

CITY OF COLUMBUS, OHIO

DEPARTMENT OF TECHNOLOGY



DEPARTMENT OF TECHNOLOGY

Request for Proposal

For

Hardware, Software, and Implementation Services

For

AUTOMATED CLOSE CAPTIONING SYSTEM FOR CTV

RFQ012127

Submittal Date: May 2, 2019 @ 11:00 a.m.

<https://columbus.bonfirehub.com/opportunities/15000>

Andrew J. Ginther, Mayor

H. Samuel Orth III, Director of Technology

CONTENTS

SECTION	PAGE
1.0 INTRODUCTION -----	2
2.0 RFP INSTRUCTIONS -----	2
3.0 RFP REQUIREMENTS -----	9
4.0 ORDERING & DELIVERY -----	12
5.0 PRODUCT & TECHNICAL REQUIREMENTS-----	13

1.0 INTRODUCTION

1.1 Scope:

The City of Columbus, Department of Technology's Government Channel (hereafter referred to as the City) is soliciting Proposals (hereafter referred to as RFP) pursuant to Columbus City Codes from experienced professional firms to assist with the purchase of a new Automated Close Captioning System solution including hardware, software, licenses, implementation services, training, maintenance and support services necessary to replace the City's human operated captioning solution.

The City owns and maintains a 24 hour, 7 day a week Government Access Channel. Currently the City captions government meetings and special events with a close captioning contractor (located in California) who logs in to an Evertz Encoder (Model 8084AD) to complete the process. The City is publishing this RFP with the intention to purchase in-house automated captioning equipment with service support and cloud back up, or subscribe to a cloud automated captioning service.

The City seeks to have full implementation of this solution completed within 2-4 weeks of award and receipt of a fully executed contract. Offeror(s) will provide hardware, software, licenses, implementation and support services, and to train City personnel in its best use, in order to keep the system fully functional throughout its expected life span of at least five years.

This document serves as a guide for use by potential offerors as to the format and requirements of a successful proposal.

It is **strongly** suggested that all vendors replying to this RFP proactively register with the City's Purchasing Office and become contract compliant. Be aware that all vendors doing business with the City of Columbus must register and become compliant. Taking this step now will help expedite award of the contract to the successful bidder.

Please direct any questions about the registration, including questions pertaining to login and password to <mailto:vendorservices@columbus.gov> or call them at (614) 645-8315.

<http://vendors.columbus.gov/sites/public>

Instructions on the process of updating compliancy can be viewed at the following link: <https://youtu.be/ppGVcHQDVAs>

- 1.2 Classification:** The contract resulting from this RFP will provide for the purchase and delivery of the solution as described in this RFP Requirements (Section 3.0). All offerors must document the manufacture certified reseller partnership. Offerors are required to show experience in providing this type of technology from a hardware, software, implementation, maintenance, and

warranty service as detailed in this RFP Offeror Requirements (Section 3.2)

- 1.3** For additional information concerning this RFP including procedures on how to submit a proposal, you must go to the City of Columbus Vendor Services web site at:
<https://columbus.bonfirehub.com/opportunities/15000>.

2.0 RFP INSTRUCTIONS

Offerors are encouraged to submit proposals that describe products and services that will fulfill the purpose of this RFP as well as demonstrate their competency, ability, past performance, quality and feasibility, and environmental impact as defined in this request. Because offerors may choose to include only a subset of the desired functionality in their proposals, the City may select a single offeror or may choose to combine the proposals of multiple offerors. The City may also choose to acquire only a portion of what is proposed.

Selection of professional services shall be in accordance with sections 329 of Columbus City Codes, 1959. Any agreement or contract entered into will be in accordance with the provisions of Chapter 329, of Columbus City Codes, 1959, standard agreements rules and regulations. All offerors, and their proposed subcontractors, shall have valid City Contract Compliance Numbers (CCCN).

Again, it is **strongly** suggested that all vendors replying to this RFP proactively register with the City's Purchasing Office and become contract compliant.

Applications for certification may be obtained through the electronic vendor portal at <http://vendors.columbus.gov/sites/public> or from City of Columbus, Office of Diversity and Inclusion, 1111 East Broad St. 2nd Floor, Columbus, Ohio 43205 or by calling (614) 645-4764.

