns

Is it acceptable if running orders are manually archived, while diaries (assignments) are not archived? Diaries always remain active.

**RFP Answer:**

**Archiving Running Orders needs to be an automated function due to the volume of news bulletins and the manual process after each bulletin is an unnecessary repetitive task and a waste of resources and time. Furthermore the option of manual archiving some diaries is archived for audit reasons**.

|  |  |
| --- | --- |
| **3.5** | **ARCHIVING** |
| “**Archiving**” refers to the record-keeping of all captured content, i.e. all stories, rundowns and diaries. **The system must have the following functions in the archiving phase:** |
| 3.5.**5** | Updates/changes to archival content |
| 3.5.5.**3** | The system needs to auto-archive with an option to manually archive diaries and rundowns. |  | 5 | 5 |  |

1. 3.6.2.2

Studio workstations with dedicated device licenses (8 per studio for 5 studios)

Once offering 40 MOS licenses, would the offer be complaint here? Please clarify what type of licenses needed- where would a studio workstation be?

**RFP Answer:**

**Also refer to Question 22)**

**The workstations will be in the studio as mention for the different studio functions or disciplines 5.2.2 in the RFP.**

**Yes the studio requires 8 x 5 = 40 dedicated NRS licenses or software for the studio workstations.**

**40 MOS licenses? Not sure what is referred to as MOS licenses for the NRS in the studio; normally the NRS has MOS server/s which communicates with all MOS devices. The 3x TV systems that are MOS enabled for the TV Graphics Playout system, the TV Media Playout System (NPS) and the Autocue system which has MOS enabled software. The bulletin MOS initialisation can be done from any open Running Order that has the user rights.**

**Where would a studio workstation be? – in the TV News studio**

|  |  |
| --- | --- |
| 3.**6.2** | Software application  |
| 3.6.2.**1** | * 750 floating (concurrent) user licenses on the SABC network (SABC WAN) on multiple devices, e.g. Desktop, Laptop, Tablet (IOS and Android) and Mobile (IOS and Android).
 |  | 10 | 10 |  |
| 3.6.2.**2** | * Studio workstations with dedicated device licenses

(8 per studio for 5 studios) |  | 10 | 10 |  |

|  |  |
| --- | --- |
| **5.7** | **SOFTWARE LICENCES** |
| 5.7.**3** | Studio workstations licenses (non-floating) based on specific devices is required;  |  | 10 | 10 |  |

|  |  |
| --- | --- |
| **5.2** | **WORKSTATIONS** |
| The quoted equipment must comply with the following specifications:  |
| 5.2.**2** | Core hardware required for each News Studio – 8x computer workstations will be required for each of the 5 studios. Workstations allocated to the follow users: Editorial Producer, Director, Technical Operator, Production Assistant, Teleprompter, Playout Operator, Titles Operator, Sound Operator. The bidders to provide workstations that will allow for the optimal performance of the proposed system.  |  | 10 | 10 |  |

1. 3.6.3.1

Indicate if the rental can be cloud based

Need more details. These licenses will be added to current installed system at SABC or it is a separated system in the cloud?

**RFP Answer:**

**The SABC has special events which often can require additional licenses or licenses at Outside SABC sites nationally and internationally. The request is that should the SABC require and rent additional licenses for these events if these can be Cloud based and allow interconnectivity to the SABC’s internal Hosted system; Indicate if the rental can be cloud based**

|  |  |
| --- | --- |
| 3.**6.3** | Special event (e.g. Elections) licenses need to be possible as a rental option. |
| 3.6.3.1 | * Indicate if the rental can be cloud based
 |  | 10 | 10 |  |

1. 3.6.5.2

Logging of system and user events, (changes on system needs to be tracked and identifiable – auditable log).

Need more details, is logging per each workstation IP sufficient?

