



## QUESTIONS & RESPONSES #03

RFP or RFQ / TITLE 070345 | VIDEO PRODUCTION & WEBSTREAMING

CONTACT Heather Shadko, PROCUREMENT

EMAIL [procurement@portoftacoma.com](mailto:procurement@portoftacoma.com)

PHONE NUMBER 253-428-8697

SUBMITTAL DUE DATE June 8, 2016 @ 2:00PM (PST)

Q&A ISSUE DATE May 26, 2016

PROPOSER QUESTIONS	PORT RESPONSES	RFP/ RFQ Section
Is there uplink/bandwidth available at the other production sites already or would that need to be part of this RFP ? If so, what are the bandwidth specs in each venue?	Uplink/bandwidth is available at both locations. The Port of Seattle Commission holds its meetings at both Seattle locations, and the meetings are streamed live on the Port's website. The Sea-Tac Airport Conference Center has its own Wi-Fi, and each room has its own routers/hot spots and plenty of bandwidth, though we don't have the bandwidth specs at this time. The commission chambers at Pier 69 are at the Port of Seattle headquarters.	
Can you tell us what the estimate on volume of the existing/legacy content needed to upload into system?	We estimate the archived volume to migrate is about 200 GB. This includes meeting archives from the Port of Tacoma Commission since March 2008 (two meetings a month until September 2015 when it changed to one meeting a month). The NWSA Managing Members meet once a month, and those meetings began in August 2015.	
Any estimate on audience size, average duration of views?	Over the last six months, the combined views for Port and NWSA video content (live and on-demand) has totaled nearly 3,500 views. About 3,000 are external viewers, the rest are internal (staff) views. Nearly 85 percent of the views are from a desktop. Live meeting views during this timeframe range from 33 to 300, and the top archived content has been viewed more than 500 times. We do not have information on duration of views.	
How many people do you estimate that would be uploading content and information into the player?	Two to four staff members would need access to upload information, content and documents.	
What sort of facility physical access controls will be in place?	The room is locked when not in use. Port staff will be required to provide access to Room 104 and the video equipment room. The vendor will have access to the room up to two hours prior to the start of a meeting.	

Who will be responsible for equipment upkeep and maintenance?	The Port of Tacoma will be responsible for upkeep and maintenance on the Port-owned equipment. During live events, the vendor is expected to provide real-time troubleshooting. The vendor is encouraged to make recommendations to improve the video.	
Currently are both Paladins wired up and active during events, or is one a cold standby in case of failure?	One Paladin is a cold standby in case of failure.	
How is audio connected to the Paladins currently?	Audio IN is a stereo audio cable from the Crestron, and audio OUT is HDMI.	
Will the broadcast crew be responsible for in-room AV support?	The Port of Tacoma will continue to support the AV in the main meeting room (projector, laptops). The vendor is expected to provide real-time trouble-shooting of the video production equipment during live events.	
RFP highlights a public record law that requires an audio recording be made available. Is there a currently a backup system in place to ensure that recording is captured?	The Paladin currently serves as the backup system.	
Is the network connection dedicated? Is any QoS or other traffic shaping applied?	No, the connection is not dedicated. It shares a 1 GM shared circuit that below 10% capacity. Yes, QoS is applied.	
Is there any firewall or other limitations in place on outbound traffic?	Yes, there is a firewall in place.	
What is the historical outbound bitrate of the live stream?	Meetings are currently streamed at bitrate 200Kbps video.	
Would the network be able to support two concurrent streams at that bitrate?	Yes.	
How often will events occur at the Seattle location?	Approximately half of the NWSA Managing Member meetings will occur in Seattle.	
Please provide details on the Seattle location facilitates (size, configuration, integrated room systems, etc). We would love to do a site visit if at all possible.	A site visit will not be possible prior to the RFP due date. Schematics of the room setup at both sites for NWSA Managing Member meetings have been posted.	
How many cameras have been required at previous events?	Three cameras have been used at previous meetings at the Port of Seattle facilities.	
How many speakers are typically on camera?	In general, one speaker is on camera. A wide shot is also used to capture commissioners during commission comment. View meetings at <a href="http://www.nwseaportalliance.com/commissions">www.nwseaportalliance.com/commissions</a> for past meeting video.	
What sort of facility physical access controls will be in place?	Vendors will be required to check-in at the front desk of Pier 69 or the Sea-Tac Airport Conference Center to gain access to the facilities. The vendor will also need to coordinate with the electrician staff at each location.	
Will the broadcast crew be responsible for in-room AV support?	The facility electrical technicians are responsible for the AV support, though the vendor will be expected to help trouble-shoot if necessary.	

