

City of Pittsburgh, Pennsylvania

Request for Proposal (RFP)

for

Live Video Streaming Management System

RESPONSES ARE TO BE SUBMITTED TO THE FOLLOWING ADDRESS:

CITY INFORMATION SYSTEMS
604 CITY-COUNTY BUILDING
414 GRANT STREET
PITTSBURGH, PENNSYLVANIA 15219
ATTN: HOWARD A. STERN, PH. D., DIRECTOR & CHIEF INFORMATION
OFFICER

Issue Date: June 15th, 2009
Questions Due: July 6th, 2009 by 12:00 p.m.
Response Date: July 17th, 2009
Proposal Deadline: July 27th, 2009 by 12:00 p.m.

INTRODUCTION AND OVERVIEW

OBJECTIVE OF THIS REQUEST FOR PROPOSAL

The City of Pittsburgh (City) desires to broadcast live feeds of City Council meetings, create and manage video/audio archives of the meetings, and store vast quantities of archives for public access. Therefore, the City is issuing a Request for Proposal (RFP) for the purchase and deployment of a Video Streaming Management System (System) which will enable City residents to view live broadcasts and recorded City Council sessions on-demand, at their convenience, via the Internet.

With live and archived on-demand sessions, residents will have the opportunity to experience City Council meetings from any location with an internet connection, thereby expanding access both internally to city workers and externally to citizens.

Improved customer service is also a desired outcome of a video streaming system. The City receives many requests to make information such as documents, agendas, and staff reports more readily available via the Internet. A video streaming system, which will provide another method of viewing these documents and meeting sessions, should be as automated as possible to provide maximum benefits to the viewing public and reduce the workload of city employees.

The System must be a secure web-based application that will effectively organize and manage the content of archived meetings, and provide public access to on-demand media and live broadcasts through pre-built pages linked to numerous audio/video archives.

The desired System should provide storage and searchable archives of the sessions to allow for long-term access of any part of the session. The System should allow for a simple keyword entry as a search mechanism.

The System should provide distributive amplifiers to link the live video feed, and have the capabilities to plug into the City's network either through an Ethernet or Fiber link while allowing for enough bandwidth to support the live stream.

SCOPE OF SERVICES

The interests of the City exist with the most cost efficient, user friendly, and state-of-the-art software provided by the Vendor who has met all stated requirements. Therefore, proposals should detail the technical specifications of a solution system that shall be provided for the installation, configuration, user training, System maintenance, support services, documentation, and licensure.

The successful Vendor will implement, provide, repair, and update all the preapproved technology under the supervision of the City. A project plan is to be implemented

consisting of the projected schedule, estimated use of workers, delivery updates, and data acceptance procedure per unit. The City will approve the estimated time slot, tools, features, and software used throughout the project. The successful Vendor is to obtain all compatible system components, software, features, with licensing for each to complete system use.

Following project completion, the successful Vendor will be required to attend one City of Pittsburgh Council Meeting to guarantee the system is performing successfully.

This System shall:

- Allow for live broadcasts, with on-demand links to audio/video archives.
- Run on a self-management system requiring no user involvement.
- Be capable of performing key word searches.
- Allow for the creation and management of archives.
- Allow the scheduling and indexing of live events.
- Allow for the linking of meeting minutes and documents to the video.
- Automatically transfer and publish archives to the City's website.
- Provide detailed usage reports of streaming requests, popular content, media storage, and average user and outbound bandwidth.
- Provide storage for video on a server within the City's network, and allow for routing of internal users to servers on the network without consuming available bandwidth.
- Simultaneously broadcast and archive live events to a designated library easily and directly.
- Distribute live streams across the internal network as leverage for sole broadcasting capabilities.
- Integrate with the City's current network environment.
- Have the capability to extend to other modules which aid in Council responsibilities such as voting and capturing meeting notes, or producing training videos for use by various City departments.
- Allow for future upgrades and additional services to be adapted through the current system.

Installation

Please describe fully the installation process. The description should incorporate, but not be limited to, the following:

- o A detailed receipt of all inventoried materials used, installed, and accessed throughout the installation process.
- o Pre and post installation removal and relocating of all equipment and software.
- o Running of all required cables.
- o Installation and general testing of the System and its required parts.
- o Cooperation with all other vendors supplying equipment and software that will be interconnected with the System.
- o Acknowledgement of future system updates.

Maintenance

Please describe the maintenance structure of your proposed system as it relates to software, hardware, services and all other components within the System.

