

## Request for Information (RFI)

Services Required:	Enterprise Streaming and Webcasting
Type of Procurement:	Open Bid
Term of Contract:	Upon Award for up to three years
End User:	RTI International <i>(RTI International is a trade name of Research Triangle Institute)</i>
This Procurement Supports:	RTI Facilities Department
Submit Proposal To:	Rick Godwin Technology Procurement Officer RTI International 800 Park Offices Drive PO Box 12194 Research Triangle Park, NC 27709 <a href="mailto:rgodwin@rti.org2">rgodwin@rti.org2</a>
Date of Issue of RFI:	Date: August 25, 2009
Date Questions Due From Sellers	Time: By 2:00 p.m. EDT Date: September 7, 2009
Date Proposal Due:	Time: By 5:00 p.m. EDT Date: September 15, 2009
Method of Submittal:	<ol style="list-style-type: none"> <li>1. Respond via e-mail w/ attached document in MS Word and followed with signed and dated hardcopy plus CD of Bid Response package mailed to above address.</li> <li>2. The Bidder shall provide quotation based on this RFI in order to be considered for evaluation. The Bidder agrees to hold the prices in its offer firm for 90 calendar days from the date specified for the receipt of offers, unless another time is specified in an addendum to this RFI.</li> </ol>
Solicitation Number:	<b>MS-FY09-032</b>
Attachments TO RFI: All bidders are responsible to carefully review each attachment and follow any instructions that may be relevant to this procurement.	<ol style="list-style-type: none"> <li>1. Attachment "A" – Bidders company information and Representations and Certifications</li> <li>2. Attachment "B" – Instruction to Bidders</li> <li>3. Attachment "C" –Pricing Structure</li> <li>5. Attachment "D" – Technical Specifications</li> </ol>

**Attachment "A"**  
**Bidder's Company Information**  
**and Representations and Certifications**

To facilitate the evaluation and award process, please provide the following information about your company. If an item is not applicable to your organization, please put "N/A" on the blank(s) provided. Do not leave items unanswered.

<b>CONTACT INFORMATION</b>									
Company Name:	Company Representative Name:								
Address 1:	Title/Position:								
Address 2:	Phone:								
City, State:	Fax:								
Zip Code:	Email:								
Country:	Technical Representative Name:								
Name of Parent Company:	Title/Position:								
Web Page URL:	Phone:								
	Fax:								
	Email:								
<b>COMPANY PROFILE</b>									
Type of Organization: <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; border: none;"><input type="checkbox"/> Sole Proprietorship</td> <td style="width: 50%; border: none;"><input type="checkbox"/> Government Entity (Federal, State, or Local)</td> </tr> <tr> <td style="border: none;"><input type="checkbox"/> Partnership</td> <td style="border: none;"><input type="checkbox"/> Foreign Government</td> </tr> <tr> <td style="border: none;"><input type="checkbox"/> Corporate Entity (not tax-exempt)</td> <td style="border: none;"><input type="checkbox"/> International Organization per 26 CFR 1.6049-4</td> </tr> <tr> <td style="border: none;"><input type="checkbox"/> Corporate Entity (tax-exempt)</td> <td style="border: none;"><input type="checkbox"/> Other _____</td> </tr> </table>		<input type="checkbox"/> Sole Proprietorship	<input type="checkbox"/> Government Entity (Federal, State, or Local)	<input type="checkbox"/> Partnership	<input type="checkbox"/> Foreign Government	<input type="checkbox"/> Corporate Entity (not tax-exempt)	<input type="checkbox"/> International Organization per 26 CFR 1.6049-4	<input type="checkbox"/> Corporate Entity (tax-exempt)	<input type="checkbox"/> Other _____
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<input type="checkbox"/> Corporate Entity (tax-exempt)	<input type="checkbox"/> Other _____								
Business Size ( <a href="http://www.sba.gov/size">http://www.sba.gov/size</a> ): <input type="checkbox"/> Small <input type="checkbox"/> Large	Business Classification (Check all that apply in accordance with FAR Part 19): <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; border: none;"><input type="checkbox"/> Nonprofit</td> <td style="width: 50%; border: none;"><input type="checkbox"/> Small-Disadvantaged*</td> </tr> <tr> <td style="border: none;"><input type="checkbox"/> Educational Institution</td> <td style="border: none;"><input type="checkbox"/> Veteran Owned</td> </tr> <tr> <td style="border: none;"><input type="checkbox"/> Foreign Entity</td> <td style="border: none;"><input type="checkbox"/> Service-Disabled Veteran Owned*</td> </tr> <tr> <td style="border: none;"><input type="checkbox"/> Woman-Owned</td> <td style="border: none;"><input type="checkbox"/> HUB Zone</td> </tr> </table> *Copy of certification must be submitted.	<input type="checkbox"/> Nonprofit	<input type="checkbox"/> Small-Disadvantaged*	<input type="checkbox"/> Educational Institution	<input type="checkbox"/> Veteran Owned	<input type="checkbox"/> Foreign Entity	<input type="checkbox"/> Service-Disabled Veteran Owned*	<input type="checkbox"/> Woman-Owned	<input type="checkbox"/> HUB Zone
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<input type="checkbox"/> Woman-Owned	<input type="checkbox"/> HUB Zone								
Listed on SBA PRONET:									
DUNS Number:	Bidder Federal EIN Number:								
	If Bidder is owned or controlled by a common parent:								
	Parent Name:								
	Parent EIN:								
List all North American Industry Classification System Codes (NAICS) that apply to your company: <a href="http://www.census.gov/epcd/www/naics.html">http://www.census.gov/epcd/www/naics.html</a>									

