

## Call for tenders' details

Title: Integrated Audiovisual Production, Distribution and Archiving Services, PO/2019-04/A4

Start date: 03/04/2019

Time limit for receipt of tenders: 14/05/2019

Contracting authority: European Commission, DG Communication (COMM)

Status: Closed

## Call for tenders question list

#	Submission date	Publication date	Question subject	Question	Answer
1	05/04/2019 17:13	12/04/2019 18:57	LOT III - On Premise processing	Will it be acceptable to use cloud based (EU) streaming servers rather than on-prem?	<b>12/04/2019</b> The Tender Specifications do not restrict the streaming services to cloud based or on-premises solutions. It is up to the tenderer to propose a solution compliant to all technical requirements. Nevertheless the tenderer must take into consideration the provisions in the Draft Service Contract (Annex LOT III-B) related to protection of personal data and in particular the point I.9.2 of its Special Conditions.
2	08/04/2019 14:51	12/04/2019 18:58	Annex IV-Lot III-A	we would like to check whether the document A document for Lot III in Annex IV is missing, given that there is always a document A for the other lots.	<b>12/04/2019</b> Annex Lot III-A is included in the Tender Specifications for Lot III, on the last page of the document.

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#	Submission date	Publication date	Question subject	Question	Answer
3	09/04/2019 14:53	12/04/2019 19:02	Lot II - services required - §2.3.1 management of the audiovisual library (indicative workload: 11 man-years)	In above section, you list the various profiles requested: - PM: 1 - Selection/acquisition: 1 - Documentary analysis: 6 - Copyright management: 2 - Assistance to management: 1 - Frontdesk: 1 hence 12 man/year. Could you clarify if the total indicative workload for the management of the audiovisual library is 12 or 11? If 11, please specify which activities are to be covered by less than 1 man-year.	<b>12/04/2019</b> This is a clerical error, the total indicative workload for the management of the audiovisual library is 12.
4	09/04/2019 17:10	12/04/2019 19:03	Estimation de productions	Est-ce qu'il y a une moyenne de vidéos à produire par mois et/ou nombre de tournages par mois ?	<b>12/04/2019</b> There is no monthly average of deliverables/audiovisual services required (audiovisual coverage, production of audiovisual material, etc.) since the activities of the Audiovisual Service fluctuate according to the news and the political priorities of the European Commission.

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#	Submission date	Publication date	Question subject	Question	Answer
5	12/04/2019 13:13	12/04/2019 19:05	Lot III. Internet connection.	What is the exact purpose of the required internet connection? Is it to publish and retrieve content on the VoD library or for other (generic) purposes? In the former case, wouldn't it be a solution to make use of the dedicated connectivity to be supplied between the Berlaymont and the supplier facilities?	<b>12/04/2019</b> The internet connection it is not for publishing and retrieving content on the VoD library. It is for general purpose and its primary use will be for incoming and outgoing video streaming between our technical facilities and other parties through Internet.
6	12/04/2019 13:21	12/04/2019 19:22	Lot IV. Secondary infrastructure.	The secondary infrastructure shall include, a.o., a simple graphics generator able to provide a full screen HD image. Could you please elaborate on the exact requirements? What shall be the interfaces? What would be the required features? How should it be operated?	<b>12/04/2019</b> Please refer to technical annex Lot IV-A.
7	09/04/2019 15:06	16/04/2019 15:31	EN-Annex III-Lot II-E - Checklist of documents	From above file, we understand that none of the various items marked B.1 to B.6 has to be provided with the tender but that they may be requested at a later stage and in any case, from the winning tenderer. Could you confirm our understanding or clarify?	<b>16/04/2019</b> This is correct. Please refer to point 8.1 Exclusion and selection criteria of the General Specifications. General Specifications

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#	Submission date	Publication date	Question subject	Question	Answer
8	12/04/2019 13:16	16/04/2019 15:58	Lot III. CDN.	Storing content directly in the CDN is an option, although not the only one. Content could be stored as well in a dedicated infrastructure from which the CDN would fetch it for further distribution to end-users. The performance wouldn't be impacted by such a solution that it nowadays used by many broadcasters worldwide. Would it be an acceptable solution for this specific project?	<b>16/04/2019</b> It is up to the Tenderer to propose a CDN architecture that fulfils the technical requirements.
9	12/04/2019 13:18	16/04/2019 16:37	Lot III. Internet connection.	IT is required to provide and install all necessary equipment at the Berlaymont. What shall be the exact interface point? How should this local infrastructure be dimensioned? How many users could possibly connect? Are there specific functional requirements?	<b>16/04/2019</b> There are no specific requirements other than those specified in the the Tender Specifications for Lot III, point 2.3.4. - "Internet connection". Tender Specifications Lot III
10	15/04/2019 13:51	16/04/2019 16:54	LOT III, page 9 file "structure of the repositories"	You mention that "It is mandatory to have an example of the convention naming to decide the technology used to store the assets." Could you please give us an example of your files convention naming?	<b>16/04/2019</b> Point 2.3.3. - "Content Delivery Network (CDN)" - on page 9 of Lot III Tender Specifications states that "the file structure of the repositories must match the file naming convention and folder structure used by the Audiovisual Service. The latter will be provided by the Commission at the first technical meeting with the Contractor". Tender Specifications Lot III