Will there be a dedicated IT or facilities representative at each event?	The vendor will coordinate with the electrical technicians.	
Please provide further information on the network infrastructure to be used for live broadcasts.	At the Pier 69 location, the LAN line has download capabilities of 26Mbps, upload speed 78Mbps. The Sea-Tac Airport Conference Center has its own Wi-Fi, and each room has its own routers/hot spots and plenty of bandwidth.	
How often will events occur at "other" locations?	Most meetings are expected to take place at the identified Tacoma and Seattle facilities. It is unknown the exact number of events that may be held at other locations, though it is expected to be no more than five each for the Port and NWSA.	
How will new requests come in for non-standard meetings?	The Port and NWSA project manager will make the request in writing.	
What sort of lead time should be expected?	The Port and NWSA expect to provide at least two weeks notice, though a last-minute need may arise.	
Every new location and broadcast can provide a unique set of equipment or crew requirements. Will we be given an opportunity to scout proposed locations and revise estimates, or will our rate sheet need to be locked?	The Port and NWSA prefer the rate sheet be locked. The Port and NWSA don't expect a new location to require any additional equipment or support beyond that required for a meeting at the Port of Seattle facilities. The vendor will have the ability to scout proposed locations and provide recommendations for the site.	
Will the broadcast crew be responsible for in-room AV support at remote locations?	If the remote location does not have its own AV support, then yes, the vendor may be expected to provide in-room AV support.	
How often are the lower-third graphics used in the live broadcast updated?	The lower-third graphics are used throughout the broadcast to identify agenda items and speakers. The graphic template is generally created once and only updated if information changes.	
What system is currently used to generate the lower-thirds?	Wirecast is used at the Port of Tacoma location. The vendor provides the system for meetings at the Port of Seattle locations.	
Will the on-site crew be responsible for creating? If so, how will we receive instructions on what to create and when to use?	The vendor will be responsible for creating the lower-thirds graphics and using them appropriately throughout the broadcast. The vendor will work with the communications staff to generate the graphics template. The meeting agenda will be provided at least 24 hours in advance, and it includes the agenda item and name/title of the presenter(s).	
During the May 19th broadcast, we noted that the broadcast was done in 4:3, whereas the source files for previous events look to be in 16:9. What requirements have led to this workflow?	The Granicus player is currently set to 4:3. The Port and NWSA are not opposed to switching to 16:9.	
Is the "Current Item" functionality a requirement for the live environment? If so, please describe how it is currently prepared and managed.	The current item functionality is accomplished two different ways. In Tacoma, the commission clerk uses the timestamping functionality in Granicus to identify the current item. In Seattle, the vendor provides the timestamping during the live stream. The Port and NWSA prefer the vendor provide the timestamping.	
Is there a desire for remote viewer interaction such as Q&A or polling?	No.	
What is the typical total viewership for the live streams?	Over the last six months, live meeting views for the Port and NWSA meetings ranged from 33 to 300.	

What is the typical concurrent user count for a live stream?	Over the last six months, live meeting views for the Port and NWSA meetings ranged from 33 to 300.	
Please describe the current workflow for preparing and posting the agenda.	The agendas and supporting memos are prepared internally using SharePoint. Once the agenda and memos are final and ready to be published, the agenda is loaded to Granicus as a text file (.txt) and the memos are uploaded as PDFs. For Port of Tacoma meetings, PDFs of the presentations are posted after the meeting is over, while for the NWSA, PDFs are posted prior to the meeting time.	
What analytics are currently captured for live events?	Current analytics include number of live and archived views, type of device, location, page visits, agenda & minutes views, and traffic sources.	
Are there any data points that would be nice to add to that list?	We'd welcome recommendations about what other analytics are available.	
Is the existing feature set on the commission page expected to be matched exactly? Are there any un-used features that can be removed? Are there any features identified to add?	The Port and NWSA prefer to have similar features on the new meeting portals. Vendors are encouraged to provide recommendations for improved or additional functionality.	
Does the requirement that NWSA and Port staff have access to "upload, edit, and publish meeting content" apply to supporting event documents (Agenda, Minutes, etc.) or to video content as well?	The NWSA and Port must have access to upload, edit and publish supporting meeting content, and to create/edit event names, date/time, location. The NWSA and Port prefer to also have access to upload video content.	
Is any post-processing (editing, transcoding) needed prior to television delivery?	Post-production processing should not be required prior to television delivery, except to add a title screen and make sure the lower-third graphics are correct.	
What format is currently delivered?	A DVD is currently delivered to the video stations in Pierce County, and the MPEG2 files are delivered via FTP to King County.	
It was stated in the site visit that a DVD was used for file transport. Is that DVD raw data or an authored, video DVD?	An authored DVD is currently delivered to the video stations in Pierce County, and an MPEG2 files are delivered via FTP to King County.	
Has there been any historical issues or resistance to online file delivery for the stations?	In Pierce County, we haven't asked to deliver the files online. In King County, an MPEG2 files is delivered via FTP.	
Does "Unlimited" bandwidth and streaming refer to the system's ability to scale to accommodate large amounts of data, or that the price be set to accommodate "unlimited" views of content?	The proposed system should allow for unlimited views of the content and provided the ability to store and play all archived video and live streams.	
How many average monthly views of the provided video content?	Over the last six months, the combined views for Port and NWSA video content (live and on-demand) has totaled nearly 3,500 views. About 3,000 are external viewers, the rest are internal (staff) views. Nearly 85 percent of the views are from a desktop. Live meeting views during this timeframe range from 33 to 300, and the top archived content has been viewed more than 500 times. We do not have information on duration of views.	