## Representations and Certifications of Compliance

1. Federal Excluded Parties List - The Bidder Select is not presently debarred, suspended, or determined ineligible for an award of a contract by any Federal agency.
2. Certification and Disclosure Regarding Payment to Influence Certain Federal Transactions – The Bidder certifies that it currently is and will remain in compliance with FAR 52.203-11, Certification and Disclosure Regarding Payment to Influence Certain Federal Transactions.
3. Organizational Conflict of Interest – The Bidder certifies that will comply FAR Part 9.5, Organizational Conflict of Interest. The Bidder certifies that is not aware of any information bearing on the existence of any potential organizational conflict of interest. The Bidder further certifies that if the Bidder becomes aware of information bearing on whether a potential conflict may exist, that Bidder shall immediately provide RTI with a disclosure statement describing this information.
4. Business Size and Classification(s) – The Bidder certifies that is has accurately and completely identified its business size and classification(s) herein in accordance with the definitions and requirements set forth in FAR Part 19, Small Business Programs.
5. Prohibition of Segregated Facilities - The Bidder certifies that it is compliant with FAR 52.222-21, Prohibition of Segregated Facilities.
6. Drug-Free Workplace – The Bidder certifies that it complies with the Drug-Free Workplace Act of 1988 (45 CFR Part 76, Subpart F) and, further, understands that any violation of the prohibitions of this Act is a breach of contract and can result in default action.
7. Federal Civil Rights Act – The Bidder certifies that it conforms to the provisions of the Federal Civil Rights Act of 1964, as amended and does not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, or disabilities.
8. Americans with Disabilities Act – The Bidder certifies that it complies with the Americans with Disabilities Act.
9. Equal Opportunity – The Bidder certifies that it does not discriminate against any employee or applicant for employment because of age, sex, religion, handicap, race, creed, color or national origin.
10. Labor Laws – The Bidder certifies that it is in compliance with all labor laws, including but not limited to the Walsh-Healy Act and the Contract Work Hours and Safety Standards Act regarding overtime compensation.
11. Federal Acquisition Regulation (FAR) – The Bidder certifies that it is familiar with the Federal Acquisition Regulation (FAR) and is in not in violation of any certifications required in the applicable clauses of the FAR, including but not limited to certifications regarding lobbying, kickbacks, equal employment opportunity, affirmation action, and payments to influence Federal transactions.
12. Employee Compliance – The Bidder warrants that it will require all employees, entities and individuals providing services in connection with the performance of an RTI Purchase Order to comply with the provisions of the resulting Purchase Order and with all Federal, State, and local laws and regulations in connection with the work associated therein.

The information contained in this offer is current, accurate and complete to the best of my knowledge and belief. Bidder further agrees to fully comply with the terms and conditions set forth in the Proforma Contract (Attachment E) and all applicable federal clauses included herein.