Documentation

The Vendor is to provide complete documentation for each of the media system's components for the end user and administrator. The form of the documentation can be distributed through the following processes: paper handouts, downloadable pdf. via Vendor's website, or CD-ROM. All information compiled into the documentation will be copyrighted and marked as the Vendor's.

License

The successful Vendor is to provide the City with a concise license structure for all the materials, parts, and software being provided. The structure shall be dependent of the City's list of requirements, while acknowledging the Vendor's capabilities.

Support

The Vendor shall provide technical expertise, knowledgeable staff, and effective procedures to resolve system errors in a timely fashion. General assistance will be made readily available during regular City business hours Monday through Friday. Online support with troubleshooting features, frequently asked questions, and general system overview shall be provided by the Vendor 24 hours a day, and 365 days a year. Telephone support shall be provided through an 800 number.

Training

The successful Vendor shall provide all the essential training to the City employees. Such training shall take place on-site, with no additional charge to the City.

Ownership (Software)

The successful Vendor shall represent and declare the sole ownership of the software product, or if not the sole owner, receive complete authorization from the owner to license this software product with full right and power to grant the City rights to use of the software. The Vendor further represents and declares that the software is of the original form with no infringement upon any other patent, copyright, trademark, or any other ownership right of another person.

METHOD AND BASIS FOR AWARD OF CONTRACT

Each response to this solicitation should be based, at a minimum, upon the following criteria, listed in no particular order:

- Quality and price of recommended solution
- Respondent's ability to provide a solution on time and within budget
- Technical capabilities of respondent to perform the stated tasks
- Respondent's references
- Respondent's proposed terms for agreement with the City

FORM OF RESPONSE

Respondent's proposals must clearly demonstrate the ability to provide the best and most cost-effective solution to successfully meet the City of Pittsburgh's specifications. Respondents must be bona-fide providers of the services and software being requested. In order to be responsive to this request, proposals must conform to the procedures, formats, and content required outlined through this document. Failure to do so will result in the respondent being declared ill-equipped.

Each respondent should follow the outline shown below so that the City can clearly and concisely evaluate objectively each response to this request. Each and every question presented herein should be answered. Incomplete answers may constitute grounds for disqualification. Each section of your response to this proposal may be individually organized, but should be separated by a tab or other clearly identifying marker for ease of review.

The following outline should serve as the format for a potentially successful response to this proposal:

Section I	Outline of Respondent Qualifications
Section II	General Requirements
Section III	Specific Proposal Requirements
Section IV	Compensation Arrangements
Section V	Management Team
Section VI	References and Additional Information
Section VII	Conclusion

Any other materials that a respondent deems to be important or appropriate should be submitted as a separate exhibit appearing after the respondent's response to Section VII.

Each exhibit should be appropriately referred to in the body of the proposal. Each exhibit should be separated by a tab or other clearly identifying marker. An original and five (5) hard copies of the proposal shall be submitted; and five (5) on a CD-R or DVD-R disc in Microsoft [™] Word, Excel and/or PowerPoint format(s).

PROPOSAL SUBMISSION DEADLINE

An original and five (5) copies of your proposal must be received no later than 12:00 p.m., Eastern Daylight Time, July 27th, 2009 at the following address:

**Howard A. Stern, Ph.D.
Director & Chief Information Officer
City Information Systems
604 City-County Building
414 Grant Street
Pittsburgh, Pennsylvania 15219**

Proposals may be either mailed or delivered by hand. The City is not responsible for late delivery caused by the postal service, private carriers, traffic, or weather conditions. Any proposals received after the deadline will not be evaluated.

All proposals will become the property of the City of Pittsburgh. The content of all proposals will be held confidential until the selection of a supplier is made.

COMPONENTS OF RESPONDENT SUBMISSIONS

SECTION I - QUALIFICATIONS

- 1.1 Describe fully your company background. How long has your company been in existence? How is your company organized?
- 1.2 What types of services will you offer to the City if you are the selected vendor?
- 1.3 Where does your company provide services? Do you have a corporate presence in the Pittsburgh metropolitan area? If so, where is this physical presence located?

SECTION II – GENERAL REQUIREMENTS

- 2.1 The complete Video Streaming Management System must, at a minimum, address internal distribution, storage, encoding, and streaming. All the software, necessary services, and required devices must be implemented by the successful Vendor during installation within the established time period. The Vendor must provide

documentation to illustrate the company's ability to satisfy the necessary requirements.

