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18 FERUARY 2021

REQUEST FOR QUOTATION (RFQ)

PROVISION OF DIGITAL STREAMING AND PODCASTING SERVICES FOR A PERIOD OF 12 MONTHS

RFQ	**RFQ/IT/2021/14**
RFQ ISSUE `DATE	**18 FEBRUARY 2021**
BRIEFING SESSION (NOT COMPULSORY)	**Date: 26 FEBRUARY 2021** **Time: 13:00 PM**
LINK FOR VIRTUAL BRIEFING SESSION	Click here to join the meeting Learn More | Meeting options
RFQ DESCRIPTION	**PROVISION OF DIGITAL STREAMING AND PODCASTING FOR A PERIOD OF 12 MONTHS**
EXTENDED CLOSING DATE & TIME	**03 MARCH 2021 AT 12HOO**

Submissions must be emailed to: SABC RFQSubmissions@sabc.co.za on or before the closing date of this RFQ.

PLEASE NOTE THAT AS FROM 01 JULY 2016 COMPANIES THAT ARE NOT REGISTERED WITH CSD SHALL NOT BE CONSIDERED

For queries, please contact **Masango Lerato on email** masangorl@sabc.co.za
The SABC requests your quotation on the services listed above. Please furnish us with all the information as requested and return your quotation on the date and time stipulated above. Late and incomplete submissions will invalidate the quote submitted.

SUPPLIER NAME: _____

POSTAL ADDRESS: _____

TELEPHONE NO: _____

FAX NO. : _____

E MAIL ADDRESS: _____

CONTACT PERSON: _____

CELL NO: _____

SIGNATURE OF BIDDER: _____

South African Broadcasting Corporation SOC Limited: Registration Number: 2003/023915/30
Non-Executive Directors: Mr B E Makhathini (Chairperson); Ms M Mohlala-Mulaudzi (Deputy Chairperson); Prof S Cooper; Adv M B B Lekalakala; Mr D M Maimela; Mr M G Markovitz; Mr D K Mohuba; Ms B Muthien; Ms J Patel; Mr J H Phalane; Ms M B Papayya; Dr M Socikwa
Executive Directors: Mr M T Mxakwe (Group Chief Executive Officer); Mr I C Plaatjes (Chief Operations Officer); Ms Y van Biljon (Chief Financial Officer); **Company Secretary:** Ms L V Bayi

NOTES ON QUOTATIONS AND PROPOSALS SUBMISSION

1. All electronic submissions must be submitted in a **PDF** format that is protected from any modifications, deletions or additions.
2. Financial/pricing information must be presented in a **separate** attachment from the Technical / Functional Response information.
3. The onus is on the Bidder to further ensure that all mandatory and required documents are included in the electronic submission.
4. All electronic submissions should be prominently marked with the full details of the tender in the email subject line.
5. Bidders are advised to email electronic submissions at least thirty minutes before the bid closing time to cater for any possible delay in transmission or receipt of the bid. The onus is on bidder to ensure that the bid is submitted on time via email
6. Tender submission emails received after submission date and time will be considered late bid submissions and will not be accepted for consideration by SABC.
7. SABC will not be responsible for any failure or delay in the email transmission or receipt of the email including but not limited to:
    - receipt of incomplete bid
    - file size
    - delay in transmission receipt of the bid
    - failure of the Bidder to properly identify the bid
    - illegibility of the bid; or
    - Security of the bid data.

DETAILED TECHNICAL SPECIFICATION

1. BACKGROUND

Currently the SABC has 19 radio stations and 1 TV channel that are streamed live daily. In addition, the SABC also streams 4 pop-up radio stations including stations that broadcast from studio as well as audio playlist stations. The current solution distributes content locally and internationally, although most of the traffic is local. Currently the SABC reaches a peak of up to 25 000 concurrent users for its online streaming services. Currently two feeds originate from the SABC Auckland Park, one primary and one secondary and they are distributed through the provider's highly available content distribution network.