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Name of Authorized Official

Title

Signature

Date

**Attachment “B”  
Instruction to Bidders**

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RTI International (RTI) is seeking proposals from qualified and responsible companies interested in providing the work described in this Request for Information (RFI). Your proposal submission shall be made in accordance with the instructions outlined in this attachment. Bidders shall submit proposal via e-mail w/ attached document in MS Word to Rick Godwin, Technology Procurement Officer – Corporate Procurement, no later than 5:00 PM Eastern Daylight Time (EDT) on Sept 15, 2009 at RTI International, Research Triangle Park, North Carolina. Proposals submitted not in accordance with the RFI Instructions contained herein will be considered non-responsive and will be rejected by RTI.

Any questions concerning the RFI should be addressed to Rick Godwin, by email at [rgodwin@rti.org](mailto:rgodwin@rti.org) no later than 2:00 PM EDT on September 21, 2009; phone inquiries will not be entertained. Bidders have the discretion to submit hard copies via mail or express courier but must ensure that their proposals are received by the deadline. RTI will not make exceptions for any delay. Late proposals will not be considered. Bidders must submit the offer in accordance with the instructions contained herein, stating that quoted fixed price(s) shall remain valid for a minimum period of 90 days.

**A. Proposal Overview**

The purpose of this Request for Information (RFI) is to solicit information from qualified firms to provide enterprise streaming and webcasting with a state of the art solution.

Details of the project are provided in the Attachment F - Statement of Work/Technical Specifications. This RFI will result in the award of one Contract to the Bidder who offers the best overall value to RTI. The successful Bidder will be selected solely on the basis of the RFI evaluation factors. Accordingly, offers submitted in response to this RFI shall provide clear, complete, concise, and straightforward responses to the evaluation factors. Elaborate proposals, color brochures, and other excesses are discouraged. Information submitted about any company other than the Bidder, whether an affiliated company, Contractor, or other associated business, may not be given much weight unless the proposal contains evidence that the Bidder has obtained a commitment from this other business entity to perform a portion of the work.

**B. Administrative Details and General Instructions:**

All proposals shall be prepared in two volumes: a technical volume and a price/business volume. Each volume (A and B) shall be separate and complete in itself so that evaluation of one may be accomplished independently from evaluation of the other. The technical volume must not contain reference to price. Incomplete proposals: Bidders who fail to submit a complete proposal may be excluded from the competition and thus receive no further consideration for award.

Volume A – Technical Volume: The Bidder’s technical proposal shall completely address all requirements set forth below and in the Technical Specifications/Services Statement of Work (Attachment F) of this RFI.

References

1. Provide a minimum of three current clients comparable in scope and size to RTI.
2. Provide a minimum of three previous clients comparable in scope and size to RTI.
3. For each client, specify:
  - a. The name of the organization and contact
  - b. The e-mail, street address, and phone number of the contact.
  - c. The organization’s industry and estimated size in terms of employees.
  - d. The type of equipment and/or service provided (domestic and/or international)
  - e. The date your company first provided equipment and/or service to this organization

C. Factors:

- Factor 1: The completeness and accuracy of the Bidder's technical approach toward satisfying the Work requirements set forth in Attachment F and the Proforma Contract (Attachment E)
- Factor 2: The acceptability, reasonableness and realism of the Bidder's proposed Work and delivery schedule
- Factor 3: Any service "warranties" offered by the Bidder
- Factor 4: The composition, technical skill and experience of the Bidder's personnel who will perform the Work
- Factor 5: The skill, experience and qualifications of the Bidder's Project Manager
- Factor 6: Relevant past performance on other like work previously performed by Bidder for other customers. Bidders must have an acceptable and verifiable past performance record. The RTI Procurement Officer will evaluate the past performance record and make a determination as to the validity and materiality of any negative past performance information. The evaluation may take into account past performance information regarding predecessor companies, key personnel who have relevant experience and Contractors that will perform major or critical aspects of the project when such information is relevant to the instant acquisition
- Factor 7: Financial Stability

Volume B – Price/Business Volume: The Bidder's price/business volume shall provide prices for each line item, service component or labor category set forth in the Scope of Work.