2.1 RFP Questions and Clarifications

Specific questions concerning the RFP requirements should be submitted in writing before **April 18, 2019 @ 12:00 PM**. Written questions must be submitted via the offeror portal at:
<https://columbus.bonfirehub.com/opportunities/15000>. Written responses will be prepared by the City and published at the link noted above. Responses will be published on the vendor portal no later than **April 25, 2019 @ 12:00 PM**. This will ensure accurate, consistent responses are provided to all potential offerors.

During the RFP and evaluation process, Offerors are strictly prohibited from communicating with any City employees or officers regarding this solicitation except through the method stated immediately above during the Question & Answer Period. Any communication from the offeror to the City after the Question & Answer period should be limited to only what is necessary. Necessary communication required by the City will be communicated clearly to Offerors. If any Offeror has a need to communicate with the City, the communication should be sent to: <https://columbus.bonfirehub.com/opportunities/15000>. If a City employee attempts to communicate with an Offeror contrary to this provision,

the Offeror shall report said incident to the <http://vendors.columbus.gov/sites/public>. A violation of this section on the part of the Offeror will lead to disqualification.

2.2 RFP Response Format

Offerors must address all information specified by this RFP (Section 3.0). All questions in Appendix A must be answered completely. The City reserves the right to verify any information contained in the offeror's RFP response, and to request additional information after the RFP response has been received.

Marketing brochures included as part of the main body of the RFP response will not be considered. Such material must be submitted only as attachments and must not be used as a substitute for written responses. In case of any conflict between the content in the attachments and an offeror's answers in the body of the proposal, the body of the proposal will prevail.

2.2.1 Cover Letter

The proposal must be accompanied by a cover letter, signed by an individual authorized to bind the proposed entity.

The cover letter should include:

- A brief executive summary of the solution the offeror plans to provide
- Federal tax identification number, and principal place of business
- A list of people who prepared the proposal, including their titles
- The name and contact information of company representatives who will respond to proposal inquiries (Section 2.1 of Appendix A)

2.2.2 Offeror Profile and Demographics

Provide a brief history of your company, how it is organized, and how its available products and resources will be used to meet the City's requirements. A detailed list of questions are included in (Section 2.3 – 2.6 of Appendix A)

2.2.3 Technical Proposal

The technical proposal has two sections. All Offerors must document how their proposed solution will meet each of the requirements in the following two technical sections:

- Section 3.3: Covers product technical requirements.
- Section 3.4: Covers service implementation requirements.

2.2.4 Cost Proposal Sheet

Detailed Breakdown and Summary of Costs to provide the proposed Equipment, Software, Licenses, Implementation, Professional Services, Training and Maintenance up to 5-years. Pricing quote shall be good for a minimum of one (1) year from the date of contract execution.

The estimated initial budget by the City to plan, design, configure, test,

and install the solution (hardware, software, licenses, solution implementation, maintenance and training) is \$65,000.00. It is expected that the maintenance and support will be less costly beginning in year 2 and beyond. The City will consider proposals above the planned budget amount but may disqualify proposals from further consideration should offeror proposed investment requirements exceed 10% of planned allocations. The final selection of the selected offeror's proposal will be awarded to the solution providing the best capability at the lowest overall total cost of ownership. The final offer will be awarded to the best/lowest proposal meeting the City's requirements and investment objectives.

2.3 Project Contact Information

For further information, all interested parties may contact the City at the following emails address:

<https://columbus.bonfirehub.com/opportunities/15000>

2.4 Proposal Submission

- The offerors must submit their proposals to the <https://columbus.bonfirehub.com/opportunities/15000> address. Hard copy proposals will not be accepted.
- Please refer to the Vendor Services User Guide. (<http://vendors.columbus.gov/layouts/ep/custom/other/VendorUserGuide.pdf>) for instructions on submitting attachment(s).
- Proposals shall include:
- A cover letter (Section 2.2.1)
- General & Offeror Requirements (Section 3.0 & Section 3.1)
- The Technical Proposal (Section 2.2.3)
 - Product Requirements (Section 3.3 / Appendix A)
 - Service Requirements (Section 3.4 / Appendix A)
- Proposals shall be limited to eighty (80) pages.
- Proposals in excess of the eighty page limit may be disqualified prior to review.
- Submittals must be received by <https://columbus.bonfirehub.com/opportunities/15000> address no later than **May 2, 2019 @ 11:00AM**.
- **Late submittals will not be accepted.**
- It is the sole responsibility of the Offeror to see that the DoT properly receives its submittal before the deadline. Offeror shall bear all risks associated with potential delays, whatever the cause.
- Submittals shall become the property of the DoT to be used in any manner and for any purpose the DoT determines is in their best interest. **Once opened, submittals are public information and as such, the City is unable to guarantee the confidentiality of the information contained therein.**

The City will be the sole judge of the qualifications of all prospective offeror proposals and reserves the right to reject any and all submittals without recourse for any purpose.

The City is aware that information contained in the proposals indicates the offeror's current operations. Therefore, use of this information shall be confined to this request and will be treated as confidential.

Offerors shall bear all costs associated with preparing and submitting responses to this RFP, and the subsequent evaluation phase. The City will in no case be responsible for these costs, regardless of the conduct or outcome of the prequalification process, or whether an award is made in whole or part.

2.5 Proposal Evaluation

The evaluation process will comprise:

- A preliminary examination to determine substantial functional and technical responsiveness and a review for the proposal's format and completeness with RFP requirements
- A detailed technical evaluation to determine conformity to product and service requirements.
- A demonstration of proof of concept (POC) requiring demonstration by the offeror of specific product functions and capabilities.

After completing the evaluation phase of the process, the City will enter into financial negotiations with no more than two offerors. The final selection will be based on the satisfactory outcome of these negotiations.

2.5.1 Preliminary Examination

The City will examine the proposals to determine whether they are complete, that the documents have been properly signed, and that they meet the RFP requirements. The City reserves the right to disqualify from further review any proposals deemed non-responsive.

2.5.2 Detailed Technical Evaluation

Technical merits and features will be reviewed against the requirements identified in the product and service requirements sections (Section 3.1 and 3.2) of this document.

Evaluation will also include the fit and integration with related City infrastructure, system environments and business applications.

2.5.3 Proof of Concept (POC):

2.5.3.1 Demonstration

After the detailed technical evaluation phase, a subset of offerors may be required to demonstrate their solution within the City's environment, using City Network or use cases provided by the City,

infrastructure and personnel, where appropriate.

2.5.3.2 Logistics

All offerors selected for any POC phase will be given detailed requirements for evaluation in advance. Including instructions for demonstrating various product requirements as part of specific use cases in the POC. The City will have a key contact for any questions relating to the POC phase.

2.5.3.3 POC Deployment

If any POC/demonstration is based on an appliance and/or server, the appliance/server will be provided by the offeror for on-site evaluation purposes at the City's designated location. POCs performed at the offeror site will not be evaluated.

2.5.3.5 Evaluation

Following the execution of the POC project, offerors will meet with a larger group of executives, project team members and other selected individuals to provide a POC review. Offerors will be required to demonstrate their progress toward completing the POC project, as well as describe in detail the specifics of their solution.

2.6 Scoring

Proposals will be scored by an evaluation committee. Committee participants will review, evaluate, and score each responsive proposal received in accordance with predetermined scoring criteria. The committee will meet as a group to score the RFP responses. The selection process will be broken down into three phases.

2.6.1 Phase I Offeror Qualification Assessment

To be considered responsive and to continue in the scoring process, the Offeror must:

- a. Provide all required documentation by the requested due date
- b. Provide a proposal that is complete and complies with the instructions and requirements as stated herein and per the RFP

2.6.2 Phase II Offerors who satisfactorily meet the Phase I criteria will have qualified their submitted proposals for detailed scoring process. In this phase, the Offeror's response will undergo intensive evaluation to be scored against 150 points. 50 points will be weighted for the technical requirements and the remainder 100 points will be scored on the following criteria to select a "short list" of finalists

Evaluation Criteria	Scoring Scheme	Points
Technical Requirements	Appendix A total Points based on the total weighted average score	50
Quality	How well is the solution explained and presented?	5
Feasibility	How easily does the proposal lend itself to review and evaluation?	5
Competence	Does the team possess the required knowledge of the required solution?	10
Relevant Project Experience	Does the team demonstrate prior experience? Do they have references available for review?	50
Cost	Lowest Price to meet requirements for five year Total Cost of Ownership	30
Total Points		150

2.7 Notification of Award

The award will be based on the evaluation of the RFP response, the POC results, and the satisfactory outcome of financial negotiations.