2. REQUIREMENTS AND SCOPE OF SERVICE

2.1 High-Level requirements:

2.1.1 Solution requirements: (Local and international video and audio streaming)

- Live streaming services for the SABC 19 radio stations
- Live streaming services for the SABC News TV channel
- Live streaming of 4 SABC pop-up stations (3 stations broadcasting from a live studio environment and 1 station using playlist function to create a digital stream). For example, Radio 2000 extra also broadcast sports while allowing the main station continue with the normal programming and Springbok radio which schedules a series of old radio content from archives into a playlist.
- Podcasting

2.1.2 Service requirements:

- The delivery over a full established and elastic distribution environment that can scale up and down, to keep pace with the user demands.
- Provisioning of holistic and granular statistics for all streaming and podcast services.
    - system should be able to provide statistics based on SABC predefined categories (i.e. per SABC portfolio, radio station and per radio program, etc)
    - Key ability to categorize statistics and create custom reports based on conditions (most popular downloads etc)
    - Provide detailed reporting monthly on the following (MTTR, up/downtime per stream)
- Geo-blocking of the streams as and when required using predefined schedules.
- Content protection of the SABC digital streams.
- The solution must have maximum uptime, catering for fail-over/ redundancy/ resilience

- Existing podcast content migration (The SABC currently has approximately 733 Channels/Series, 290 249 Episodes amounting to 59 815 hours of content and 2.8 TB in storage)
- The service provider will also be expected to migrate the content at the end of the contract term to the SABC's chosen repository.

2.1.3 Support services

- Active monitoring of streams with alerts.
- Monthly account/service meetings.
- SABC and end-user support.
- Immediate response to critical issues logged at a 24/7 helpdesk.
- Regular software upgrades, maintenance and support where needed.
- Training of technical staff on the management of the system and system use.

2.2 Detailed requirements:

2.2.1 Live streaming services (video & audio)

- The solution must be able to render a live streaming feed seamlessly within the industry latency standards
- The feed will be provided from the SABC main control in the following formats:
    - Audio: HE- AAC (in a Transport stream (TS)) & with two of the pop-up stations on Digital ASE3 (XLR)
    - Video: mpeg-4 H.264: 16x9 HD&SD
- This solution must be able to distribute and publish the streaming content on SABC platforms (i.e. websites and mobile applications)
- The solution must have its own player with functionality to enable the user to listen to the audio stream, maximize the screen for video, control the volume and pause & play.
- The solution should be able to provide performance analytics of the streams including the unique listeners, concurrent users at a given time, etc.
- The solution should enable content sharing to social media platforms and also provide embedded functionality.
- The user should be able to adjust the audio and video quality based on their preferences.
- Encoding infrastructure and equipment must be supplied for the three adhoc popup audio channels (HE-AAC 128K).
- A customized audio file playlist which will be uploaded to the service providers infrastructure to be streamed.

2.2.2 Podcast services

- Their solution must have a publishing portal for content distributors to be able to applaud content.
- Content contributors should be able to add metadata with each podcast uploaded.
- The solution must allow content Scheduling.
- The solution must have its own player with functionality to enable the user to listen to the audio on the player, download audio for later listening, along with industry player functionality that enables user to control the volume, skip back and skip forward, Soundwave indicator to show progress of the listening journey and duration of the audio.
- The solution should enable content sharing to social-media platforms and also provide embedded functionality
- Their solution must enable multiple sub-categories with a category, for example (SA-FM should be able to create sub categories such as news bulletins and programs within the station category)
- Archiving solution for old content.
- Playlist to organize content into themes defined by the SABC.
- Users should be able to share the content and download it to their device.
- the user should be able to adjust the audio quality based on their preferences
- The users should be able to subscribe to the podcast services.
- The users should be able to bookmark podcasts

3 RFQ Response Information

Effective Date of Bid

Vendors should state in writing in its quotation to the SABC that all furnished information, including price, will remain valid and applicable for 90 days from the date the vendor quotation is received by the SABC.

4 COSTING

The quotation must reflect a detailed cost breakdown, and any indirect costs associated with the rendering of required service. .