**RFP Answer:**

**Logging of system and user events, where “system” refers to NPS System**

**Logging is per user in the NPS system and Studio Workstation (Device-name) not IP due to Network DHCP use.**

|  |  |
| --- | --- |
| 3.**6.5** | The system administration function must provide the following: |
| 3.6.5.**1** | * The systems administrator facilitates the control and optimisation of the operations of the overall system.
 |  | 8 | 8 |  |
| 3.6.5.**2** | * Logging of system and user events, (changes on system needs to be tracked and identifiable – auditable log).
 |  | 10 | 10 |  |

1. 3.6.5.7

Setup up of system templates

Could you explain more what are system templates?

**RFP Answer:**

**Templates are preset defaults used to reduce daily repetitive work, e.g. when a new Running Order is generated for the next 30 days for a certain bulletin it is populated with the several preformatted standard story scripts e.g. Opening script, populated opening media clips to play, presenter opening autocue dialog, title etc..**

**Templates are used every day with selected criteria that can be modified as the needs change. In most cases templates remains constant (the info in them do not change). For a script we also use templates where we have certain Constant entries (embedded default text entries) that have to be part of the story e.g. presenter, in-words, out-words, super information, etc.**

1. 3.6.5.9

Systems statistical analysis, monitoring and user activity interrogation

Is tracing of user logging to the system sufficient (duration of activities)?

**RFP Answer:**

**Unfortunately no, NPS system statics on some stories e.g. as to number on time a story was used or covered over a specific time frame is also required.**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 3.6.5.**9** | * Systems statistical analysis, monitoring and user activity interrogation
 |  | 10 | 10 |  |

1. 3.6.5.10

Customise the user profiles, groups and ability to clone profiles to different groupings

If creating and customizing all profiles and groups is supported will this be compliant?

**RFP Answer:**

**We must have a standard profile for a specific job profile and if certain individual needs to be customised then we should be able to go into that persons profile and make the appropriate changes.**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 3.6.5.**10** | * Customise the user profiles, groups and ability to clone profiles to different groupings.
 |  | 10 | 10 |  |

1. 3.6.7

Accommodate visually-impaired staff. Allow for clearly defined shortcut keys (keyboard functionality) for users using the JAWS Software

More details on JAWS and integration protocols needed

**RFP Answer:**

<https://sensorysolutions.co.za/catalogue/screen-reading-software/12-jaws-screen-reading-software.html>

**JAWS is a software component that allows visually impaired person to navigate a windows based computer using the keyboard and voice commands**

1. 3.7.1.4

Enable audience advisory functionality. This is to be able to include parental guidance or sensitive material alerts into scripts for display purposes, indicate how this can be achieved

Would it be acceptable to have additional category for the rundown item with "tick" field (PG required or not)?

**RFP Answer:**

**The request is the editorial team to be alerted to advise content “not for sensitive viewers” and give some sort of warning or alert;** **indicate how this can be achieved**.

|  |  |
| --- | --- |
| **3.7** | **COMPLIANCE AND REGULATIONS** |
| The Newsroom system must comply with international, and South African regulations |
| 3.**7.1** | The system will require the following functionality with regard to compliance and regulatory matters: |
| 3.7.1.**4** | Enable audience advisory functionality. This is to be able to include parental guidance or sensitive material alerts into scripts for display purposes, indicate how this can be achieved.  |  | 10 | 10 |  |

1. 4.1.2

Be able to integrate with other XML-based systems;

Could you give an example which XML system you may have?

**RFP Answer:**

**XML data or streamed data is a standard universal data format**

1. 4.2

INTEGRATION WITH THE NEWS PRODUCTION PLAYOUT SYSTEM (NPS)

Most of these point are directly related to choice and performance of Production (PAM/MAM) system, where NRCS uses MOS to communicate with it. We are compliant with MOS- please specify the protocol of the NPS.