After the contract has been awarded, City will notify the unsuccessful offerors regarding the RFP outcome via email.

The City reserves the right to rescind an awarded contract in the event that claims or representations by the offeror of the winning submission are subsequently proven false or fraudulent. In the event that such action is necessary, City will be the sole arbiter of the selection of a new offeror, which may or may not include reissuing the RFP or selecting a previously submitted proposal.

RFP REQUIREMENTS

3.0 General Requirements:

3.1 Term: The contract awarded as a result of this proposal is for a one time purchase which includes all licensing, training, warranty and support for a period of 5 years. The contract period shall be for one (1) year and starts on the day that the purchase order confirmed by the City Auditor

3.1.1 Annual Extension: The term of this agreement shall be one year from the date of a confirmed purchase order. This agreement is not subject to automatic renewal. However, upon mutual agreement, to include same pricing and terms and conditions as those set forth, the services may be continued for two additional one-year terms. Future renewals of this agreement shall require appropriation and authorization of funds by the Council of the City of Columbus, the Columbus City Auditor and approved by all parties having jurisdiction thereof.

3.1.2 Pricing: Respondents to this RFP are required to propose firm and fixed costs including all fees, FOB Destination, Freight Prepaid and Allowed. These costs must include out-of-pocket expenses, including travel expenses. Price proposals that do not offer comprehensive costs (including all out-of-pocket and travel expenses) may not be considered.

3.1.2.1 Escalator Clause: No adjustment of the discount shall be granted during the first twelve (12) months duration of an awarded contract. Thereafter no more than two such adjustments may occur during the life of the contract. In the event the supplier receives a general price increase in the cost of the finished product contracted for, due to increase in the cost of raw materials, labor, freight, etc., upon giving thirty (30) days prior notice and proper documentation as proof, said adjustment in addition to the price quoted herein, may be permitted, subject to the sole discretion of the City of Columbus Finance and Management Director. In the event any such adjustment is granted, no adjustment shall be permitted on orders received by supplier which are in process or filled but awaiting shipment prior to the increase. All price decreases inure to the benefit of the City of Columbus. The written notice and following documentation shall be sent to: City of Columbus Department of Technology contract manager or designee.

3.1.2.2 Travel expenses must be incorporated in the hourly rate. Otherwise, expenses will be reimbursed by the city per the city's standard reimbursement policies (attached to this RFP).

3.1.2.3 No additional costs, such as taxes, parking or other associated costs

may be charged separately for this work. Offeror's sole compensation for the duties described herein shall be the billings at the Offeror's hourly rate and/or the cost of the products.

- 3.1.2.4 A complete maintenance and warranty agreement must be included as part of the offeror's proposal, including all options available for extended coverage and full pricing details for each level of coverage. Offerors should include pricing for support and maintenance coverage for up to 5 years. The support and maintenance coverage options should be included for all hardware and software components. All pricing must include manufacturer warranty up to 5 years. All manufacturer warranties will be passed on to the City of Columbus.

3.2 Offeror Requirements:

The City will use the requirements of this section to determine if each offeror meets the minimum standards to be considered a responsible offeror. **Please print, complete and attach** Reference pages and attach any supplemental pages as may be necessary to meet these requirements. **For instructions on how to attach a document to your RFP, go to** <https://columbus.bonfirehub.com/opportunities/15000>

- 3.2.1 **Experience Required:** Documentation shall include (at a minimum) information meeting the following criteria.

