

QUESTIONS & RESPONSES #02

RFP / TITLE	072096 VIDEO PRODUCTION & WEB STREAMING
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SUBMITTAL DUE DATE	April 22, 2024 @ 2:00 P.M. (PST)
Q&A DUE DATE	April 15 2024 @ 2:00 P.M. (PST)
DATE POSTED	Tuesday, April 16, 2024
Question	Answer
What are the goals of this project? What do you believe would make this a successful contract?	<p>NWSA Goals: ensure MM meetings webstream and recordings are clear and audible. Successful contract: the awarded contractor must be able to work with and be responsive to NWSA staff. They must be able to troubleshoot on-site at multiple venues. They must be flexible should meeting dates change.</p> <p>PORT Goals: Responsiveness to issues from PORT staff and the ability to accommodate meeting date changes or additions as needed, We are looking for a very knowledgeable contractor whose staff can troubleshoot on the fly and stays up to date on new technology.</p>
What do you believe the ideal production company would possess to build a partnership on this project?	NWSA/PORT - Communication is key. They must be responsive in a timely manner. They must also build a portal that is easy to use. They must be professional when working around elected officials.
Would the Port of Tacoma need full service video production Pre-production to Post-Production?	NWSA - Yes PORT - Yes
Are we still eligible even though we did not attend the site visit?	Yes, per Addendum 01, site visit is NOT mandatory.
The RFP requires a MANDATORY site visit. I noticed that the one on March 25 was not mandatory: "Site Visit is scheduled for Monday, March 25, 2024 @ 11:00 AM. Meet in lobby of the Fabulich Center, 3600 Port of Tacoma Rd., Tacoma, WA 98424 (Not Mandatory)." Will there be another site visit date offered so we can fulfill this requirement?	Per Addendum 01, site visit is NOT mandatory. There will NOT be another site visit.

<p>(Attachment A, page 2) Confirm that support of meetings at other locations will occur via a change order in conjunction with a site visit/scoping session and are not included in RFP pricing.</p>	<p>PORT: We rarely have meetings at locations other than the Fabulich Center that are recorded/webstreamed. If we do have that need, we would work with the videography company to do a site visit ahead of time. This would constitute a change order. NWSA: Since the MM meetings alternate between locations, I anticipate if another location is used, we would do a site visit with the contractor to determine audio/visual needs of the new location and discuss additional costs at that time.</p>
<p>Does the Port provide on location office or storage, or any facility access use? Requirements for insurance?</p>	<p>No storage provided.</p>
<p>What does the prospective calendar schedule look like for both the Port of Tacoma, and Seattle?</p>	<p>Per Addendum 02, see websites for meetings. NWSA https://portal.veconnect.us/p/nwseaportalliance PORT https://www.portoftacoma.com/commission</p>
<p>What are the normal amount of meetings per month/annually that may require video services?</p>	<p>Per Addendum 02, see websites for meetings. NWSA https://portal.veconnect.us/p/nwseaportalliance PORT https://www.portoftacoma.com/commission</p>
<p>Are there simultaneous meetings that may occur during the year?</p>	<p>PORT/NWSA: No, there would never be simultaneous meetings, as the PORT commissioners attend both PORT meetings and NWSA meetings.</p>
<p>Does the company have and can provide ethernet access keys for live stream applications in all locations?</p>	<p>At Fabulich, a webstreaming system is provided connected to Room systems. This is PORT managed device. Software used for streaming is wirecast and is the PORTs preferred tool. At Airport, Will respond soon.</p>
<p>B. Scope of services, page 4 - "Meetings for NWSA/Fab Center" Please confirm vendor must provide audio equipment. Consultant currently leverages the updated existing audio equipment in the Fab Center for both PTAC and NWSA.</p>	<p>Audio equipment is available for the NWSA meeting as a part of the existing setup. If needed, PORT/NWSA will give 24 hour notice.</p>
<p>B. Scope of services, page 4 - "Meetings for NWSA/Airport" Please confirm vendor must provide audio equipment. Consultant currently pulls an audio feed from the in-house PA system at the Airport for NWSA.</p>	<p>Will respond soon.</p>
<p>Please confirm that vendor is to provide ONE contract for both PTAC and NWSA. Previously we provided TWO contracts - one for NWSA and another for PTAC.</p>	<p>TWO contracts will be awarded, one for NWSA & one for PORT.</p>