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#	Submission date	Publication date	Question subject	Question	Answer
11	15/04/2019 13:41	16/04/2019 16:57	Lot III: file structure of the repositories (page 9)	It is mandatory to have an example of the convention naming to decide the technology used to store the assets. Could you give us an example of your files convention naming ?	<b>16/04/2019</b> See Question10
12	16/04/2019 17:54	17/04/2019 14:51	Content Uploads (LotIII)	The tender mentions upload of files by the Commission to the storage/CDN. Does this mean that the Commission will be creating video content outside of the Live2VOD? What format are these files to be uploaded?	<b>17/04/2019</b> Yes, as specified in the Lot III Tender specifications point 2.3.3. - "Content Delivery Network (CDN)" - during the duration of the contract, the Commission should be able to upload to the CDN audiovisual content produced internally, in particular relevant formats for VoD services and transcoded files. The currently used file formats have been already provided in the Lot III Tender Specifications in point 2.3.2.2. - "Transcoding for VoD services". Tender Specifications Lot III

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#	Submission date	Publication date	Question subject	Question	Answer
13	23/04/2019 09:57	23/04/2019 12:19	LOT III Live streaming service - social media	In the tender specifications Lot III, page 7, chapter 2.3.2.1. Live streaming service, it is written: "a live streaming service suitable for the social media platforms used by the Commission in all languages. Currently the Commission delivers its content on Facebook, Periscope, Youtube and LinkedIn in RTMP format." Question: Does the contractor only need to provide the needed RTMP streams or is it also necessary to provide the authentication and setup portal for managing the streams to the social media platforms? In other words do we need to foresee a syndication portal for the Commission? e.g. selecting social media platform, selecting authentication, selecting language, etc... Thanks in advance for your answer.	<b>23/04/2019</b> Only the RTMP stream is necessary, no syndication portal is required.

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#	Submission date	Publication date	Question subject	Question	Answer
14	16/04/2019 18:03	24/04/2019 11:14	Timescales	The timescale is very tight, (to be delivered by Sept 15th) especially if the contract award slips to late August. Equipment is generally on a lead time of approx 2 weeks and an Internet Connection can take more than that. Can we be assured that the contract award date will give us at least 6 weeks to deliver and test?	<b>24/04/2019</b> According to the calendar for this call for tender, the notification letters should be sent to all the participating market operators in the last of week of July and the contracts should be signed in mid-August at the latest. That would leave four weeks to deliver and test the equipment and services, if no unforeseen circumstances occur.
15	18/04/2019 10:27	24/04/2019 17:51	Document: Annex IV-LOT III-D Declaration on Honour.	In the document in subject – page6 - Chapter VII – SELECTION CRITERIA - § (1) (a), you make a reference to “section 9.3.a) of the General Specifications”. Question: the section 9.3 of the General Specifications has no section (a), moreover this section 9.3 refers to the award criteria. Can you please clarify the section you are referring to?	<b>24/04/2019</b> This is a clerical error, the references in the Declarations on honour on exclusion and selection criteria have been corrected for all four lots. See Amendments to procurement documents and CORRIGENDUM_Annex II-Lot I-I - Declaration on Honour; CORRIGENDUM_Annex III-Lot II-F - Declaration on Honour; CORRIGENDUM_Annex IV-Lot III-D - Declaration on Honour; CORRIGENDUM_Annex V-Lot IV-D - Declaration on Honour

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#	Submission date	Publication date	Question subject	Question	Answer
16	09/04/2019 17:09	25/04/2019 11:18	Reprise d'effectifs en poste	Y a-t-il une obligation légale de reprendre les effectifs déjà en poste?	<b>25/04/2019</b> The winning tenderer is required to comply with the applicable social and labour laws, and in particular those listed under point 2.2.2 of the General Specifications. See General Specifications
17	25/04/2019 13:56	26/04/2019 13:28	Lot II 8.3.3 Technical and professional capacity. 12 - criterion 1	Under that heading, it reads: "As evidence, the Tenderer must provide a list of maximum 15 relevant services...". Are we correct in understanding that e.g. a Specific Contract can be counted as one relevant service? If not, please explain what can be considered as "a service".	<b>26/04/2019</b> It is correct to consider a specific contract as a relevant service if it fulfils the requirements under this criterion.
18	25/04/2019 14:01	26/04/2019 13:29	Lot II, section 8.3.3. Technical & professional capacity p. 12 criterion 2	It reads "As evidence, Tenderers will provide proof of educational qualifications and professional experience of those persons who will provide the services for this tender (profile CVs), ..." We understand that the requested proof is the CV of the persons who will provide the services for this tender. Please confirm or elaborate.	<b>26/04/2019</b> This is correct.

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#	Submission date	Publication date	Question subject	Question	Answer
19	25/04/2019 14:10	26/04/2019 13:30	Lot II section 6 p. 10 Technical tender	It reads &quot;The technical tender should not include any of the documents referred to under the exclusion or selection criteria, nor should it refer to issues already covered by the exclusion and selection criteria.&quot; We understand from the above that the technical tender - essentially as far as the operational structure is concerned - should not name persons that have been selected to carried out the different services, but rather profiles/functions. Please confirm.	<b>26/04/2019</b> This is correct.