5 DURATION OF THE CONTRACT

12 months

6 EVALUATION CRITERIA

6.2 BBBEE and Price

The RFQ responses will be evaluated on the **80/20** point system

6.3 Technical Evaluation

6.3.1 The tender submission will be technically evaluated out of **208 points**.
6.3.2 All bidders achieving less than the set threshold of **162 points out of 208 points** will be declared non-responsive and therefore will not continue to be evaluated for BBBEE & Price Preference.

6.4 Objective Criteria

6.4.1 SABC further reserve the right not to award this RFQ to any bidder based on the proven poor record of accomplishment of the bidder in previous projects within the SABC.

Evaluation Area	Evaluation Criteria	Comply/Non-Comply		Min Points	Max Points
		Y/N	Comments (Please include the page number reference to the proposal)		
The distribution of the SABC content to different platforms and accessed through different devices; thus, the solution must enable the SABC to deliver quality stream and ubiquitous support.	**Platforms/Devices:** - Computers, Smart Phones, Tablets (30)			**30**	**30**
The delivery over a fully established and elastic environment that can scale up and down, to keep pace with the business needs and thus provide local & global content delivery from nearest geo-point:	**Content Distribution:** - Local Only (0) - Local & Global with 1 geo-point (10) - Local & Global with more than 1 geo-point (15)			**10**	**15**
	Content Distribution Scalability (Solution must be Auto Scalable)**:** - Not Scalable (0) - Scalable (10)			**10**	**10**

	Geo-blocking & Content protection of the streams as and when required using pre-defined schedules such as sporting code fixtures and broadcast plans. - No Geo-blocking (0) - Geo-blocking using pre-defined schedules (10)			**10**	**10**
Failover/Redundancy/Resilient with automatic failover configuration options to ensure that the environment offers minimal downtime in case of failures:	**Bidder to clearly indicate Resiliency on the solution architecture** that enables service continuity and 99% uptime. - No Resiliency (0) - Resiliency Solution (10)			**10**	**10**
	Bidder to clearly indicate Redundancy on the solution architecture that enables service continuity and 99% uptime. - No Redundancy (0) - Redundancy Solution (10)			**10**	**10**
Peak concurrency	**Peak concurrent users for streaming services:** - 10 000 to 15 000 concurrent users (5) - 16 000 to 20 000 concurrent users (10) - 21 000 to 24 000 concurrent users (15) - 25 000 + concurrent users (20)			**5**	**20**
Transcoding/Encoding of content to different streaming formats, resolutions using adaptive bit rate concept to cater for the different end-user devices and networks. Thus multiple stream formats and multiple bitrates	**Video Quality (adaptive bitrate benchmark):** - Low (144p to 240p) (2) - Medium (360p) (2) - High (480p) (2) - HD (720p60 to 1080p60) (2) - 4K (2160p60) (2)			**8**	**10**
	Audio Quality (adaptive bitrates benchmark): - Low (28 to 40kbps) (2) - Medium (up to 80kbps) (2) - High (up to 128kbps) (2) - Very High (up to 196kbps) (2)			**6**	**8**
Media Management Interface (CMS) with metadata to allow SABC to schedule & publish its on-demand content (Podcasts):	**Media Management Interface:** - No Media Management Interface (0) - Media Management Interface (10)			**10**	**10**