- A. Representations and Certifications: Bidders shall fully complete, sign and return the attached Representations and Certifications document with your offer. The person executing this document shall have binding contractual signatory authority for your firm.
- B. Offer: Bidder shall fully complete and sign the "Offer" document attached as Attachment C.
- C. Pricing: Bidder shall fully complete the "Pricing Structure" spreadsheet attached as Attachment D.
- D. Proforma Contract (Attachment E): Bidder shall review and sign the Contract document attached as Attachment E. The signatory authority shall have binding contractual authority for the Bidder's firm. In the event Bidder provides exceptions to any of the terms and conditions contained in the Proforma Contract, these exceptions will be included in the Bidder's Price/Business Volume and identified as "Exceptions to Terms and Conditions Presented in Proforma Contract". RTI is under no obligation to change the terms presented in this RFI, and the Bidder's exceptions to terms provided herein may be deemed by RTI as a non-responsive bid and rejected. RTI also reserves the right to modify the RFI to provide all Bidders a fair opportunity to revise their proposals in the event a specific term, specification or requirement requires revision. However, RTI also reserves the right to award the Contract without further revisions or discussions with Bidders responding to the RFI.
  - 1. Award shall be made to the Bidder who submits the "best value" offer in terms of price, service, past performance, and other factors.
  - 2. Note: RTI intends to make award without discussions. Accordingly, Bidders are cautioned to read the RFI Instructions, Statement of Work/Technical Specifications/Bill of Quantities, and Proforma Contract carefully to ensure their offers contain all information required. Because Bidders are unlikely to be given the opportunity to submit a revised proposal, their price proposal should reflect their best prices. RTI will issue a Contract and Purchase Order incorporating the documents set forth in this RFI to the winning Bidder.

- E. Evaluation criteria: RTI will be evaluating all bids received fairly for determining “best value” to RTI. Scoring Criteria for this bid evaluation will be:

- Technical Capabilities
- Features
- Support
- Security
- Past Performance
- Customization/Branding
- Ease of Integration
- Pricing
- Upgrade Path

**Attachment “C”  
Pricing**

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RTI is interested in the best possible pricing model available that meets our requirements. Please base your pricing estimates on the following:

- RTI will provide all video and audio feeds.
- RTI can provide a scheduler and an administrator.
- Sixty 1.5 hour live events per year with an average of 55 viewers.
- Ten live events per year will be for non-RTI audiences (outside the firewall).
- 300 Kbps streams with 60% of viewers watching a multicast stream; 40% watching unicast streams
- 15 viewers of each archived event.
- Two events per year with up to 300-500 viewers; three events with 100-300 viewers.
- If available, please provide pricing for both RTI and vendor located webcasting solutions.
- If available, please provide pricing for broadcasting two concurrent events
- Please indicate which features in 1.4 are standard, and which are additional cost options (and itemize their costs).
- Support , backup, maintenance, security, and upgrade options

**Summary Pricing Schedule**

Please attach additional documents for itemization and additional information

	RTI Hosted Solution		Remote Hosted Solution		Features Included (ex: a-g + l,j,k)	
Hardware Costs						
Software Costs						
Optional Features						
Support Options						
Security Options						
Expandability (per 100 Users)						
Upgrade Costs						

Attachment "D"  
Technical Specifications

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### About RTI International

RTI International is one of the world's leading research institutes, dedicated to improving the human condition by turning knowledge into practice. With projects in more than 40 countries and a staff of more than 2,800, RTI offers innovative research and technical solutions to governments and businesses worldwide in the areas of health and pharmaceuticals, education and training, surveys and statistics, advanced technology, democratic governance, economic and social development, energy and the environment, and laboratory and chemistry services. For more information, visit [www.rti.org](http://www.rti.org). RTI International is a trade name of Research Triangle Institute.

RTI maintains its headquarters office in Research Triangle Park, NC, as well as regional offices in the following locations:

- Ann Arbor, MI
- Atlanta, GA
- Chicago, IL
- Rockville, MD
- San Francisco, CA
- Waltham, MA
- Washington, DC
- Barcelona, Spain
- Abu Dhabi, United Arab Emirates
- Jakarta, Indonesia
- Manchester, United Kingdom
- Pretoria, South Africa
- San Salvador, El Salvador
- 

### General Statement of Work

#### Product Perspective

RTI is interested in updating its current enterprise streaming/webcasting technology with a state-of-the-art solution. Currently RTI's in-house Video Services produces approximately 60 live webcasts per year with an average duration of 1.5 hours to an average audience of 55. Although an overwhelming majority of RTI's webcasts are on its private network, there are periodic requirements to reach audiences beyond its firewall. RTI's current technology is provided by Avacast ([Avacast.com](http://Avacast.com)) and produces a user experience where video is presented in sync with slides along with a number of additional features. Following live webcasts the presentations are archived for on-demand viewing.