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#	Submission date	Publication date	Question subject	Question	Answer
20	25/04/2019 14:16	26/04/2019 13:30	Lot II - profiles and functions	On p. 12 of EN-Annex III-Lot II - Tender Specifications, it is specified: "The CVs provided should indicate the function of each person." on p. 6 of the same document, it reads: "It is the Tenderer's responsibility to propose an adequate operational structure with the necessary set of profiles and team size to undertake the required services" Thereafter, from section 2.3.1 to 2.3.2, various activities are listed and for each of them, an indicative workload is provided. Are those activities to be understood as "function" or "profile"? if not, please explain what you mean with "function" and "profile".	<b>26/04/2019</b> The activities listed under Lot II, sections 2.3.1. and 2.3.2. are to be understood as functions.

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#	Submission date	Publication date	Question subject	Question	Answer
21	25/04/2019 16:49	26/04/2019 13:31	Checklist of documents - Lot I-C, Lot II-C, Lot III-C, Lot IV C	I would like to insist on the PART B of the checklists of documents. If I understand well your answer to the same question on 9/4, we do not have to submit documents and demonstrate evidence for the parts from B1 to B6 or B7. Nevertheless points B5 to B7 are the proof of technical and professional capacity. You refer in the same answer to the point 8.1 of Exclusion and Selection criteria where you state again this part is not to be proven in this stage of the tender but could be requested at a later stage and in any case from the winning tender. If that is the case, by which means you want us to proof the Technical and professional capacity of the Selection criteria (point 8.3 of the same document). This seams a contradiction. Even for parts B3 to B4 can you confirm we do not need to deliver these documents at this stage of the tender.	<b>26/04/2019</b> None of the documents on part B of the Checklist of documents for each Lot are requested at tender submission stage, as indicated in our answer to the same question. See Question7 These documents will be requested at a later stage of the procedure.
22	29/04/2019 11:09	29/04/2019 12:02	CV's for all lots	Do we need to deliver CV's at this stage of the tender submission? If yes in which part of the tender submission.	<b>29/04/2019</b> Please see answers to questions 7 and 21. Question7 and Question21

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#	Submission date	Publication date	Question subject	Question	Answer
23	29/04/2019 11:12	29/04/2019 12:02	All lots : proof of technical and professional capacity	Can you explain which proofs you need at this stage of the tender for the part of the Technical and professional capacity?	<b>29/04/2019</b> Please see answers to questions 7 and 21.Question7 and Question21
24	29/04/2019 11:18	29/04/2019 12:03	Technical and Professional capacity	At this stage of the tender submission, do we need to join proof of professional experience in similar services?	<b>29/04/2019</b> Please see answers to questions 7 and 21.Question7 and Question21
25	29/04/2019 15:58	29/04/2019 17:15	Visit 30/04 - Invitation to tenders	In §3.1 (submission phase) of the invitation to tenders (for all lots), an on-site visit is mentioned. Could you clarify if this visit is organized for lot 1 only? Thanks in advance	<b>29/04/2019</b> Participation of tenderers for Lot I is highly recommended due to the technical nature of this lot, but the visit is open to tenderers for all the lots.
26	26/04/2019 12:24	29/04/2019 18:26	Lot III 2.3.2.1. Live streaming service	RTMP protocol can support only 1 stereo audio track. Does it mean the contractor need to provide 28 RTMP feeds to the needed social media platforms?	<b>29/04/2019</b> Yes.

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#	Submission date	Publication date	Question subject	Question	Answer
27	23/04/2019 14:43	29/04/2019 18:28	Folder structure and file name convention? (LOT III)	Lot III: The tender specification does not go into detail about what means The Audiovisual Portal is going to use when requesting stored content from the cdn. There must be some kind of identification in place to know what stream url should be provided for given asset requested by the portal. Commonly it is an id that is the same both for the requesting portal and the cdn. Content is registered with it in the cdn system and frontend portal can then query cdn with this id in order to obtain the stream url. Based on what is listed in 2.3.3 on page 9, namely "the file structure of the repositories must match the file naming convention and folder structure used by the Audiovisual Service.", can we assume that no id is utilized here and stream url selection and provision is meant to be done solely by folder structure and file name convention?	<b>29/04/2019</b> Yes.

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#	Submission date	Publication date	Question subject	Question	Answer
28	25/04/2019 14:23	29/04/2019 18:29	LOT III - Tendering specifications - RTMP delivery	Chapter 2.3.2.1 Live Streaming Service. With regard to RTMP streaming, does the contractor also have to provide all the languages in the RTMP streams, so 2 x 28 languages which results in total 56 simultaneously streams? In other words, should we consider a use case where the EC will simultaneously transmit both channels in all languages to a social network?	<b>29/04/2019</b> Yes.

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#	Submission date	Publication date	Question subject	Question	Answer
29	25/04/2019 17:12	29/04/2019 18:31	Lot II - Award criterion 1 - P. 13	It reads: "Ability and quality of response to last minute requests, outside the normal schedule, when working on full employment" Is our understanding correct, that this only applies to the 3 persons providing web development, maintenance and support services, as it is stated on p. 5 that "The services must be guaranteed on all working days of the Commission from Monday to Friday during the normal working hours, from 09:00 till 18:00. Occasional work outside these hours and days may be required for the services related to web development, maintenance and support". If not, could you explain what exactly is meant by "Ability and quality of response to last minute requests, outside the normal schedule, when working on full employment".	<b>29/04/2019</b> Yes, your understanding is correct.