**RFP Answer:** **MOS**

|  |  |
| --- | --- |
| **4.2** | **INTEGRATION WITH THE NEWS PRODUCTION PLAYOUT SYSTEM (NPS)** Seamless integration with the newsroom system software |
| The SABC is in the process of replacing the current Quantel NPS. It will be the responsibility of the bidder to integrate the proposed solution with the SABC’s new NPS (refer to tender on the News Production Playout System Replacement for proposed specifications). |
| 4.2.**1** | Incorporate the NPS Editing software embedded within the newsroom user interface |  | 10 | 10 |  |
| 4.2.**2** | The 140 x Storyboarding editing software is required to function within the Newsroom System (e.g. ActiveX or relevant API) |  | 10 | 10 |  |
| 4.2.**3** | allow edited clips from the NPS to update the scripted story **duration** for the Running Orders  |  | 10 | 10 |  |
| 4.2.**4** | allows published clips to **embed MOS device control** into the scripted NRS script; |  | 10 | 10 |  |
| 4.2.**5** | MOS device elements when triggered **launches the Storyboard software** and the linked video clip from within the story script  |  | 10 | 10 |  |
| 4.2.**7** | Studio playout automation via MOS |
| 4.2.7.**1** | The newsroom system needs to push the running order to the NPS playout allowing the published clips to be populated as a playlist for playout |  | 10 | 10 |  |
| 4.2.7.**2** | The newsroom running order needs to be synchronised – i.e. allowing changes to dynamically reflect on the Playout Playlist in accordance to Running Order updates  |  | 10 | 10 |  |

1. 4.5

GRAPHIC PLAYOUT AND BRANDING ENHANCEMENT TOOLS

Similar to the point 4.2: we are working with MOS- please specify the protocol of the graphics system.

**RFP Answer:** **MOS**

|  |  |
| --- | --- |
| **4.5** | **GRAPHIC PLAYOUT AND BRANDING ENHANCEMENT TOOLS** (insertions of titles and graphical elements e.g. pictures, rendered media with alpha etc.) |
| The current template driven graphics playout system (current system Chyron CAMIO) for SABC News is due to be replaced. Refer to the tender on the News Branding and Graphics Playout System replacement for proposed specifications. |
| 4.5.**1** | Incorporate the graphics authoring software embedded within the newsroom user interface |  | 10 | 10 |  |
| 4.5.**2** | The 100x graphics authoring software is required to function within the newsroom system (e.g. ActiveX or relevant API) |  | 10 | 10 |  |
| 4.5.**3** | allows authored graphics (Populated templates) to **embed MOS device control** into the NRS script within the Running Order; |  | 10 | 10 |  |
| 4.5.**4** | MOS device elements when triggered **launches the Graphics Authoring software** user interface and the linked preview clip from within the story script |  | 10 | 10 |  |
| 4.5.**6** | Studio graphics playout automation via MOS |
| 4.5.6.**1** | * The newsroom system needs to push the running order to the Studio Graphics Playout device allowing the published clips to be populated as a playlist for playout;
 |  | 10 | 10 |  |
| 4.5.6.**2** | * The newsroom running order needs to be synchronised i.e. allowing changes to dynamically reflect on the Graphics Playout system’s Playlist in accordance to running order updates.
 |  | 10 | 10 |  |

1. 4.6

dira! (SCISYS): RADIO PLAYOUT SYSTEM

Which type of protocol/integration is expected between NRCS and dira!? Do you expect to create the rundown for dira! Inside the NRCS, and add production cues?