<p>Comment - B. Scope of services, page 4 - "Other locations" Costs for production and live streaming at other locations is highly variable depending on the venue. The price provided in this RFP is subject to change depending on the capabilities of the venue and requirements for the meeting.</p>	<p>Noted, please put this comment in your ATTACHMENT C – COST BREAKDOWN-OFFER</p>
<p>Question regarding Attachment C - Cost Breakdown Offer</p> <p>This form contains fields for TWO "flavors" of production support: 1, Tacoma: Vendor uses PTAC equipment 2. Seattle and other locations: Vendor provides all equipment</p> <p>The RFP (page 4) requests support for a third "flavor" - 3. NWSA/Fab Center - Vendor uses existing video but provides Audio equipment</p> <p>Where would you suggest we illustrate this third flavor pricing in our response? Should Attachment C be revised?</p>	<p>ATTACHMENT C – COST BREAKDOWN-OFFER is a Template, please revise as needed.</p>
<p>I cannot for the life of me find this statement again in the RFP, but earlier this week I grabbed a screenshot about needing to provide two versions - one redacted version and one regular version. Is this in reference to just Attachment C - COMPENSATION or the entire response? Since I cannot find it again, maybe it went away?</p>	<p>This RFP does not require redacted documents. Please just provide one regular version.</p>
<p>What is the cost breakdown per year for the \$800k and the option to extend additional years?</p>	<p>PORT: The amount your question references I believe is for the NWSA only. The PORT does not require that the videographer provide any additional equipment, so the PORT total contract amount will be less. We anticipate approximately 23-25 meetings per year (including possible special meetings) and the associated monthly platform hosting cost. Contract extensions are addressed in the RFP.</p> <p>NWSA: This will be a 3-year contract with a possible (2) 1-year extensions for a possible total of 5-years in length of a not to exceed \$800,000 at the end of the 5th year. With 14 scheduled meetings per year with a possible addition of 4 added as needed meetings. \$160,000.00 per year.</p>

<p>How many additional events per year are expected beyond the combined 24 bi-monthly meetings plus 6x/year audit meetings? What are PORTential locations for these meetings, and are they within the Seattle-Tacoma metropolitan area?</p>	<p>PORT: The PORT as of now has 16 regular meetings per year (1 per month and an extra meeting in the months of Feb, May, Sept and Nov.). This is dependent on the annual bylaws review/revisions. This could change. We also have 2-3 Audit Committee meetings per year. They are recorded, but not webstreamed live. There may be up to 3-4 extra meetings called per year. These would constitute a change order. 99% of our meetings are in the Pierce County area.</p> <p>NWSA: Holds 12 commission meetings per year alternating between Tacoma and the Conference Center at SEA (SeaTac airport). There will be times when we hold our meeting at Pier 69 in Seattle rather than the airport. 2-3 Audit committee meetings are 100% virtual but must be webstreamed live. There is a possibility of up to 4 extra meetings per year.</p>
<p>How far in advance will ad-hoc meetings be scheduled? How far in advance will any reschedules, or cancellations be notified?</p>	<p>PORT: Special meetings are generally scheduled at least two weeks in advance. We would notify the videography firm of special meetings, canceled or rescheduled meetings as soon as we know.</p> <p>NWSA: Ad-hoc meetings may be scheduled as far as 30 days in advance. Notifications of reschedules or cancellations may occur within two-weeks in advance.</p>
<p>For sites where the vendor must provide equipment - how many speakers need microphone/sound? Is there audience participation?</p>	<p>PORT/NWSA at Fabulich, audio is available as apart of the current room configuration. If equipment rs requested, 2-3 speakers and up to 19 goosenecks.</p>
<p>For any sites, especially ones without equipment, how many hours in advance will the vendor have access for setup and stream reliability testing?</p>	<p>At Fabulich, if equipment is requested the room can be made available as early as 7:00am.</p> <p>At Conference Center at SEA - Access available at 7:30am, day of meeting.</p>
<p>Why are the NWSA and PORT teams seeking a vendor for these services? What drives the replacement of the existing website/portal?</p>	<p>We are a public entity and per RCW, we need to do Requests for Proposals every 3-5 years.</p>
<p>What are the current internet/bandwidth capabilities for upload speeds at the sites? Will the vendor be required to provide a hotsPORT/satellite internet connection?</p>	<p>At Fabulich, If Port of Tacoma system is used for meeting at Fabulich.</p> <p>At Airport Will respond soon.</p>
<p>Is there a dedicated person/team that manages the equipment at the Fabulich Center? Would there be an opportunity to have an overview and trial stream at both locations on a date prior to the first meeting date?</p>	<p>Yes, PORT IT manages the Fabulich Center meeting room.</p> <p>NWSA: staff can arrange site visit and test with vendor at Confence Center at SEA prior to first meeting at that location.</p>
<p>What technology solutions are currently being used for the streaming services?</p>	<p>At Fabulich, the port of tacoma provide a machine running wirecast for broadcast streaming.</p> <p>At Airport, Will respond soon.</p>