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#	Submission date	Publication date	Question subject	Question	Answer
30	26/04/2019 16:48	29/04/2019 18:32	Player	The tender states that the provision of the player (THEOplayer) is out of scope. However, would it be acceptable in our tender response to propose a solution that required a different player to be used? (We would include the provision of this player for free in our pricing).	<b>29/04/2019</b> No.
31	26/04/2019 16:54	29/04/2019 18:33	Transcoding for VoD services - Performance to the platform	With regards to 2.3.2.2 Transcoding for VoD services requirement for performance to the platform: If an event is 5 hours long, would a longer turnaround time, such as 30 minutes, be acceptable for the files to be created and made available on the CDN?	<b>29/04/2019</b> No.
32	26/04/2019 16:55	29/04/2019 18:34	Internet Connection - Equipment	In regards to requirement 2.3.4, if the supplier already has all the necessary internet connection equipment already installed at another location (i.e. Secretariat's site), would the supplier be able to propose the utilisation of this to provide the Internet connection to EU Commission too?	<b>29/04/2019</b> No.
33	24/04/2019 12:03	29/04/2019 18:35	Traffic	What was the annual amount of streaming traffic mentioned in Terabytes the platform had delivered in the last five years?	<b>29/04/2019</b> We cannot provide this information.

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#	Submission date	Publication date	Question subject	Question	Answer
34	24/04/2019 18:11	29/04/2019 18:36	Lot III : final users CDN bandwidth consumption	Do you have an estimation or mesure of annual bandwidth consumption (on TB) by final users of streaming services (live streaming and VoD)?	<b>29/04/2019</b> We cannot provide this information.
35	26/04/2019 16:50	29/04/2019 18:38	Formats	Will any live-streamed/broadcaster content be in Standard Definition (SD) in 4:3 and 16:9 formats or square 1:1 or vertical 9:16 formats, or will those formats only be used for historical material and video-on-demand content?	<b>29/04/2019</b> All formats should be supported for all distribution means.
36	26/04/2019 16:52	29/04/2019 18:39	Video Formats	Would content in square 1:1 and 9:16 formats be delivered to the social media platforms or is it intended to be delivered to the AudioVisual portal through the Theo player?	<b>29/04/2019</b> All formats should be supported for all distribution means.
37	26/04/2019 16:54	29/04/2019 18:40	Hot Storage	In terms of requirement 2.3.3, would a solution that only provide "Hot Storage" be acceptable?	<b>29/04/2019</b> Yes, provided that the solution satisfies the requirements for both storage types as defined in the Tender Specifications.
38	26/04/2019 16:52	29/04/2019 18:49	XML Metadata	Does the supplier need to process, deliver or store the EPG information in the XML meta-data feed?	<b>29/04/2019</b> The XML metadata serves for processing purposes only. See example in ANNEX LOT III-A: Tender Specifications Lot III

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#	Submission date	Publication date	Question subject	Question	Answer
39	26/04/2019 16:48	29/04/2019 18:50	Rack Space	Could we confirm how much rack space will be provided to the contractor for equipment installation purposes?	<b>29/04/2019</b> We will provide sufficient rack space necessary for the equipment installation.
40	25/04/2019 14:31	29/04/2019 18:54	LOT III - Tendering specifications - Primary feed specifications	Chapter 2.3.1.1 Primary feed Can you please send us the technical details of both the MPEG-2 TS streams, ASI and IP? Profile? Is there a timestamp available within those streams?	<b>29/04/2019</b> Both ASI and IP streams are identical and their content is explained in the Tender Specifications (point 2.3.1.1 - Primary feed). Further technical details will be provided at the beginning of the contract since they are only relevant to its implementation. These streams contain a standard DVB table (TDT) containing date and time at origin but not a timestamp. See Tender Specifications Lot III
41	23/04/2019 14:40	29/04/2019 18:59	CDN stored content (LOT III)	The tender specification does not go into detail about what means "The Audiovisual Portal is going to use when requesting stored content from the cdn". Please can you explain it?	<b>29/04/2019</b> As described in the Tender Specifications, point 2.3.3 - Content Delivery Network (CDN), the Audiovisual Portal uses HTTPS protocol to access the content stored in the CDN. See Tender Specifications Lot III

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#	Submission date	Publication date	Question subject	Question	Answer
42	26/04/2019 10:03	02/05/2019 16:33	LOT III Shotlist option in Videoplayer. For VOD files in EBS online most of the files provide a description of the video and a soundbite with an English version of the original spoken text.	In the tender documents there is no explanation how these are generated. Is this a part of tender? Can you describe the process for VOD files and how these soundbites will be added to the file? Given the fact that the files need to be available within 5 minutes after an event's transmission, at what time will the soundbites be available for the transcoded VOD file?	<b>02/05/2019</b> We understand that the question is referring to the drafting of summaries and shotlists. The drafting of summaries and shotlists is part of the services to be delivered under lot I, chapter 2.3.3. "Video and audio production" and lot II, chapter 2.3.1. "Documentary analysis of current and historical audiovisual productions in the MAMS". The data is generated in the MAMS. It is not added to the video file, but automatically provided by the MAMS to the video player. The time constraint mentioned in Lot III, chapter 2.3.2. ("All files should be created and made available on the CDN not later than 5 minutes after the end of an event's transmission, regardless of its duration.") is not referring to the drafting of summaries and shotlists. As explained in Annexes Lot I-C and Lot II-C, page 12-13, shotlists of news edits have to be provided within 30 minutes after EbS transmission. Shotlists of extended news edits have to be provided within 1 hour after the delivery of the footage to the EbS control room.

