REQUEST FOR PROPOSAL

Media Servers with
Technical Support
for News System

Contents

1   INTRODUCTION

1.1   Purpose and Scope

Ministry of Information invites bidders to submit their best offers for providing Media Production components, such as Playout/Ingest server, Production Asset Management Engine and Media Packs HDDs for the storage used in the Avid System currently used for News Production. The aforementioned items must be supplied with the best technical support plan to cover the Avid components of the NEWS network for a duration of 1 year. The bidders are to offer the MOI the official platform support plan to cover all the specified servers to allow for any technical inquiries and achieve the minimum response time provided by the manufacturer Avid.

2   GENERAL TERMS

- The requested items will be held in MOI store to be installed later on.
- The requested technical support is to cover the hardware and the software of the system components that make up the NEWS network.
- MOI must hold the full ownership of the account by which MOI engineers will interact with Avid technical support.
- The requested Service Level Agreement is to be one full year and must start at date where it is usable by the MOI engineers. As in, once the supplier purchases the SLA, they must supply the account to the MOI. And MOI must have full and immediate access to the technical support service from day one of purchase and will be considered entitled for a full year of technical support.
- The technical support must be valid during the whole period and must cover all the hardware and software components specified.
- The bidder must allocate an engineer to provide occasional assistance in opening and following up with cases and to conduct a monthly check up on the system and provide an overview report to designated MOI engineers.

3   DETAILED DESCRIPTION

3.1   Hardware for the News System

3.1.1   Playout/Ingest Server   Qty-1

- The playout servers must be compatible with the existing system can work alongside the existing playout server and the playout control
- 2x bidirectional SDI channels minimum PAL, NTSC, 1080i 50/60, 720p 50/60 (SMPTE 259M, SMPTE 292M, SMPTE 295M, SMPTE 296M)
- Playout format : AVC-Intra 50 / 100
- Supported playout formats: DV25 (4:1:1 and 4:2:0), DV50 (4:2:2), IMX 30, IMX 50, DNxHD 120/145, MPEG-2 HD (HDV 25Mbps, MPEG-2 HD 17.5, 35, and 50 Mbps)

- SD ↔ 1080i, SD ↔ 720p, 720p ↔ 1080i, SD 4:3 ↔ SD 16:9
- Supports crop, anamorphic, pillarbox, and letterbox with dynamic conversion based on AFD
- Audio SD: Up to four pairs of embedded audio per video channel
- Audio HD: Up to eight pairs of embedded audio per video channel
- 16- or 24-bit, 48 kHz
- Pass-through of AC-3 and Dolby E audio
- Up to eight pairs of proxy audio creation per record channel
- MPEG-1 Layer 2 audio compression (for proxy)
- Record, play, trimming, and configuration through UI
- IsoSync synchronized cue, record, and stop of up to 12 channels across multiple servers through UI
- Edit while Capture (EWC) functionality, clips checked in to the PAM should be available to users in less than 30 seconds. Allows editors to start using the material while the file is being ingested.
- GPI/O (Record, Play, Stop, Recue)
- LTC SMPTE 12M, one input and output per video channel
- VITC SMPTE 266 with input and output line selections
- Ancillary timecode
- Analog black burst (NTSC or PAL) or tri-level reference, with loop- through input/output
- All closed caption lines are preserved (DV, IMX)
- All HD ancillary data preserved per SMPTE 436
- Redundant network connections
- Hot-swap redundant power supplies
- Hot-swap media drives
- Hot-swap mirrored boot drives
- FTP transfer of MXF OP1a files, in or out
- Minimum Ten 1 TB drives (8 TB useable) with RAID 5 protection
- Serial Four DB-9 RS-422 connectors
- LTC in Four BNC connectors
- LTC out Four BNC connectors
- SDI/HD-SDI in One BNC connector per channel
- One BNC connector per channel (Main output)
- One 1.0/2.3 connector per channel (auxiliary output; 1.0/2.3 to BNC adapters included)
- Reference: Two BNC connectors (1 in and 1 loop out)
- Eight GPI and eight GPO programmable pins through a DB25 expansion port
- Four USB 2.0 connectors for a USB-compatible keyboard and mouse
- Four RJ-45 connectors, 100BASE-T, or 1000BASE-T, auto-sensing

Note: Existing Playout system is Avid Airspeed 5500

3.1.2 PAM Engine Server   Qty-2

- Preconfigured with Existing PAM software and can replace the existing engine servers
- 1U Server
- Preconfigured with Microsoft Windows Server 2012-R2

Note: Existing PAM system is Avid Interplay Production

3.1.3 6 TB HDD Media Packs   Qty-2

- 6 TB HDD media packs
- Compatible with existing storage system

Note: Existing Storage System is Avid Nexis E4

3.2 Support Plan Description

Technical Support:

- Technical support must be available 24 hours X 7 days through web case logging.
- The expected response time for open cases must not exceed 1 hour.
- Critical issues must be addressed within 1 hour with higher priority and provider must support via phone if needed.

Software Patches and Upgrades:

- Service provider must fully support all the software needed for optimum performance of the system, in the scope of the existing hardware.