3.2.1.1 **Equipment Support and Warranty Capabilities: Offerors must document, and submit in a letter attached to the RFP, their capability of providing the equipment, implementation, support and warranty service specified herein.**

- All equipment in the offeror's proposal must be warranted by the manufacturer to be free of defects in equipment, software, support and services, and workmanship for a period of at least five years following final completion by offeror and acceptance by the City. Acceptance by the City commence on when the new solution is placed into City's production network.
- During the warranty period, and any subsequent maintenance agreement, any defective hardware and software components shall be repaired or replaced at no cost to the City.
- During the implementation period, the offeror must supply no more than a 4-hour response to major problems directly with the equipment manufacturer, 24 hours a day, and 7 days a week.

- 3.1.1.1.4 Offeror must provide a 24 hour or better hardware RMA response for all components in the solution.
- 3.1.1.1.5 Technicians must be certified to support any hardware and software implemented as a part of this project.
- 3.1.1.1.6 The City staff shall have the ability to call the manufacturer directly during the support and warranty period of all components of the proposed solution.
- 3.2.1.2 **Manufacturer Relationship:** The offeror shall provide the history of their relationship with manufacturer(s) that will potentially be providing these types of equipment/parts and warranty service for the past five years, including but not limited to the following:
- a) Length of the relationship
 - b) Level of the relationship
 - c) A brief history of the relationship
- 3.2.2 **References:** The Offeror must have at least three reference customers with similar requirements to the services being requested. Customer references should include at least one from (i) the same market vertical of The City of Columbus, (ii) the same geographic region of the City of Columbus, and (iii) a recent deployment (during the past 18 months). References should include information about the contract (specific products in use, date of contract execution, "go live" date and any services provided), as well as contact information for the client's project manager or other senior staff members familiar with the project. The City reserves the right to contact these references and discuss the client's level of satisfaction with the offeror and its products.
- 3.2.2.1 **Contact Information Required:** The reference contact information shall include the customer name, customer e-mail address, street address, telephone number, fax number, contact name and equipment purchase date.
- 3.2.2.2 **Equipment / Service Information:** The reference shall include a description of the equipment/parts provided and type of warranty service that was provided.
- 3.2.3 **Subcontractor Information Required:** If subcontractor(s) are to be used, please list names, addresses, telephone numbers and a contact person for each subcontractor. All subcontracts must have valid contract compliance certification.
- Should the offeror use subcontractors, the City shall use the offeror as the primary contact point.
- 3.2.4 **Non-Disclosure:** The City intends to require the successful offeror to

sign a mutual non-disclosure agreement typical of industry at some point during the engagement. The Offeror understands and agrees that:

- 3.2.4.1 No information will be disclosed to third parties or published in case studies, advertisements, white papers, customer testimonials, etc. without the express written consent of the City. The City reserves the right to review vendor RFPs with paid agents of the City (i.e. Gartner).
- 3.2.4.2 The City of Columbus will retain sole ownership of all data. The use or dissemination of any data by the selected Offeror or anyone affiliated with the Offeror is strictly prohibited; without the written consent of the City of Columbus.

3.3 **Product & Technical Requirements:**

At minimum, the solution must include the capabilities and technical specifications listed in Section 5

4.0 **ORDERING, DELIVERY and INVOICING**

- 4.1 **Ordering Procedure:** A written purchase order will be established by the Director of Finance and Management. The Purchase Order will have the delivery information and invoice information.
- 4.2 **Delivery days after Order:** Offeror shall insert in the "Discount" tab of the RFP the Lead Time expressed as the number of calendar days after receipt of order that delivery will be made. Vendors shall state actual delivery time in calendar days in the space provided under Delivery/Payment Terms. Delivery time may be a factor in determining award of RFP. Failure to deliver in the days proposed may lead the City to consider the contract holder in partial or full breach of the contract. In the case of such breach, the City reserves the right to pursue all remedies and actions available under this contract and relevant law.
- 4.2.1 **Delivery Location:** The equipment will be delivered FOB Destination Freight Prepaid and Allowed (Seller Bears All Freight Costs) to:
Columbus City Hall
90 West Broad Street, Room 329
Columbus, Ohio 43215

Inside delivery no dock available, City of Columbus employees will not be available to assist in unloading.
- 4.2.2 The City of Columbus requires no less than twenty-four (24) hours advance notice before the actual delivery. Delivery can be made Monday through Friday 7:00 AM – 2:30 PM (local time), except on a City of Columbus recognized holiday. City of Columbus personnel will uncrate any carton packaging. The contact information and delivery location will be will be included on the Purchase Order.