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#	Submission date	Publication date	Question subject	Question	Answer
43	30/04/2019 12:45	02/05/2019 16:37	VoD Clipping	Requirement: The following files must be created for each event transmitted on both channels (EbS and EbS+): - a high resolution video file with 1 audio (Original) for download only; - low resolution video file(s) in all available languages for VoD and download; Question: How will the cut marks for VoD clips be provided? And is frame accurate clipping a requirement?	<b>02/05/2019</b> As described in the Tender Specifications for Lot III (chapter 2.3.2.2. - Transcoding for VoD services), the Commission will provide metadata including events' start and end times through web services (XML or JSON). An example of an XML file is provided in ANNEX LOT III-A. Frame accurate clipping is a requirement.
44	30/04/2019 12:49	02/05/2019 16:38	video file formats	Requirement: The Contractor is requested to produce media files for VoD and download from the provided EbS and EbS+ feeds. Question: Currently mp4 format is used for VOD and download files. Is this mandatory or can the contractor also use other formats, especially for VOD?	<b>02/05/2019</b> Yes, usage of mp4 format is mandatory.
45	30/04/2019 14:27	02/05/2019 16:51	Lot III 2.3.2.2. Transcoding for VoD services Metadata	When are the start and end time of events dates updated? Is it planned in advance and can it be updated just before the event. Can the end date be changed during the live event?	<b>02/05/2019</b> For most events the start and end times are planned in advance. However, both start and end times can change before and during the event, especially for live events.

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#	Submission date	Publication date	Question subject	Question	Answer
46	30/04/2019 16:38	02/05/2019 16:54	Lot I / Tender Specifications under point 2.3:	There is an indicative workload mentioned, e.g. for Coordination & logistics: 10 man-years; for Video and audio production : 17 man-years; ... Does this indicative workload include or exclude the occasional work mentioned under point 2.1. General considerations.	<b>02/05/2019</b> As stated in Tender specifications relating to Lot I, chapter 2.1. – General considerations, the volume of occasional work may be considered as 15% of that of regular work. The indicative workload refers to regular services and does not include occasional services.
47	01/05/2019 11:06	02/05/2019 16:56	Lot 3 - Master Control Room (MCR)	Could we confirm if a room would be available to the on-site engineer to monitor the quality and accuracy of streaming, and troubleshoot any equipment malfunctions? Or will the engineer have to work off-site?	<b>02/05/2019</b> The place of performance of the services of Lot III shall be the premises of the contractor as specified in the Tender Specifications - chapter 2.2. - Place of Performance. Therefore the answer is no, the engineer will work off-site.
48	30/04/2019 12:58	02/05/2019 17:02	Webservices for repositories	A set of web services performing several tasks on both repositories is requested. Questions: Is a GUI required to handle these web services?	<b>02/05/2019</b> No GUI is required.
49	02/05/2019 14:58	02/05/2019 17:20	Annex IV - LOT III B - model of contract lot III - Draft Service Contract	On page 9 - § I.9.2.v. of the Annex IV - LOT III B: Could you please confirm that "FWC" means "Framework Contract"? In that case, how does the Framework Contract relate to this (draft) Service Contract?	<b>02/05/2019</b> This is a clerical error. This is a draft service contract and should not contain references to a framework contract (FWC). A correction of the draft contract will follow.

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#	Submission date	Publication date	Question subject	Question	Answer
50	02/05/2019 10:24	02/05/2019 17:25	Lot 1 - Tender Specifications - 2.3.6 - Media Management	Can we see what the raw data look like you receive and can you elaborate more on how you want us to crunch these data, for what result?	<b>02/05/2019</b> We do not see the relevance of this question to the preparation of the tender for Lot I.
51	02/05/2019 10:09	02/05/2019 17:40	Lot 1 - Tender Specifications - 2.3.3 Video and audio production	What application/tool do you use to watermark outgoing video over EbS and is it the same application you use to watermark pictures through all other delivery methods (hard copy, Audiovisual portal)?	<b>02/05/2019</b> Watermarking is outside the scope of this call for tenders.
52	02/05/2019 14:44	02/05/2019 17:43	Model of contract LOT III	Referring to the §2.2 of tender Specifications for LOT III ,the place of performance is the premises of the Contractor. The document "Annex IV- LOT III B" - "Model of contract LOT III" refers (in page 2) to the ANNEX III "Security verifications of intra-muros contractors" Could you please clarify if this annex III is applicable for this LOT III and if yes, in how does that annex apply to lot III?	<b>02/05/2019</b> This clause is generally applicable to intra-muros staff only and is not relevant to Lot III.