SECTION III – SPECIFIC PROPOSAL REQUIREMENTS

- 3.1 A detailed project plan is to be provided for each task associated with the Video Streaming Management System with the following subjects; time frame for project completion, necessary manpower to implement the media system, resources that will be consumed, and established methods of completion.
- 3.2 Describe the proposed Video Streaming Management System in full detail, including all software, hardware, mandatory services, replacement parts, and accessories. The proposal must also include a project plan with current implementation methods, installation plan, maintenance and support features, and recommended solutions for future upgrades to ensure the system's capabilities.
- 3.3 Describe any specific policies, plans, procedures, techniques, etc used in system performance by the Vendor and staff including but not limited to: general approach to project organization and project management.
- 3.4 Please provide a planned schedule with milestones for the completion of the listed tasks, and final completion date.
- 3.5 Please provide samples and screen shots of standard reports of the Video Streaming Management System.

SECTION IV - COMPENSATION ARRANGEMENTS

- 4.1 Describe how your company will charge for services as contemplated in the *Scope of Services* above.
- 4.2 What, if anything, distinguishes your company's compensation arrangements from those of your competitors?
- 4.3 Detail any specific services offered by your firm, if applicable, regarding fees and specific terms that you feel will be important to the City.

SECTION V - MANAGEMENT TEAM

- 5.1 Please provide complete biographies of your management team, highlighting years and range of experience relevant to the activities anticipated by this request for proposals.

- 5.2 Supply a compiled list of all personnel that will participate in implementing the Video Streaming Management System
- 5.3 Supply a list of those associated with the support and maintenance of the System.

SECTION VI – REFERENCES AND ADDITIONAL ADMINISTRATIVE REQUIREMENTS

- 6.1 Please provide the City with a list of five (5) references. Experience with public sector clients is preferred. This information shall include:

- Client name
- Individual contact
- Mailing address
- Phone number, facsimile and electronic mail address
- Brief project summary

- 6.2 Please provide information and/or references on the financial status of the firm.

6.3 MINORITY AND WOMEN BUSINESS ENTERPRISE PARTICIPATION

Minority Business Enterprise (MBE) and Women Business Enterprise (WBE) participation is requested in all City of Pittsburgh contracts. Such participation may be demonstrated by utilization of MBE/WBE Firms through the use of subcontracts with such firms in support services, supplies, etc. The Vendor shall include in the proposal a plan on how and to what extent the MBE/WBE participation will be utilized. In order for the proposed MBE/WBE participation to be considered, a copy of a current MBE/WBE certification letter for the Vendor or the subcontractor must be submitted with the proposal.

The City requires that all Vendors demonstrate a good faith effort to obtain the participation of MBEs and WBEs in all work to be performed under City contracts. It is recognized that the current business pool for many of the services, supplies and equipment that the City contracts for does not include percentages of minorities or females. The City, however, wishes to encourage minority and women's participation in all business pools and anticipates that, all things being equal, each business pool should eventually have a minority and women population approximating the minority and women population of the City's labor force generally. It is therefore the City's current goal to encourage increased minority and women's participation in all business pools. It is believed that it is reasonable to expect that in the near future minority participation should constitute twenty-five percent (25%) and women's participation should constitute ten percent (10%) of the total dollar value of City contracts.

Once the Department has selected a potential provider, the firm will be required to complete and submit the Personal and Professional Services Rating Forms regarding the provider's previous history and additional information. Copies

of these forms are attached for reference only, and need not be submitted with the proposal.

The rating form submitted should contain a listing of all contracts held with the City for the past three years together with information as to the MBE and WBE participation in each. Any other information, which may have an impact upon the determination of whether a party is a "responsible bidder", may be submitted including:

1. Statistics regarding the percentages of women and minorities employed by the provider.
2. Information regarding the availability of MBEs and WBEs to perform work required by the contract at issue.

For personal and professional service contracts in an amount of \$25,000.00 or more, it shall be a term of the contract that final payment shall be conditioned on receipt by the Department of a report from the Consultant detailing:

1. The dollar amount of the contract paid to MBEs along with the names, addresses and telephone numbers of said MBEs.
2. The dollar amount of the contract paid to WBEs along with the names, addresses and telephone numbers of said WBEs.
3. An explanation of any failure to achieve the goals for MBE and WBE participation which had been represented to City prior to the award of the contract. City intends to monitor the progress closely, including revising the practices and procedures from time to time, as conditions warrant.

6.4 ADDENDA TO THE REQUEST FOR PROPOSALS

If it becomes necessary to revise any part of this proposal, an addendum will be issued by the City and provided to all respondents that have been mailed or have picked-up this solicitation. Respondents should contact the City; following the instructions in section 6.5 below if they find any inconsistencies or ambiguities herein. Clarification given by the City may become an addendum to this document.

