



Request for Information (RFI) #2315 Video Platform - Content Delivery Network for the New York State Media Services Center

1. INTRODUCTION

1.1. GENERAL INFORMATION AND PURPOSE

This document describes the Content Delivery Network (CDN) technical requirements for Office of General Services (OGS) Media Services Center (MSC). It is intended as a reference document for procurement staff and potential vendors, to assist the process of matching potential solution vendors with MSC needs. Vendors interested in participating in any possible future opportunities are encouraged to respond to this RFI.

1.2. TERMINOLOGY

OGS - Office of General Services

MSC - Media Services Center

CDN - Content Delivery Network

EO3 - Executive Order 3

VOD - Video on Demand

1.3. PROJECT BACKGROUND / CURRENT CONDITION

Typical MSC Use Case for Platform / CDN

Today, two EO3 meetings have been scheduled to occur in two remote locations in the state. In addition, there is a Department of Health meeting at the Convention Center that is also scheduled to be streamed. In the morning, the Executive Chamber notified us of two events the Governor will be attending that also need to be streamed.

The two EO3 meetings are being acquired via Comrex LiveShot and will be routed to our Elemental Live encoder, and also an AJA KiPro VTR for a backup record.

The feed from the Convention Center is coming down over fiber and will likewise be routed into the Elemental for streaming.

The two Chamber events happen in the morning and then one in the afternoon. The morning event will be acquired via Comrex over a cellular connection. The second event will be covered by our satellite truck. We will acquire the feed from downlink and then turn it around via stream. The Chamber has also asked us to push this feed to Facebook and Periscope.

The overlap on these events means that, today, we have three simultaneous streams outbound maximum.

Each overlapping event needs its own input on the encoder. Each input has a dedicated input URL for our CDN. When an event is scheduled, it is assigned an input. The client is sent an appropriate URL for that event's player, with embed code, if needed.

Our events are generally multi-camera switched productions that come back to us over a single transmission path. Switching and routing of sources is handled in Master Control.

We put our stream up with an informational slate approximately 30 minutes before the event starts. This can and does go long, since some meetings do not start on time. We expect one of today's EO3s to last about 15 minutes, with 30 minutes of pre-roll slate. The second is scheduled for six hours but we expect it to last no longer than four. We have two Chamber events today, but the start times on those are almost always bumped, so slate could go as long as two hours on that.

The long EO3 is being live captioned at the request of the client. Our caption provider dials into the caption encoder before the meeting starts and does a test. The captions encoder inserts CEA-708 captions into the stream.

After the events are completed, the operators will download an h.264 archive, and WebVTT captioning file that are generated on the Elemental for each event. The operator trims the slate off the front of the event and edits the caption file to match the new timecode. This new video is uploaded to the Platform, and the new VTT file is attached to the VOD asset. The URL for the VOD player is then sent out to the client. An archive of the event is stored for 30 days, unless the client requests additional archival time.

1.4. BRIEF PROJECT OUTLINE / VISION

The Platform will at minimum provide:

- Multiple RTMP entry points. Entry points will exist between live events as long as MSC continues to use the platform. Entry points will not be created dynamically and then be removed post-event.
- Support for live captioning, either via RMPTinfo or Platform provided auto- captioning.
- Support for VTT files on VOD assets, and the ability to replace existing captions with MSC edited VTT files.
- An embeddable, HTML based player with basic customization. The player will also contain no branding of any kind that isn't provided by MSC.
- Player support for multiple platforms: Android, iOS, Windows, Macintosh, Chrome.
- Player support for all current, major browsers: Chrome, Firefox, Edge
- Platform will transcode source video into multiple, outgoing adaptive renditions for both live and VOD streams.
- Final distribution of streams must be carried on an enterprise class CDN, such as Amazon CloudFront, Akamai, Limelight, or similar.

The following features are desirable in a Platform / CDN, but not strictly required:

- Auto archiving of live events into VOD assets automatically after the event completes.
- Trim editing of archived live events on the front and end of the video.
- Highlight clip functionality.
- Source switching inside the platform between RTMP source and platform-hosted assets like slates, roll-ins, stills, etc.

2. DESIRED KNOWLEDGE

OGS seeks to gain a comprehensive understanding of technology and equipment that could be used to meet our needs to provide the described services.

Vendors are encouraged to be both comprehensive and creative when providing information related to this RFI. The State understands there are a host of potential solutions and it expects equal consideration be given to all options available in the marketplace. Vendors are permitted to submit responses, either in whole or in part, and/or in collaboration with other vendors.

3. CONTENT OF RESPONSE

OGS requests that vendors include the following information in their written responses:

- **Company Background** – Provide general background information regarding your company, including a summary of previous experience in similar types of projects.
- **Contract Information** – Include your NYS Contract Number (PTXXXXX), if applicable. Indicate what products and services may be available under the contract as well as what products and services may not be available under the contract.
- **Potential Solutions** – Provide examples of potential strategic and/or tactical approaches that will result in a Video Platform - Content Delivery Network for the OGS Media Services Center.
- **Product Background** – Provide information regarding products and/or equipment/technology that you envision could be implemented for a project of this scope, including any applicable names, manufacturers, specifications and relevant information, such as products used in similar situations.
- **Issues and Concerns** – Provide information regarding any potential issues or concerns that should be considered. Responses may include strength and weakness comparisons of known potential solutions from the vendor's point of view.
- Provide the cost to provide the required services of similar scope and size.
- Indicate if the vendor is agreeable to providing a demonstration for NYS.
- **Additional Information** – Provide any additional information and/or any other parameters that should be considered or required for bidders to respond to a formal solicitation.

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Please respond to the information above and provide the name of your company, its location, a contact person, phone number, and email address when replying to this RFI. A response does not bind or obligate the vendor to any agreement of provision or procurement of services referenced.

As this RFI is designed as a tool to collect information and shall not result in a procurement contract, it does not fall under the requirements of State Finance Law §§139-j and 139-k (the Procurement Lobbying Law) and there is no restricted period. We ask that you direct your questions and responses in writing to the OGS point of contact listed below. Questions must be submitted via email to Wendy.Fioravanti@ogs.ny.gov by **January 21, 2020 at 2:00 pm**. Answers will be posted by January 28, 2020.

Please respond via email by **February 4, 2020 at 2:00 pm** to both:

Primary Contact

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