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#	Submission date	Publication date	Question subject	Question	Answer
53	02/05/2019 15:38	03/05/2019 11:12	Annex IV lot III B - Model of contract for lot III - annexes applicable?	On page 2 of the Model of contract for lot III, the following annexes are mentioned: a) Annex IV – Templates for declarations concerning the transfer of all necessary intellectual property rights b) Annex V – Model release forms. Could you please explain how these annexes apply to lot III?	<b>03/05/2019</b> Annex IV (Templates for declarations concerning the transfer of all necessary intellectual property rights) and Annex V (Model release forms) are attached to the model contract in order to comply with the respective provisions of the contract (see articles I.10 and II.13 of the model contract). Their use is less obvious for Lot III services, but they are necessary in case the results of the contract imply intellectual property rights or image rights.
54	02/05/2019 17:11	03/05/2019 12:32	Lot III 2.3.2.2. Transcoding for VoD services Metadata	Can start and end time set by the commission to generate the VoD be in past time? If yes, how many time of rewind is required?	<b>03/05/2019</b> The start and end times of VoDs can be updated retroactively within 24 hours.
55	02/05/2019 09:58	03/05/2019 12:36	Lot I - Tender specifications - Point 2.3.3 - Video Animation	Could you give us an idea of how frequent animation productions are?	<b>03/05/2019</b> In most of the Commission's corporate video productions there are elements of animation, as described in the Lot I Tender specifications, chapter 2.3.3. - Video and audio production. Corporate video productions are available on the European Commission's Audiovisual Portal.

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#	Submission date	Publication date	Question subject	Question	Answer
56	02/05/2019 10:02	03/05/2019 12:47	Lot 1 - Tender Specifications - 2.3.3 - Corporate video production	What types of corporate work do you require and what is the typical volume?	<b>03/05/2019</b> Examples of corporate video productions are available on the Commission's Audiovisual Portal. As an indication, 150 corporate videos were produced in 2018. Demand for such productions is steadily increasing.
57	02/05/2019 10:05	03/05/2019 17:28	Lot 1 - Tender Specifications - 2.3.3 - Corporate Video Production	What do you understand by 'Pre-testing of concepts and products among restricted audiences' and is this our cost?	<b>03/05/2019</b> The contractor is requested to pre-test the concepts and video products he is providing during the execution of the contract, in order to make them suitable for the defined target audience. The contractor has to provide the means and solutions for doing the pre-testing.
58	03/05/2019 11:16	03/05/2019 18:13	Annex IV lot III B - Model of contract for lot III - annexes applicable?	This question is related to the document MODEL OF CONTRACT for LOT III. The page 2 of this document refers to ANNEX IV and ANNEX V. Could you clarify if these annexes are relevant for lot III?	<b>03/05/2019</b> Please see answer to question 53. Question53

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#	Submission date	Publication date	Question subject	Question	Answer
59	09/04/2019 17:09	03/05/2019 19:13	Reprise d'effectifs en poste	Si oui, pourrait-on avoir des informations sur le nombre de salariés en place, le salaire moyen et le passif social?	<p><b>03/05/2019</b> The winning tenderer is required to comply with the applicable social and labour laws, and in particular those listed under point 2.2.2. of the General Specifications. There are a number of staff/personnel currently performing services similar in nature to those required for Lot I and Lot II under this call and who may potentially fall within the scope of the rules relating to the transfer of employees. Lot I - 39 persons: 1 team leader (senior post); 19 audiovisual technicians; 16 information/communication officers; 1 librarian; 1 documentalist; 1 logistics assistant. Lot II - 13 persons: 4 information systems developers; 4 librarians; 4 documentalists; 1 information systems assistant. Please note that this information is provided for transparency reasons to ensure fair competitions between tenderers. No specific rights, obligations or expectations of employment should be derived from this. The application of Council Directive 2001/23/EC of 12 March 2001 on the approximation of the laws of the Member States relating to the safeguarding of employees' rights in the event of transfers of undertakings, business or parts of undertakings or business, as implemented at the national level is to</p>

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#	Submission date	Publication date	Question subject	Question	Answer
					implemented at the national level is to be determined on a case by case basis. At this time, we are not in a position to provide details on salary levels, social security contributions, etc., for each individual that may be covered by the above-mentioned rules.
60	06/05/2019 10:48	07/05/2019 09:52	Lot 1 - Tender Specifications - 2.3.3 Video and audio production - Corporate video production	How much of the footage for the corporate videos will be shot by this tender's team? Could you please provide us a with percentage?	<b>07/05/2019</b> Our corporate video production uses a mix of video and photo materials from different sources, the majority of which is produced under this tender's contract or originates from our own audiovisual archives. The rest of the footage is provided under various framework contracts.
61	07/05/2019 08:42	07/05/2019 10:07	2.3.2.1. Live streaming service	What will be the maximum bitrate of the rtmp livestreams used for social media platforms?	<b>07/05/2019</b> The Tender Specifications for Lot III define bitrate requirements for streaming in point 2.3.2. Streaming and transcoding services.
62	07/05/2019 08:43	07/05/2019 10:13	2.3.2.1. Live streaming service	Is it necessary to support redundant rtmp ingest for social media platforms (in case this is supported at the platform)?	<b>07/05/2019</b> The Tender Specifications for Lot III request delivery of uninterrupted encoded video and audio streams. It is up to the Tenderer to define how he is going to guarantee the continuous service.