Hardware Coverage:

- Advance hardware replacement must be included in the support plan.
- MOI will be entitled to have a replacement part shipped in advance of Avid receiving back the faulty part. The service provider is expected to use next day dispatch of replacement part to ensure the fastest replacement possible.
- After receiving the replacement product, MOI must be allowed a duration of 14 days to ship and deliver the faulty product to the manufacturer and service provider.

Remote Connectivity:

- The technical support is to be provided through remote support for products with remote connectivity.
- The technical support must use secure tools to insure maximum stability and security of the system.
- It is expected to be provided with diagnostic tools and submit them to the MOI if that's possible and if MOI asks for full report after resolving the issue, the service provider is expected to share a though explanation of what was the issue and what has been done.

3.3 Avid System Overview

The requested support plan is expected to cover the software and hardware of the NEWS network system, which consists of:

3.3.1 Ingest and Playout Servers
- Airspeed 5500
- Airspeed 5000

3.3.2 Newsroom Computer System
- iNEWS
- iNEWS Command

3.3.3 Production Asset Management
- Interplay servers

3.3.4 Graphics Controller and Render Engines
- Maestro NEWS
- HDVG4

3.3.5 Craft Editing Suites
- Media Composer
- DNxIO Artist

3.3.6 Video Browsing for Journals
- MediaCentral| UX

3.3.7 Asset Management and Ingest for Camera Cards
- Media Director

3.3.8 Storage System
- Nexis Storage System E4

3.3.9 Graphics System
- Graphics Playout and Controller; Maestro| News
- Graphics Design; Maestro| Designer and Maestro| Page Editor
- Graphics Map application; Maestro| WorldMapper
- Graphics Render Engine; HDVG4
- Graphics Database; Maestro SQL DB
- Graphics shared data; Graphics storage of G drive
- Maestro Plugins in the NRCS and NLE systems

4   PROPOSED BILL of QUANTITY

Item	Qty	Description:	Unit Price (KWD)	Total Price (KWD)
1	1	**Playout/Ingest Server**		
2	2	**PAM Engine Server**		
3	2	**HDD Media Packs**		
4	4	**Avid Advantage, AirSpeed 5000 Low Res Proxy 4 Channel, Elite Renewal**		
5	3	**Avid Advantage, AirSpeed 5500 HD & AVC-Intra 4 Channel, Elite Renewal**		
6	4	**Avid Advantage, iNews Command, Elite Renewal**		
7	14	**Avid Advantage, Interplay, ExpertPlus Renewal**		
8	1	**Avid Advantage, Interplay, ExpertPlus Renewal**		
9	8	**Avid Advantage, Maestro	News, Elite Renewal**		
10	1	**Media Composer Perpetual 1-Year Updates + Standard Support Plan RENEWAL**		
11	3	**Media Composer Perpetual 1-Year Updates + Elite Support Plan RENEWAL**		
12	11	**Artist	DNxIO Extended Hardware Support RENEWAL**		
13	5	**MediaCentral Elite Support Renewal**		
14	2	**Avid Advantage, MediaCentral UX , Elite Renewal**		
15	1	**Avid Advantage, Media Director Main Engine, Elite Renewal**		
16	1	**Avid Advantage, Media Director Expansion Engine, Elite Renewal**		
17	4	**Avid Advantage, Avid NEXIS	E4 120TB, Elite Renewal**		
18	1	**Avid Advantage, NEXIS	System Director Appliance (SDA), Elite Renewal**		
19	1	**Avid Advantage, Avid NEXIS	SDA Controller, Elite Renewal**		
20	4	**Avid Advantage, Avid NEXIS	E4 Controller, Elite Renewal**		
21	1	**Avid Advantage, Maestro	Interactive, ExpertPlus with Hardware Coverage Renewal**		
22	54	**Avid Advantage, Maestro	News, ExpertPlus with Hardware Coverage Renewal**		
		3 After Effects Import		
		1 Line Graph for journalist station / NLE		
		3 Line Graph Linux (HDVG) plugin		
		2 Line Graph plug-in for Maestro	Render Engine Preview		
		2 Maestro	News Controller Software		
		2 Maestro	News Page Editor*		
		2 Maestro	News Touch (iPad integration)		
		1 Maestro	News Producer NLE plug-in		
		1 Maestro	News Producer NLE plug-in station license edition		
		6 Material shader library Maestro	Designer plug-in		
		1 Material shader library for journalist station / NLE		
		3 Material shader library Linux (HDVG) plug-in		
		2 Material shader library VGA preview plug-in		
		1 MediaCentral	Graphics Manager browse clients package (15)		
		1 MediaCentral	Graphics Manager core		
		2 MediaCentral	Graphics Manager playout client		
		2 News Producer MOS Gateway		
		2 Social Media Hub moderation station		
		1 Social Media Hub Server		
		6 Text Effect Maestro	Designer plug-in		
		3 Text Effect Linux (HDVG) plug-in		
		2 Text Effect VGA preview plug-in		
		1 Text Effects for journalist station / NLE		
		1 Work Station PC for World Mapper		
		2 World Mapper Server for Maestro	News integration		
		1 World Mapper Standalone		
23	6	**Avid Advantage, Maestro	Designer Software, ExpertPlus, Renewal**		
24	3	**Avid Advantage, PowerWall, ExpertPlus with Hardware Coverage Renewal**		
		3 HDVG4 - 16 outputs		
			Total Price (KWD)	