(Bidder to provide a conceptual design of the Media Management Interface)	**Granular Analytics:** - No Analytics (0) - Content Consumption Analytics (4) - Bandwidth Usage (2) - Concurrency Usage (2) - Service Availability Statistics (up-time) (2)			**8**	**10**
Delivery & Installation	**Clearly indicate the delivery, installation & implementation lead time from delivery from the supplier** (excluding the migration of content) - 2 – 4 Weeks (15) - 5 – 8 Weeks (10) - More than 8 Weeks (0)			**10**	**15**
Project Plan	**A detailed Project Plan (e.g. GANTT chart) including a method statement that responds to the Scope of Work and outlines the proposed solution.** - Project plan must include the list of activities to successfully complete the implementation of the Digital Streaming solution (5) - Period of configuration (5) - process for migration of content (5) - period for testing and handover (5) Non-compliance with all the above (0)			**20**	**20**
Track record/ Capacity of the Bidder: Bidders are required to demonstrate their experience in the delivery of **similar works in the last 5 years** (SABC reserves the right to do the necessary verifications)	**Using Annexure C for Service provider references:** -Supply a list of at least 2 detailed references with contact details of clients where similar works have been performed one of which must be a current client (5) - Supply a list of at least 3 detailed references with contact details of clients where similar works have been performed one of which must be a current client (10) - Supply a list of more than 4 detailed references with contact details of clients where similar works have been performed one of which must be a current client (15) - Non-compliance with all the above (0)			**5**	**15**
Training & Skills transfer	**The training and skills transfer plan:** - No training & skills transfer plan (0) - Training & skills transfer plan (10)			**10**	**10**

Added Value	monetisation of SABC content (5) No information (0)			**0**	**5**
Total				**162**	**208**

Functionality Threshold for Paper based Evaluation:

The points obtained for the paper based evaluation must be at least 162 points out of a maximum of 208 points. Bidders who do not achieve the threshold will not be taken to the next phase of evaluations which is the price and BBBEE.

7 ADJUDICATION USING A POINT SYSTEM

7.2 The bidder obtaining the highest number of total points will be awarded the contract unless objective criteria justify the award to another bidder

7.3 Preference points shall be calculated after process has been brought to a comparative basis taking into account all factors of non-firm prices.

7.4 In the event that two or more bids have scored equal pints, the successful bid must be the one scoring the highest number of preference points for B-BBEE.

7.5 However, when functionality is part of the evaluation process and two or more bids have scored equal points for B-BBEE, the successful bid must be the one scoring the highest score for functionality

7.6 Should two or more bids be equal in all respect, the award shall be decided by the drawing of lots.

8 POINTS AWARDED FOR PRICE

The **80/20** preference point system
A maximum of **80** points is allocated for price on the following basis:

$$Ps = 80 \left(1 - \frac{Pt - Pmin}{Pmin} \right)$$

Where:

Ps	=	Points scored for comparative price of bid under Consideration
Pt	=	Comparative price of bid under consideration
Pmin	=	Comparative price of lowest acceptable bid

B-BBEE PREFERENTIAL POINTS WILL BE AWARDED AS FOLLOWS:

B-BBEE Status Level of Contributor Number of Points

B-BBEE Status level of Contributor	Number of points
1	**20**
2	**18**
3	**14**
4	**12**
5	**8**
6	**6**
7	**4**
8	**2**
Non-compliant contributor	**0**

8.2 Bidders who qualify as EME's in terms of the B-BBEE Act must submit a certificate issued by a verification Agency accredited by SANAS for the purpose of conducting verification and issuing EMEs with B-BBEE Status Level Certificates or DTI Affidavit.

8.3 Bidders other than EMEs must submit their original and valid B-BBEE status levels verification certificate or a certified copy thereof, substantiating their B-BBEE rating issued by a verification agency accredited by SANAS.

8.4 A trust, consortium or joint venture will qualify for points for their B-BBEE status level as a legal entity, provided that the entity submits their B-BBEE status level certificate

8.5 A trust, consortium or joint venture will qualify for points for their B-BBEE status level as an unincorporated entity, provided that the entity submits their consolidated B-BBEE scorecard as if they were a group structure and that such a consolidated B-BBEE scorecard is prepared for every separate bid.

8.6 Tertiary institutions and public entities will be required to submit their B-BBEE status level certificates in terms of the specialized scorecard contained in the B-BBEE Codes of Good Practice.

8.7 A tenderer will not be awarded points for B-BBEE status level if it is indicated in the bid documents that such a bidder intend sub-contracting more than 25% of the value of the contract to any other enterprise that does not qualify for at least the points that such a bidder qualifies for, unless the intended Sub-contractor is an EME that has the capacity and the ability to execute the sub-contract.