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#	Submission date	Publication date	Question subject	Question	Answer
63	07/05/2019 15:21	07/05/2019 17:42	Lot III 2.3.2.1. Live streaming service RTMP to social media platform	Contractor has to provide all the 28 RTMP streams per channel for a social media platform. How do you want to start and end every RTMP sent toward one social platform?	<b>07/05/2019</b> It is up to the Tenderer to propose the means for the management of the RTMP streaming towards social media platforms.
64	07/05/2019 13:59	07/05/2019 17:50	Lot 1 - Tender specifications - 2.3.3 Video and audio production - Corporate video production - pre-testing of concepts and products among restricted audiences	In a previous answer it was stated that approximately 150 corporate videos will be produced per year. We assume that not all these videos will have to be tested among audiences? Are we right to assume that this will refer more to new concepts and media? Who will this restricted audience have to represent? Tested across the whole of the EU?	<b>07/05/2019</b> In our answer to question 56 (see Question56) it is stated that "As an indication, 150 corporate videos were produced in 2018. Demand for such productions is steadily increasing." The pre-testing is defined case by case with the Contracting Authority. The pre-testing can be done with restricted audiences across the EU (e.g. involving the EC Representations in the Member States or any other EC network), with staff from the EU institutions, or any other restricted target audience relevant for a specific video project.
65	09/05/2019 10:30	10/05/2019 12:36	Attachment Annex Lot III-A is missing.	In the tender specification (EN-Annex IV-Lot III) a reference is made in § 2.3.2 to an example for XML or JSON (see example in XML in Annex Lot III- A). But this attachment is missing. Could you please publish this?	<b>10/05/2019</b> Please see answer to question number 2 Question2

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#	Submission date	Publication date	Question subject	Question	Answer
66	08/05/2019 17:55	10/05/2019 12:40	Lot 3 : CDN capacity	Can you give us the total number of CDN consumed traffic in TB of the last 3 years?	<b>10/05/2019</b> The average consumed traffic is approximately 50TB per month. This figure can vary depending on the political agenda and news events.
67	10/05/2019 11:32	10/05/2019 12:49	Lot1 maintenance	Can you explain how many maintenance interventions have been done in the previous contract?	<b>10/05/2019</b> On average, the current technical support team deals with 60-80 maintenance interventions per year. This includes interventions dealt with through SLAs, offsite repairs done by the contractor, as well as simple interventions done directly by the support team.
68	10/05/2019 11:34	10/05/2019 12:52	Lot 1 maintenance	Is there a limit in costs concerning maintenance of the equipment not supported any longer by maintenance contracts?	<b>10/05/2019</b> There is no limit in the costs concerning maintenance, however as stated in the Tender Specifications for Lot I, point 2.4.3. Installation and maintenance, "Costs for the repair of all equipment which is no longer under warranty should be borne by the Contractor. If the repair costs are mutually agreed to be disproportionate to the current value of the equipment, the Commission may decide to make this equipment redundant and replace it."

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#	Submission date	Publication date	Question subject	Question	Answer
69	08/05/2019 18:07	10/05/2019 12:55	Lot I - Services required as described in the tender specs for Lot I - Point 2.4	Is the work described in point 2.4.3. "Installation and maintenance" included in the regular (3 man years) and occasional work (15%) of 2.4.1 or should we provide for additional maintenance and installation?	<b>10/05/2019</b> The Tenderer must provide for additional maintenance and installation as defined in point 2.4.3. Installation and Maintenance on top of the "installation and maintenance of equipment" requested in point 2.4.1. Technical support team.
70	09/05/2019 08:17	10/05/2019 13:04	2.3.1.1. LOT III	We'd like to get more information about described MPEG over IP DVB-compliant MPEG-2 transport stream (ref 2.3.1.1.) a) Can you provide a network link for MPEG over IP Source? b) Do you prefer either UDP or RTP/UDP with FEC (which FEC)? Will you provide Multicast-Source or do you prefer Unicast? c) Can you provide more information about MPEG-TS Bouquet-overall needed transmission bitrate? d) Can you give more information about used H.264/MPEG4 AVC Video CoDec, which Profile is used, which Chroma sampling (4:2:0 or 4:2:2)? e) Do you use same MPEG-TS Bouquet for MPEG over IP provided source and Satellite-Uplink?	<b>10/05/2019</b> a) No, the network link has to be provided by the contractor as described in the Tender Specifications. b) It is up to the Tenderer to propose a reliable and compliant solution. The Commission can handle any of the options reflected in the question. c) The Commission can provide an MPEG-TS transmission bitrate up to 24 Mbps per channel (EbS and EbS+). d) The H.264 profile used is HiP@L4. e) No, the MPEG-TS on satellite is MPTS while the IP source provided is SPTS. For both transport streams, the structure of the services is the same.

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#	Submission date	Publication date	Question subject	Question	Answer
71	09/05/2019 16:37	10/05/2019 13:14	Lot 1 - Equipment	Can you please confirm whether all the current equipment is covered under maintenance/break fix contracts or do we need to factor in an assumption on the amount of maintenance we will have to provide?	<b>10/05/2019</b> Annex Lot I-F (see Annex Lot I-F List of SLAs) lists the current SLAs that the Contractor must take over as described in the Lot I Tender Specifications, point 2.4.3.2. Service Level Agreements. For the rest of the equipment it is up to the Tenderer to provide adequate means for maintenance and support as described in the Lot I Tender Specifications, point 2.4.3. Installation and maintenance.