**RFP Answer: Protocol as specified is MOS between NRCS and dira! Yes we will create a Newsroom Rundown for Radio News**

|  |  |
| --- | --- |
| **4.6** | **dira! (SCISYS): RADIO PLAYOUT SYSTEM** |
| The SABC has replaced the Radio Playout System with the dira! (SCISYS) system. It will be the responsibility of the bidder to integrate the proposed solution with this system. |
| 4.6.**1** | Incorporate the dira! (SCISYS) clip management software Embedded within the Newsroom User Interface, i.e. the software is required to function within the newsroom system (e.g. ActiveX or relevant API) |  | 10 | 10 |  |
| 4.6.**2** | Ability to edit clips from dira! (SCISYS) to update the scripted story **duration** for the running orders? |  | 10 | 10 |  |
| 4.6.**3** | Allows published clips to **embed MOS device control** into the NRS script; |  | 10 | 10 |  |
| 4.6.**4** | MOS device elements when triggered **launches the software** and the linked audio clip from within the story script  |  | 10 | 10 |  |
| 4.6.**5** | Studio playout automation via MOS  |
| 4.6.5.**1** | The newsroom system needs to push the running order to the dira! (SCISYS) playout allowing the published clips to be populated as a playlist for playout. |  | 10 | 10 |  |
| 4.6.5.**2** | The newsroom running order needs to be synchronised – i.e. allowing changes to dynamically reflect on the Playout Playlist in accordance to Running Order updates. |  | 10 | 10 |  |

1. General

Question Description of existing system

What kind of architecture is already in place? Is it 1 server in Johannesburg and redundancy?

Could you provide information about your present setup? If there is one NRCS in the Johannesburg HQ, what is the quality of the links between the locations? Do you experience some interruptions? Is the current setup expected to be replicated with a new NRCS?

**RFP Answer:** **It needs to be noted that the existing system has distributed resilience with two central cores for resilience.**

**Refer to the Table below for the “Existing system setup with distributed resilience” and the connectivity diagram on the last page of the document.”**

**We do not experience any interruptions.**

**To answer the Question should the current setup be replicated, the regional setup needs to be the same to promote the necessary resilience and seamless operations; technology has progressed and the bidders solution needs to be according to the best practices realized with your unique international experience.**

|  |
| --- |
| **Existing system setup with distributed resilience** |
| **No of Systems** | **Region/Area** | **System/ Server** | **Primary/ Buddy(Resilient backup system)** |
| **1** | **Cape Town** | **CTN-SERVER-PRI01** | **Cape Town Primary** |
| **2** | **Cape Town** | **CTN-SERVER-BUD01** | **Cape Town Buddy** |
| **3** | **News Server** | **JHB-SERVER-PRI01** | **TX TV Server Primary** |
| **4** | **News Server** | **JHB-SERVER-PRI02** | **TV Users Primary** |
| **5** | **News Server** | **JHB-SERVER-PRI03** | **Radio Primary** |
| **6** | **News Server** | **JHB-SERVER-WIRE01** | **Master NWP/Publisher** |
| **7** | **News Server** | **JHB-SERVER-BACKUP** | **Storage Repository for Backups in JHB** |
| **8** | **Radio Park**  | **JHB-SERVER-BUD01** | **TX TV Server Buddy** |
| **9** | **Radio Park**  | **JHB-SERVER-BUD02** | **TV Users Buddy** |
| **10** | **Radio Park**  | **JHB-SERVER-BUD03** | **Radio Buddy** |
| **11** | **Radio Park**  | **JHB-SERVER-WIRE02** | **Central Server & Backup NWP/Publisher** |
| **12** | **Parliament** | **PAR-SERVER-PRI01** | **Parliament Primary** |
| **13** | **Parliament** | **PAR-SERVER-BUD01** | **Parliament Buddy** |
| **14** | **Durban** | **DBN-SERVER-PRI01** | **Durban Primary** |
| **15** | **Durban** | **DBN-SERVER-BUD01** | **Durban Buddy** |
| **16** | **Bloemfontein** | **BLM-SERVER-PRI01** | **Bloemfontein Primary to Kimberly** |
| **17** | **Kimberley** | **KIM-SERVER-BUD01** | **Buddy to Bloemfontein** |
| **18** | **Mafikeng** | **MAF-SERVER-BUD01** | **Buddy to Nelspruit** |
| **19** | **Nelspruit** | **NEL-SERVER-PRI01** | **Primary to Mafikeng** |
| **20** | **Port Elizabeth** | **PLZ-SERVER-PRI01** | **Port Elizabeth Primary** |
| **21** | **Port Elizabeth** | **PLZ-SERVER-BUD01** | **Port Elizabeth Buddy** |
| **22** | **Polokwane** | **POL-SERVER-PRI01** | **Polokwane Primary** |
| **23** | **Polokwane** | **POL-SERVER-BUD01** | **Polokwane Buddy** |
| **24** | **Pretoria** | **PTA-SERVER-PRI01** | **Pretoria Primary** |
| **25** | **Pretoria** | **PTA-SERVER-BUD01** | **Pretoria Buddy** |