8.8 A tenderer awarded a contract may not sub-contract more than 25% of the value of the contract to any other enterprise that does not have equal or higher B-BBEE status level than the person concerned, unless the contract is sub-contracted to an EME that has the capacity and the ability to execute the sub-contract.

9 MANDATORY DOCUMENTS FOR ALL SOUTH AFRICAN PARTNERS

- **CSD report (Bidder must be registered with CSD in order to do business with the SABC)**

10 REQUIRED DOCUMENTS FOR ALL SOUTH AFRICAN PARTNERS

- Original Tax Clearance (verification will be done with SARS)
- Valid TV Licence (Company's and all Directors)
- Original Valid Original BBBEE Certificate (from SANAS accredited Verification Agency) or from the Auditors approved by the Independent Regulatory Body of Auditors(IRBA)
  NOTE: Verification agencies and auditors who are accredited by the IRBA (Independent Regulatory Board for Auditors) are no longer the 'Approved Regulatory Bodies' for B-BBEE verification and therefore IRBA Auditors are NOT allowed to issue B-BBEE certificates after 30 September 2016.
  Companies who have engaged their IRBA verification agency prior to 30 September will be able to receive their BEE Certificate after 30 September, but only until 31 December 2016.
- For Exempted Micro Entrepreneurs (EME's), as per CODE 000 statement 000 (Framework for measuring BBBEE) sufficient evidence of qualification as an EME is an Auditor's certificate issued by an accounting officer or verification agency. An EME is any enterprise with an Annual Total Revenue of R5million or less.
- Certified ID Copies of all directors/ Shareholders Certificate
- Company registration documents

11 COMMUNICATION

Respondents are warned that a response will be disqualified should any attempt be made by a tenderer either directly or indirectly to canvass any officer(s) or employees of SABC in respect of a tender, between the closing date and the date of the award of the business.

All enquiries relating to this RFQ should be emailed three days before the closing date.

12 CONDITIONS TO BE OBSERVED WHEN TENDERING

12.2 The Corporation does not bind itself to accept the lowest or any tender, nor shall it be responsible for or pay any expenses or losses which may be incurred by the Tenderer in the preparation and delivery of his tender. The Corporation reserves the right to accept a separate tender or separate tenders for any one or more of the sections of a specification. The corporation also reserves the right to withdraw the tender at any stage.

12.3 No tender shall be deemed to have been accepted unless and until a formal contract / letter of intent is prepared and executed.

12.4 The Corporation reserves the right to:

Not evaluate and award submissions that do not comply strictly with his RFQ document.

Make a selection solely on the information received in the submissions and

12.4.1 Enter into negotiations with any one or more of preferred bidder(s) based on the criteria specified in the evaluation of this tender.

12.4.2 Contact any bidder during the evaluation process, in order to clarify any information, without informing any other bidders. During the evaluation process, no change in the content of the RFQ shall be sought, offered or permitted.

12.4.3 Award a contract to one or more bidder(s).

12.4.4 Accept any tender in part or full at its own discretion.

12.4.5 Cancel this RFQ or any part thereof at any time.

12.4.6 Should a bidder(s) be selected for further negotiations, they will be chosen on the basis of the greatest benefit to the Corporation and not necessarily on the basis of the lowest costs, aligned to the BBBEE & Preference Point system.

13 Cost of Bidding

The Tenderer shall bear all costs and expenses associated with preparation and submission of its tender or RFQ, and the Corporation shall under no circumstances be responsible or liable for any such costs, regardless of, without limitation, the conduct or outcome of the bidding, evaluation, and selection process.