- 4.3 **Packaging:** All items must be packaged in the minimum standard packing material designed to protect against damage during shipment. Note the use of Environmentally Friendly materials is encouraged.
- 4.4 **Invoicing:** Each invoice shall show the City Purchase Order number, a brief description identifying the item, the unit price, and the total amount. The invoice amount must exactly match the purchase order amount in accordance with the RFP proposal. All Invoices should be mailed to the following address to ensure proper payment:

City of Columbus, Department of Technology, Fiscal Office

PO Box 2949

Columbus, Ohio 43216

5.0 PRODUCT & TECHNICAL REQUIREMENTS

The City wishes to purchase an in house automated captioning equipment with service support and cloud back up or subscribe to a cloud automated captioning service.

Product/Service Features

- 5.5.1.1 Must be able to do live broadcast and post-production captioning.
- 5.5.1.2 Must be able to caption with 92-95% accuracy.
- 5.5.1.3 Must have option of placing captioning location on different sections of the screen.
- 5.5.1.4 Must have voice recognition (be able to identify speakers for regular meeting, etc.) during live meetings and events
- 5.5.1.5 Must be able to input and retain proper spelling for local street names, personal names, etc.
- 5.5.1.6 Must be able to do provide a transcript with speaker identifications
- 5.5.1.7 Said transcripts must be supplied within 24-48 hours of production.
- 5.5.1.8 Must have technical support, with a back-up option for Cloud or human base captioning in case of equipment failure
- 5.5.1.9 Should have the ability to provide simultaneous translations in one or more languages, particularly Spanish, to & from English.
- 5.5.1.10 Must be able to receive embedded SDI/HDMI signals.

- 5.5.1.11 Must be able to receive balanced AES or Analog signals.
- 5.5.1.12 Must be able to output via RS-232 or Ethernet process for all sites.

Training and Documentation

As a part of the installation process, designated Ctv staff members will be required to be an integral part of the configuration and installation process. This will enable the appropriate transfer of knowledge to take place in order for City technology staff to properly maintain all networking components implemented.

- 5.2.5.1 All associated costs for formal training classes; training and reference materials, travel and expenses, and any other associated costs must be included in the submitted proposal.
- 5.2.5.2 Deliver training necessary for 3 City employees to fully administer the device and device policies on City premises prior to equipment being placed in production.

Implementation and Post Implementation Support

- 5.3.5.1 Offerors shall provide details of all maintenance and switch over activities and how assistance will be provided to City users.
- 5.3.5.2 The installer will be made aware, in writing, of any outstanding problems with an installation within fourteen days of the presentation of the installation for acceptance. The installer will correct any outstanding problems within thirty days from the date of notification. No payment will be made until the City accepts the installation according to proposal specifications.
- 5.3.5.3 Provide up to 90 day post implementation support and engineering review to assist the city with additional troubleshooting or performance tuning.
- 5.3.5.4 Provide City staff with documentation on standard operating procedures required to operate the new solution (Examples – Software updates, New ESG, Routing Policy Updates). The City will need all drafts reviewed prior to final acceptance on the documentation provided.
- 5.3.5.5 New feature testing, failover performance testing validation and documentation
- 5.3.5.6 Onsite support staff must pass the City background checks