#### Requirements

##### 1.0 Roles

An administrator role is required to create new events; control live events; create on-demand archives; and create and access event reports.

A monitor role to access live feedback such as Q&A and polling responses is expected as well.

A presenter role for sharing the desktop.

The end user role should have several features available such as live feedback (see 1.4 Features below).

##### 1.1 User Interface

RTI's current interface consists of a player window containing a video window, a slide window, a background image, and the RTI logo. The video window can be enlarged to fill the player window entirely. The slide window scales with the size of the player window. Polls and quizzes are delivered through the slide window. End-user questions are submitted through a "Question/Comment" button in the player window. Archived events feature a selectable drop-down list of the individual slides, which are synchronized to the video.

##### 1.2 Bandwidth

RTI currently webcasts at ~300 Kbps. Having a simultaneous audio-only stream for remote overseas offices would be desirable.

### 1.3 Technologies

RTI currently uses Windows Media Video for its multicast functionality. RTI converts PowerPoint slides to static images in the Flash format; currently, we do not have the ability to display PowerPoint-style animations, transitions, or videos embedded in individual slides.

Is your system compatible with WMV, Flash, Silverlight, QuickTime, MP4, and/or other standard definition and high definition media formats?

### 1.4 Features

RTI's current webcasting technology has a number of beneficial features. Please indicate which of the features below are available:

- a) Customize and brand user interface (admin role only)
- b) Multiple user templates
- c) Full PowerPoint conversion
- d) Password protected access
- e) Deliver video and slides together
- f) Polling
- g) Quizzes
- h) Sticky notes (Admin can post comments to all users)
- i) Admin can preview and change slides
- j) Questions/Comments (users can ask question during live events)
- k) Include remote presenter (for example if RTI had one presenter in NC and one in DC, could the DC presenter video be patched in?)
- l) Events can be archived for on-demand viewing
- m) Archived events can be edited
- n) Archived events can be randomly accessed through slide titles, timecode, and VCR-like controls
- o) Admin can generate user reports
- p) User Reports are SCORN Compliant for interfacing with Learning Management Systems
- q) Scale user interface to full screen
- r) Scale video to full window and back on the fly (admin and user role)
- s) Deliver presenter desktop (admin and presenter role)
- t) Deliver presenter desktop with video (admin and presenter role)
- u) Deliver multiple bit rates

## 1.5 Other applications

RTI is aware that convergence is taking place in the collaboration technology space. Please address how your products can provide videoconferencing solutions, whiteboarding, and integration with learning management systems (is your product SCORN compliant for example?).

## 1.6 Servers

RTI maintains an in-house (inside-the-firewall) Windows Media Server, which serves our video stream and slides to internal viewers. Currently, RTI also pushes the video and slides to an outside server to make them accessible to external viewers (when needed). The server/software package that synchronizes the video and slides is housed remotely.

## 1.7 Security

1.7.1 RTI requires that all business-confidential video and slides be housed at all times in a secure environment. Please describe your system's security measures. RTI is open to housing the webcasting software, video files, and slides, inside or outside of our firewall.

1.7.2 RTI would like the ability to require password protected entry to individual presentations. What options are available? Also do you have experience linking to corporate Active Directories?

## 1.8 Safety and Backups

RTI's servers are maintained with the latest anti-virus software; patches are applied to the OS as they are released, and incremental backups are performed daily. Redundant mirrored arrays are used on the servers. Consequently any server based system can be recovered, usually in a matter of hours. Should you propose housing webcasting servers outside of RTI, what safety measures are routine and/or optional?

## 1.9 Support

Prior to and during events, failures or mishaps can occur. Please describe the levels of support that is available from your company, including times for resolution.

Note: Where video is mentioned it refers to an audio and video stream or source.