6.5 REQUESTS FOR INFORMATION

Any requests for clarification or additional information regarding this document shall be submitted in writing to: Howard A. Stern, PH.D., Director & Chief Information Officer at the following address by 12:00p.m., Eastern Daylight Time, July 6th, 2009:

Howard A. Stern, Ph.D.
Director & Chief Information Officer
City Information Systems
604 City-County Building
414 Grant Street
Pittsburgh, Pennsylvania 15219

All requests received prior to the stated deadline will be answered in writing by the City, and copies of the questions and answers will be transmitted to all prospective respondents who have been mailed or have picked-up this solicitation.

6.6 DULY AUTHORIZED SIGNATURE

The proposal must contain the signature of a duly authorized officer or agent of the company submitting the proposal.

6.7 RESPONDENT RESPONSIBILITY FOR PROPOSAL COSTS

The respondent shall be fully responsible for all proposal development and submission costs. The City does not assume any contractual obligation as a result of the issuance of this document, the preparation or submission of a proposal by a respondent, the evaluation of an accepted proposal, or the selection of any finalists.

6.8 ECONOMY OF PROPOSALS

Proposals should be prepared simply and economically and give a straightforward and concise description of the respondent's capabilities to satisfy the requirements of the project. Special bindings, colored displays, etc. may be used where they will aid in clarity, but are not otherwise necessary. Emphasis should be placed on completeness and clarity of content.

6.9 SUBSTANTIVE PROPOSALS

The respondent's duly authorized officer or agent shall certify in writing that:

1. The respondent's proposal is genuine; not made in the interest of, or on behalf of, any undisclosed person, firm, or corporation; and is not submitted in conformity with an agreement of rules of any group, association, organization, or corporation.
2. The respondent has not directly or indirectly induced or solicited any other proposer to submit a false or sham proposal.

3. The respondent has not solicited or induced any other person, firm, or corporation to refrain from proposing.
4. The respondent has not sought by collusion to obtain for himself/herself any advantage over any other respondent or the City.

6.10 PROPOSAL CHANGES OR WITHDRAWAL

A respondent may withdraw or modify its proposal any time before the proposal due date by a written request, signed in the same manner and by the same person who signed the proposal.

6.11 ACCEPTANCE OF REQUEST FOR PROPOSAL CONTENT

Provisions of this document and the contents of the successful response are considered available for inclusion in final contractual obligations. The City retains the option of concealing the award or selecting another respondent if the successful respondent fails to accept such obligations.

6.12 CITYWIDE PURCHASES

The award of this contract shall be such that any City department, agency, authority or other government entity may purchase from it at the prices stipulated. The successful vendor will be required to follow any or all Departmental invoicing procedures. Also, the successful vendor will be required upon request, if the contract is formulated by the hourly rate and cost plus method, to submit information with its invoice(s) that will substantiate the charges indicated on the invoice(s) in regard to the contract.

6.13

The successful vendor is expected to sign on to the City's standard Professional Services Agreement (copy available upon request).

SECTION VII: CONCLUSION

This RFP and the process it describes are deemed proprietary to the City and are for the sole and exclusive benefit of the City of Pittsburgh. The RFP is not binding on the City, as an obligation on the part of the City to acquire any products or services or to ever issue an RFP or any other document with respect to the matters on which this RFP has been issued. No other party, including any Respondent to this RFP or future Respondent to any RFP that be issued by the City, is intended to be granted any rights hereunder. Any response to this RFP, including written documents and verbal communication, may be subject to public disclosure by the City or any authorized agent of the City, and any materials submitted or ideas otherwise elicited in response to this RFP shall be sole and absolute property of the City with the City having title thereto and unrestricted use thereof.

The proposed uses of part or all of the system as referred to in this RFP are intended to be initial proposals only, and the City reserves the right at its discretion to withdraw this RFP at any time or to determine not to proceed with any proposed action suggested in responses to this RFP, or any other action or project with respect to a proposed system. The City makes no representation or warranty as to the accuracy of information provided in this RFP, and nothing contained in this RFP is or, should be relied upon as, a promise or representation. The City shall not be liable or responsible for any costs incurred by any person or entity in preparing any response to this RFP or for any other costs, expenses or liabilities incurred by any person or entity in connection with or in reliance on this RFP or any information or material contained herein. Submission of a response to this RFP constitutes an agreement by the responder to the terms hereof.

EXHIBITS (in addition to CITY-mandated Exhibit A – List of Locations)

Please provide CITY with the following information:

- ◆ Client List
- ◆ Other information deemed by Respondent to be appropriate.