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#	Submission date	Publication date	Question subject	Question	Answer
72	09/05/2019 08:17	10/05/2019 15:35	2.3.1.3 in EN-Annex IV-Lot III	<p>As stated on 2.3.1.3 in EN-Annex IV-Lot III, it is crucial for frame-accurate on demand VOD Service in different locations with different latencies for ingest, that we sync locations. &lt;br /&gt;</p> <p>a.- If we provide LTC or VITC Timecode-Generator, can you ingest Timecode to Broadcast-Encoder for further processing for satellite Uplink (ref 2.3.1.2) and MPEG over IP DVB-compliant MPEG-2 transport stream (ref. 2.3.1.1.)? &lt;br /&gt;</p> <p>b.- Can you provide SMPTE-2038 compliant timecode in MPEG-2 transport Stream for both Primary Feed ( MPEG over IP DVB-compliant MPEG-2 transport stream) and Backup feed? &lt;br /&gt;</p> <p>c.- Do you prefer LTC or VITC? Can you provide NTP-Source in your facility? Or do you prefer, that we provide timecode source via GPS or both GPS and NTP as Backup? Does your facility allow GPS-reception?</p>	<p><b>10/05/2019</b></p> <p>a) No. b) No. c) The Commission can provide GPS synchronised NTP source in its facility.</p>

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#	Submission date	Publication date	Question subject	Question	Answer
73	10/05/2019 15:33	10/05/2019 15:54	SLA	what do you mean by "Tenderer to provide adequate means for maintenance " Do we have to subscribe/maintain/renew all the support contracts for the equipment outside the specific list of equipment in Annex Lot-1 F ?	<b>10/05/2019</b> There are no support contracts for the equipment not listed in Annex Lot I-F. It is up to the Tenderer to decide the way to maintain this equipment.
74	10/05/2019 15:07	10/05/2019 16:01	maintenance	What is the yearly cost of SLA contracts we have to maintain with the respective vendors as mentioned in the list in Annex LOT 1 -F?	<b>10/05/2019</b> As an indication, the yearly cost of SLA contracts listed in Annex LOT 1-F is 266 430.00 Euros.
75	10/05/2019 16:28	10/05/2019 17:17	E-submission - supporting documents for DoH	Can you confirm that the supporting documents related to the declaration on Honour have to be uploaded in the subfolder Exclusion criteria (instead of the subfolder Declaration on Honour which not exist)	<b>10/05/2019</b> Yes, the supporting documents related to the Declaration on Honour are part of the Exclusion Criteria.
76	12/05/2019 20:53	13/05/2019 09:59	Business Plan	If we are a new entity, do we have to present you now with the business plan?   How does this work if we are supposed to deliver a separate and secret price proposal?	<b>13/05/2019</b> All Tenderers must satisfy the selection criteria for the respective Lots as described in the Tender Specifications. The secrecy of all proposals is guaranteed by the electronic submission system e-Submission.

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#	Submission date	Publication date	Question subject	Question	Answer
77	10/05/2019 17:17	13/05/2019 10:12	Lot III - Estimated volume of social network transmissions	Regarding Lot III, page 7, chapter 2.3.2.1:   a) The streaming to social networks is permanent 24/7 or only for specific live events?   b) If the latter, what is the average number of hours streamed per month to social networks during last years?   c) Is the streaming always simultaneous to the four networks named or can it vary per event?	<b>13/05/2019</b> a) The streaming to social media networks is on an <i>ad hoc</i> basis. b) This is a newly required service for which we cannot yet provide statistics. c) Depending on the event, the streaming may be required towards one or several social media networks.
78	10/05/2019 17:53	13/05/2019 10:19	SLA Maintenance contracts	What is the percentage split of the kit that is/isn't covered under warranty?	<b>13/05/2019</b> An inventory list of the equipment in use and the list of the equipment covered by SLAs are published as annexes for Lot I (see Annex Lot I-E Inventory and Annex Lot I-F List of SLAs).
79	13/05/2019 10:54	13/05/2019 11:26	Technical problem with eSubmission?	From last Friday I try to upload documents, but it doesn't work. I have now tried this in two different browsers. Is there a technical problem? I can't go on all weekend now.	<b>13/05/2019</b> If you need help you can contact the eSubmission support team from 08:00 until 18:00 CET. DIGIT-EPROCUREMENT-SUPPORT@ec.europa.eu +32 (0) 229 71063

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#	Submission date	Publication date	Question subject	Question	Answer
80	13/05/2019 14:13	13/05/2019 17:51	Insurance	Is the equipment ( like cameras) insured by the Commission worldwide? And what is the franchise?	<b>13/05/2019</b> As specified in point 2.1. of Tender Specifications for Lot I (see Tender Specifications Lot I), "In general, and applying to Lot I overall, the Contractor is expected to maintain the equipment and systems provided by the Commission in good working order. The Contractor will bear full responsibility for any damage to or loss of the provided equipment. Any damaged or lost equipment must be recovered immediately by the Contractor at his own expense."

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