Is there any content not on the current site that will need to be migrated?	<p>No. All content to be migrated is under the "Commissions" tab at <a href="http://www.portoftacoma.com/commission">www.portoftacoma.com/commission</a>.</p> <p>Content that will <u>not</u> need to be migrated includes the videos and content in the tabs "What we do," "Industry," "Community" and "History" will not move to the meeting portals.</p>	
Are we to download directly from the existing servers, or will we be provided physical media with all assets?	The Port and NWSA will provide the digital files from the current vendor to include the video and supporting documents.	
What analytics are currently captured for on-demand content?	Current analytics include number of live and archived views, type of device, location, page visits, agenda & minutes views, and traffic sources.	
Are there any data points that would be nice to add to that list?	We'd welcome recommendations about what other analytics are available to report on.	
Will the meetings at all locations be managed from the Port side by a single person or department, or will Tacoma, Seattle, and other locations be managed by separate teams?	All meetings for the NWSA and Port will be managed through a single point of contact, regardless of location. The Seattle locations may require additional coordination with the electrical technicians.	
Your statement of work states that both the Port of Tacoma and the NWSA may have need for additional meeting coverage as needed. Based on past years, can you estimate how many of those meetings might be needed?	Most meetings are expected to take place at the identified Tacoma and Seattle facilities. It is unknown the exact number of events that may be held at other locations, though it is expected to be no more than five each for the Port and NWSA.	
Are your broadcast partners able to accept digital uploads as deliverables?	King County TV and Pierce County TV are able to accept digital uploads. We have not been able to confirm if Click! can also accept digital files.	
Can we get floorplans, diagrams, schematics and photographs of the meeting rooms at Port of Seattle, Fabulich Center, SeaTac, and any other venues as anticipated?	<p>Floorplans of the Port of Seattle locations and The Fabulich Center at Port of Tacoma are attached. We have not identified other locations at this time.</p> <p>View seating arrangements in meeting videos:</p> <ul style="list-style-type: none"> <li>- Port of Tacoma Commission meetings: <a href="http://portoftacoma.granicus.com/MediaPlayer.php?view_id=4&amp;clip_id=763">http://portoftacoma.granicus.com/MediaPlayer.php?view_id=4&amp;clip_id=763</a></li> <li>- NWSA meetings at Pier 69 in Seattle: <a href="http://portoftacoma.granicus.com/MediaPlayer.php?view_id=4&amp;clip_id=756">http://portoftacoma.granicus.com/MediaPlayer.php?view_id=4&amp;clip_id=756</a></li> <li>- NWSA meetings at the airport: <a href="http://portoftacoma.granicus.com/MediaPlayer.php?view_id=4&amp;clip_id=741">http://portoftacoma.granicus.com/MediaPlayer.php?view_id=4&amp;clip_id=741</a></li> <li>- NWSA meetings at the Port of Tacoma's Fabulich Center: <a href="http://portoftacoma.granicus.com/MediaPlayer.php?view_id=4&amp;clip_id=738">http://portoftacoma.granicus.com/MediaPlayer.php?view_id=4&amp;clip_id=738</a></li> </ul>	
How much notice can be expected regarding other meetings and locations as they are scheduled? What is the consequence if contractor is not available to other commitments?	The Port and NWSA expect to provide at least two weeks notice, though a last-minute need may arise.	