APPENDIX A

COMPANY/PRODUCT QUESTIONNAIRE

1.0 General Questions

- 1.1 Company name and address
- 1.2 Total number of years in business
- 1.3 Total number of years providing the business/service requested
- 1.4 Total number of employees
- 1.5 Total number of employees dedicated to the type of business/services requested
- 1.6 Total number of current clients (all services)
- 1.7 Current number of clients for this type of business/service
- 1.8 Public Corporation Y/N; if yes what is stock symbol and on what exchange is it traded?
- 1.9 Is your most recent annual report available online? If so please provide Web address. If not please include as attachment.
- 1.10 Duns Number (If available)
- 1.11 Total Revenues
- 1.12 Please provide 3 current references that we may contact, that have or use the products or services included in this response
- 1.13 Is your company a "Minority Business Enterprise (MBE)?" If so, please send all appropriate certifications along with your response to this document
- 1.14 Please describe any existing or pending business arrangements your firm may have with City or any of its personnel
- 1.15 Do you use sub-contractors and/or 3rd party companies in your implementation or installations? If yes, please list the name(s), address(es) and contact information

2.0 Licensing Methods, Pricing and Costs

- 2.1 Please list the different ways that you license your hardware solution along with the standard pricing applicable for each type.
- 2.2 Is there any 3rd party software required? If so please list the software and applicable pricing
- 2.3 Please give pricing for your technical support. (Must be 24/7 support)
- 2.4 Provide information on pricing for yearly support and/or maintenance.

What services and software does the yearly support and/or maintenance include?

2.5 Please provide a soft copy of your standard, Software License Agreement, Maintenance Services Agreement and Service Level Agreements

3.0 Product Background

- 3.1.1 Partnerships
- 3.1.2 Industry Partners
- 3.1.3 Consulting Partners
- 3.1.4 Market Position
- 3.1.5 Number of Installations in production
- 3.1.6 Approximate market share
- 3.1.7 Approximate market share last year

4.0 Product Maturity

- 4.1.1 How long has the product been available?
- 4.1.2 Describe the history of the product's code base
- 4.1.3 How many outstanding defects exist against the current version?
- 4.1.4 Describe the strategic direction for the product line including any planned major enhancements? Include product roadmap for the duration of warranty and product life with life cycles of all equipment provided.
- 4.1.5 Provide the product patch and upgrade frequency
- 4.1.6 Industry Awards, Articles, Third Party Evaluations
- 4.1.7 Please attach a copy of any articles or third party evaluations of your product

5.0 Dependencies on other technologies

- 5.1.1 Identify those products that are not included with your product but are required for normal operation and functionality (e.g. VMWare NSX, Dark Fiber Infrastructure, etc.)
- 5.1.2 Please indicate any technology that is bundled with your solution but is made by a third party

6.0 Third Party Offerors Integration

- 6.1.1 Indicate any offerors and their products that integrate or provide add-on functionality to your product
- 6.1.2 OEM Relationships
- 6.1.3 Indicate any offerors and the related product lines that are currently

integrating your products into their solution offerings

7.0 Product Architecture Overview

Offeror should provide an architectural solution overview, including:

- 7.1.1 Specify the key physical operating characteristics of the device models proposed, including size, height, weight, airflow, power consumption, operating temperature and overall mean time between failure (MTBF) of the entire device.
- 7.1.2 Specify the expandability of the devices — are they modular or upgradable from an interface and/or fabric perspective.
- 7.1.3 Describe the cabling supported and required for the devices (e.g., copper, Fiber) and any transceivers required.
- 7.1.4 Describe the CPU and memory of the devices, if not provided in the specifications literature.
- 7.1.5 Describe any “green” initiatives or solutions included in the proposal.
- 7.1.6 Describe any differentiating or highly innovative hardware capabilities compared with leading competitors.
- 7.1.7 Define power and cooling requirements.

8.0 Support

- 8.1.1 Describe the local technical support options available and the related cost structure
- 8.1.2 Do you have any local technical support resources?
- 8.1.3 Describe how the City will obtain direct access to the offeror’s standard Tier-II or Tier-III resources when needed.
- 8.1.4 Describe offeror’s helpdesk availability during normal and extended business hours, and whether the City’s Staff will have access to dedicated offeror support resources when the offeror’s helpdesk is closed, and network or implementation related incidents occur.

9.0 Ctv Playback Facility

- 9.1 Provide the physical dimensions of the proposed equipment and/or the Rackspace required to house the equipment for all sites.
 - 9.1.1 Provide all power requirements, including any special conditioning or grounding requirements.
 - 9.1.2 Provide all equipment Airflow directions and BTU outputs.