1. Q1: Connectivity Diagram presented in the Briefing

 Q: Please provide the SABC newsroom computer system topology shown in the Briefing on 11.9 in high resolution?

A: The SABC has replied that the only information additional to the presentation was the picture (Newsroom connectivity) of the Local connections as per this attachment. So the other two we managed to grab were not part of the intended information and we can deduct from that what we can get.

 I have a suspicion that they want us to produce a similar document after our own audit as per para: 6

**RFP Answer:** **the SABC merely showed the current setup between the existing Newsroom System and the devices it embeds with and the MOS device control. Note the API is a current ActiveX that integrates with the existing systems and embeds itself within the NRS window as the functionality describes.**

**The functionality requirement is for the vendor to suggest and integrate accordingly.**



**This drawing was simply for illustration purposes and gives an overall idea of the place the newsroom fills in the bigger picture.**

1. 6.1: Consultation

 Q: EXACTLY how will we achieve this? Will we have to do on site audit to validate and update their drawings?

|  |  |
| --- | --- |
| **6.** | **CONSULTATION** |
| 6.1 | The SABC requires a bidder/s to deliver a solution to; * + map the current workflows
	+ design the new workflows
	+ integrate and configure the functional system
	+ Based on workflow the service provider will be required to compile detailed SOP’s that will be used during training

to streamline News workflow broadcasting best practises.**Bidder to provide costing for the above services** |  | 10 | 10 |  |

**RFP Answer:**

**The SABC is requesting you to provide the costing of assisting us to provide a service of consultation;**

1. Q2: System Architecture

 Q: Please describe the expected infrastructure of the new NRCS (optionally: the infrastructure diagram of the existing NRCS)

**RFP Answer:**

**We trust the OEM to have the best knowledge to implement their infrastructure effectively according to our functional requirements. The connectivity diagram and number of users gives clarity to the number of users per regional/provincial site. The existing system although effective with creating seamless or virtualised operations is effected by delays or connection issues of script and transfers due to the infrastructure setup, due to no latency updates or at least transfer status or progress indications aiding the operations teams.**

1. Q3: Newsroom Workflow

 Q: Please provide the expected workflow of the new NRCS (optionally: the workflow diagram in the existing NRCS)

**RFP Answer:**

**Same question as above 56) the SABC is requesting you to provide the costing of consultation to provide a service of consultation to map and develop the workflows as point 6 (Question 56) of the RFP suggests.**

1. Q4: Connectivity between HQ and regions

 Q: Should regions be capable of working with NRCS without a connection to headquarters?

**RFP Answer:**

**Yes the regions can work in the regions connected to their own local server.**

1. Q5: Bandwidth between HQ and regions

 Q: How much bandwidth could be allocated for the communication between a region and the headquarters for the NRCS explicitly?

**RFP Answer:**

**Note the connectivity drawing indicates the bandwidth available and the existing infrastructure as you noticed above also moves diaries entries, text scripts, Running Orders with MOS control and audio clips around without any interruptions or delays. Please recommend the Bandwidths your system will require to function optimally.**