<p>What video editing, bookmarking and transcription needs are required by the vendor vs. PORT/NWSA Staff?</p>	<p>PORT: The videography contractor would be responsible for editing the beginning and ending of the meeting. Rarely, there could be an executive session or other break in the middle of the public session. Editing that portion out of the final meeting would be the videographers responsibility, along with posting a slide that says the public meeting stopped because of X during the live webstream. With the final version of the meeting the videographers would add a slide stating the start and stop of the break along with the purpose. Bookmarking items on the agenda is highly desired. Closed captioning is required.</p> <p>NWSA: Post meeting editing a must to ensure quality product for the public. Static noise must be removed. Breaks edited out of final version. Bookmarking a nice feature.</p>
<p>Can you elaborate on the requirement for vendors to host the web streaming system? What security or data protection requirements exist for the system? What platforms or services are being used currently?</p>	<p>At Fabulich, webstreaming will be completed from a system provided running Wirecast.</p> <p>Virtual meetings, There is also the need to manage meeting hosted virtually from MS Teams, the Port of Tacoma will provide an MS Teams account but vendor is responsible for streaming system.</p> <p>At Airport, Will respond soon.</p>
<p>How will the Web portals integrate with other websites? Will users/the public find the meeting sites from the primary PORT/NWSA sites?</p>	<p>Current integration from the PORT and NWSA website is done via iFrame.</p>
<p>How similar in architecture can the two sites be, or will the PORT/NWSA stakeholders have differing opinions in navigation/interactions/etc?</p>	<p>PORT/NWSA: website Integration will be the same. All other element will have seperate stakeholders.</p>
<p>Are there bandwidth/quality requirements for the livestream? What about for published video/audio?</p>	<p>Bandwidth at Fabulich is sufficient for 4K streaming. Bandwidth at At Airport, Will respond soon.</p>
<p>How will keywords for the archived libraries be populated? Will PORT/NWSA Staff provide the content? Should the minutes be used to assist keyword search?</p>	<p>PORT/NWSA: Currently our meetings are not searchable by key words.</p>
<p>To increase accessibility, is automated live captioning for the videos desired? Would automated transcripts of archived meetings be desired?</p>	<p>PORT/NWSA: Yes to both questions.</p>

<p>For the website meeting archives, what content will be provided? Are there any codecs or special file types that require licensing to make available?</p>	<p>Codecs to play archived recording from within the website will be needed. MP4 Video and MP3 audio files available for download.</p> <p>For meeting archives, content files are uploaded to the hosted meeting site as pdfs and available as downloadable materials to the public.</p>
<p>What kind of analytics information for video streaming is desired? What about archived meetings? Are any reports needed?</p>	<p>Day of meeting connections, number of view for recorded meetings and count of downloads.</p>
<p>What website documentation for the staff is required?</p>	<p>Individual meetings and content for those meetings provided by organization. Training materials for staff to be provided by vendor.</p>
<p>Once the contract is signed and the project commences, when would the first video production/streaming session be required?</p>	<p>Our desired date is July 1, 2024, but PORT/NWSA are willing to negotiate with Awarded Consultant.</p>
<p>Once the contract is signed, is there a deadline or timeline for which the new web portals must be live and accessible / hosting meetings?</p>	<p>Our desired date is July 1, 2024, but PORT/NWSA are willing to negotiate with Awarded Consultant.</p>