END OF RFQ DOCUMENT

Annexed to this document for completion and return with the document:

Annexure A	-	Declaration of Interest
Annexure B	-	Consortiums, Joint Ventures and Sub-Contracting Regulations
Annexure C	-	Previous completed projects/Current Projects

ANNEXURE A

DECLARATION OF INTEREST

1. Any legal or natural person, excluding any permanent employee of SABC, may make an offer or offers in terms of this tender invitation. In view of possible allegations of favouritism, should the resulting tender, or part thereof be awarded to-

   (a) any person employed by the SABC in the capacity of Tenderer, consultant or service provider; or
   (b) any person who acts on behalf of SABC; or
   (c) any person having kinship, including a blood relationship, with a person employed by, or who acts on behalf of SABC; or
   (d) any legal person which is in any way connected to any person contemplated in paragraph (a), (b) or (c),

   it is required that:

   The Tenderer or his/her authorised representative shall declare his/her position *vis-à-vis* SABC and/or take an oath declaring his/her interest, where it is known that any such relationship exists between the Tenderer and a person employed by SABC in any capacity.

   Does such a relationship exist? [YES/NO]
   If YES, state particulars of all such relationships (if necessary, please add additional pages containing the required information):

	[1]	[2]
NAME	:……..……..	
POSITION	:…….……..	
OFFICE WHERE EMPLOYED	:…….……	
TELEPHONE NUMBER	:…….……	
RELATIONSHIP	:……..……..	

2. Failure on the part of a Tenderer to fill in and/or sign this certificate may be interpreted to mean that an association as stipulated in paragraph 1, *supra,* exists.

3. In the event of a contract being awarded to a Tenderer with an association as stipulated in paragraph 1, *supra*, and it subsequently becomes known that false information was provided in response to the above question, SABC may, in addition to any other remedy it may have:
   - recover from the Tenderer all costs, losses or damages incurred or sustained by SABC as a result of the award of the contract; and/or
   - cancel the contract and claim any damages, which SABC may suffer by having to make less favourable arrangements after such cancellation.

SIGNATURE OF DECLARANT	TENDER NUMBER	DATE
POSITION OF DECLARANT	NAME OF COMPANY OR TENDERER	

ANNEXURE B

CONSORTIUMS, JOINT VENTURES AND SUB-CONTRACTING REGULATIONS

1. CONSORTIUMS AND JOINT VENTURES

1.1 A trust, consortium or joint venture will qualify for points for their B-BBEE status level as a legal entity, provided that the entity submits their B-BBEE status level certificate.

1.2 A trust, consortium or joint venture will qualify for points for their B-BBEE status level as an unincorporated entity, provided that the entity submits their consolidated B-BBEE scorecard as if they were a group structure and that such a consolidated B-BBEE scorecard is prepared for every separate tender.

2 SUB-CONTRACTING

2.1 A person awarded a contract may only enter into a subcontracting arrangement with the approval of the organ of state.

2.2 A person awarded a contract in relation to a designated sector, may not subcontract in such a manner that the local production and content of the overall value of the contract is reduced to below the stipulated minimum threshold.

2.3 A person awarded a contract may not subcontract more than 25% of the value of the contract to any other enterprise that does not have an equal or higher B-BBEE status level of contributor than the person concerned, unless the contract is subcontracted to an EME that has the capability and ability to execute the subcontract.

3 DECLARATION OF SUB-CONTRACTING

3.1 Will any portion of the contract be sub-contracted? YES / NO

3.2 If yes, indicate:

3.2.1 The percentage of the contract will be sub-contracted …….....%

3.2.2 The name of the sub-contractor .....

3.2.3 The B-BBEE status level of the sub-contractor.....

3.2.4 whether the sub-contractor is an EME YES / NO

SIGNATURE OF DECLARANT	TENDER NUMBER	DATE

POSITION OF DECLARANT	NAME OF COMPANY OR TENDERER

ANNEXURE "C"

Previous completed projects *(preferably provide a detailed company profile, detailed the below mentioned information)*

Project Descriptions	Client	Contact no	Contact person	Email address	Period of projects	Value of projects	Project Commence date	Completed date

Current projects (preferably provide a detailed company profile, detailed the below mentioned information)

Project Descriptions	Client	Contact no	Contact person	Email address	Period of projects	Value of projects	Project Commence date	Completion date