How much set-up time is available before the scheduled start time of each meeting for the various locations?	Vendors will have access to the Port of Tacoma location at least two hours prior to the start of a meeting. At the Port of Seattle locations, vendors will have access to the facilities at least three hours prior to the meeting beginning. Earlier access can be arranged if necessary.	
Is parking available/provided at the other locations for a production vehicle?	Yes, parking is available at all three locations identified in the RFP.	
Who publishes the agenda(s) for each meeting and who currently handles the publishing, agenda indexing and archiving through the current Granicus system?.	Port staff currently manage publishing the agendas and archiving the videos through Granicus. Timestamping/indexing during the live stream is done by Port staff during meetings in Tacoma and by the current vendor during meetings in Seattle. Port staff expects to continue to manage the agendas and other documents. There is an interest to have the vendor manage the timestamping/indexing points during the live stream.	
Is coverage of the the 6 audit committee meetings part of the expected RFP response?	Yes, coverage of the six audit meetings is part of the RFP response.	
How many participants in each type of meeting require microphone pickup? Seating arrangement? (if not part of diagrams) Public comments?	<p>For Port of Tacoma meetings, participants requiring microphone pickup include the five commissioners, CEO, Port legal counsel, staff presenter(s) and public comment podium. The seating arrangement can be viewed in this meeting video:  <a href="http://portoftacoma.granicus.com/MediaPlayer.php?view_id=4&amp;clip_id=763">http://portoftacoma.granicus.com/MediaPlayer.php?view_id=4&amp;clip_id=763</a></p> <p>For NWSA meetings, participants include 10 commissioners, three executives, two legal counsel representatives, staff presenter(s) and public comment podium.</p> <p>- The seating arrangement at Pier 69 in Seattle can be viewed in this meeting video:  <a href="http://portoftacoma.granicus.com/MediaPlayer.php?view_id=4&amp;clip_id=756">http://portoftacoma.granicus.com/MediaPlayer.php?view_id=4&amp;clip_id=756</a></p> <p>- The seating arrangement at the airport can be viewed in this meeting video:  <a href="http://portoftacoma.granicus.com/MediaPlayer.php?view_id=4&amp;clip_id=741">http://portoftacoma.granicus.com/MediaPlayer.php?view_id=4&amp;clip_id=741</a></p> <p>- The seating arrangement at the Tacoma location can be viewed in this meeting video at:  <a href="http://portoftacoma.granicus.com/MediaPlayer.php?view_id=4&amp;clip_id=738">http://portoftacoma.granicus.com/MediaPlayer.php?view_id=4&amp;clip_id=738</a></p>	
Can the website/streaming service portion be subcontracted to a third party?	Yes, the Port and NWSA encourage partnering. The subcontractor must be clearly identified in the RFP response.	

## Port of Seattle, Pier 69

The commission chambers comfortably seat 80 attendees theatre style; room has audio-visual capabilities.

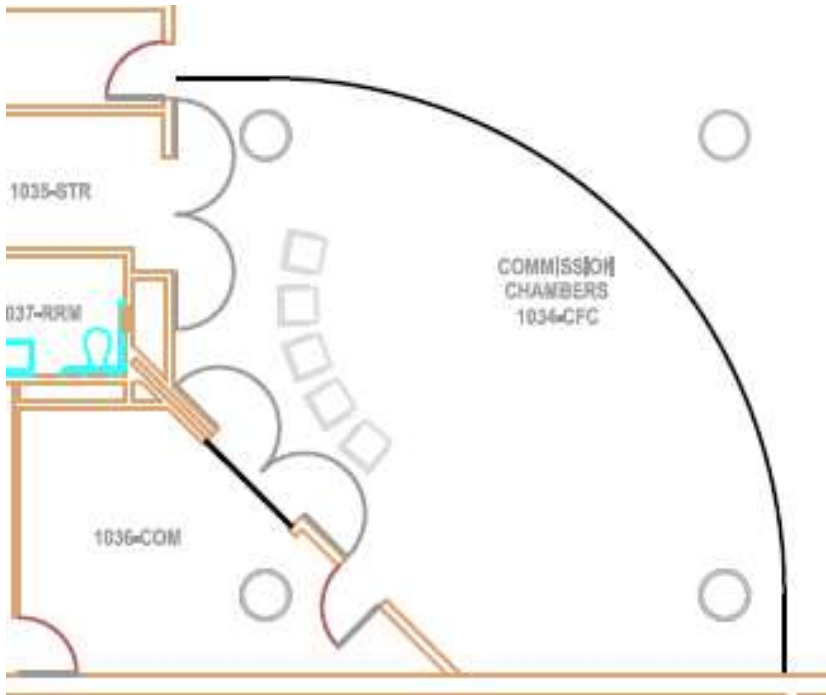


Photo of the entrance to the commission chambers.



## Sea-Tac Airport Conference Center

Room layout for the NWSA Managing Member public meetings.

