



Addendum #2 – Questions & Answers

Release Date: August 2, 2019

The following is a list of responses to questions submitted by prospective respondents (“Respondents”) to the **Request for Proposals (RFP) for Video Teleconferencing**.

No.	Question	Answer
1	<p>Within Section VI, “I,” Estimated Cost, can you clarify what is meant by “On-Site” and “Off-Site.” Is this to show estimated cost of portions of services that takes place at ESD offices vs portion of services that are done remotely to facilitate the same service?</p>	<p>On-Site – Price for producing: On location audio/video production, streaming links, bridging, recording and posting and any additional equipment necessary to produce the meeting. Off-Site – Price for producing: Webcast meeting to include bridging, livestreaming and recording. ESD issued Polycom Real Presence Series equipment will be used for off-site meetings. Rate – Vendor must provide Standard Hourly rate required for meetings.</p>
2	<p>Will the vendor be required to furnish the software, hardware, bridging services, and any necessary equipment to facilitate video teleconferencing capabilities for all ESD meetings as required? Or is this provided by ESD for the vendor to operate?</p>	<p>Vendor will be required to provide bridging services and all equipment necessary to facilitate the monthly Directors’ meetings. The other 14 meetings will use ESD installed VC equipment. Vendor must provide bridging, livestreaming and recording services for all meetings. Recording should be available 3 hours after the meetings.</p>
3	<p>What hardware and software are utilized by ESD for video conferencing, livestreaming and recording?</p>	<p>Polycom RealPresence 500 equipment and equivalent are installed at all ESD locations. Vendor provides bridging, livestreaming and recording services for the meetings.</p>
4	<p>What are the location/addresses of the ESD offices requiring these onsite services?</p>	<p>NYC, Buffalo, Niagara Falls, Harlem, Albany and other possible remote offices. ESD Polycom equipment will be used to dial in to the vendor provided bridge for those meetings.</p>
5	<p>Are all meetings scheduled or are some ad hoc?</p>	<p>Most meetings are scheduled. However, Vendor must be prepared and equipped for possible ad-hoc meetings.</p>



6	How far in advance are meeting schedules provided?	Meetings are typically scheduled a week in advance.
7	What service or platform is used for livestreaming?	Vendor provides the Livestreaming service for the meetings.
8	What type of editing of the recorded webcast(s) are you looking for? It is just light editing (removal of unnecessary entrance and completion of video and audio levels, or is full editing with transitioning and graphics, etc.?	Light editing
9	Within the Scope of Work, #2, will the location of the monthly Directors Meeting always be at the ESD New York City facility or are there times that we will have to travel out of the city to tape the meeting? If so, where? And how many times?	The monthly Directors' Meeting is always hosted at the ESD NYC facility. Should a location change be required, Vendor must be prepared and equipped to host the meeting at the new location.
10	Within the Scope of Work, #2, what time of day will the Meetings be scheduled? If in the afternoon, can the provider setup and test the equipment earlier that same day?	Meetings are typically scheduled during business hours 9am – 5pm. Provider is required to setup a day in advance and test the equipment. If the meeting is in the afternoon arrangements can be made with the Provider to setup and test the equipment earlier that same day.
11	Within the Scope of Work, #3, how far in advance will the Meetings be scheduled, and how much advance notice will there be?	Meetings are typically scheduled a week in advance.
12	A general question within the Scope of Work, is more than one camera required?	For the monthly Director's Meeting, provider needs to setup more than one camera to capture the entire Boardroom.
13	A general question within the Scope of Work, how many participants are there expected? Will the ESD sound system be used, and if not, how many microphones will be required?	The monthly Director's Meeting consists of Board Members assembled in one room and occasionally in one or two other remote offices. A livestream link is provided and posted on the ESD website for the Public to watch in listening



		mode only. ESD is equipped with a Sound System and with 3 table microphones. Additional microphones provided by Vendor can also be added.
14	Within the Scope of Work, #5, will the additional 14 meetings also be located at the ESD offices in NYC or will they be at other facilities in other cities?	Those additional 14 meetings can be hosted remotely by the Provider. Those meetings usually originate from the ESD office in NYC, but can also be initiated from our Buffalo, Niagara Falls, Harlem and Albany offices. ESD Polycom equipment will be used to dial in to the vendor provided bridge for those meetings
15	A general question within Scope of Work, will ESD provide an internal IT person to help setup access to the hosting service and manage any firewalls?	Yes, we have an AV person who will assist with testing. We also have a firewall expert who can assist with troubleshooting issues.
16	Within the Schedule of Dates, if the proposing organization is out of town, can the 'interviews (if necessary)' be rescheduled?	Vendor is required to be available for all scheduled meetings.
17	Within Selection Criteria, what is the hardware and software that ESD is utilizing?	Polycom RealPresence 500 equipment or equivalent with a 70-inch TV are installed at all ESD locations. Vendor provides bridging, livestreaming and recording services for the meetings.
18	Can the final proposal be submitted via email?	Please refer to RFP, pages "6" and "7," under "Submission of a Complete Two-Part Proposal."
19	Within Scope of Work, "3," is the "vendor supplied service" referring to a service provided by the vendor submitting the proposal or a third-party vendor who will be providing the service?	It is referring to a service provided by the vendor submitting the proposal
20	On Page 2, Section III, "B," Scope of Work, what hardware/Software is currently utilized by ESD for video conferencing.	Polycom RealPresence 500 equipment or equivalent with a 70-inch TV are installed at all ESD locations. Vendor provides bridging,



		livestreaming and recording services for the meetings.
21	Does ESD currently use a web-based teleconferencing for live streaming meetings?	Vendor provides the Livestreaming service for the meetings.
22	What ESD-owned equipment will the provided equipment be connected to during meetings? (Such as in-house TVs or sound systems)	Polycom RealPresence 500 equipment or equivalent with a 70-inch TV are installed at all ESD locations.

23	How much time is permitted for setup and testing equipment the day before ESD meetings.	Vendor is required to setup and test equipment the day before the monthly Directors' Meeting. Vendor is also required to test connections and equipment the day before or in advance of all meetings.
24	As mentioned within "Project Goals," (page 2), what video editing is required? (example: markup, text overlay, time/date, compiling pictures + video, etc.). For what purposes will the video recordings/webcasts be used (example: broadcasts, television, radio, social media, etc.)? Will ESD require multiple recording devices (example: video camera and webcam)? Would multiple points or angles of a filmed subject or meeting be required? If so, how many different angles?	Minimal editing is required, trim to official opening and conclusion of the meeting. Descriptive title page and agency graphic, including date, time, meeting title as found on ESD's open meetings page. https://esd.ny.gov/esd-media-center/board-meetings/ Files must be named in a manner to easily identify the meeting, date and time. File formats should be optimized for visual, audio quality and play back performance. Webcast video is to be compliant with NYS Executive Order #3 and should utilize a format that is compatible with a wide variety of browsers, platforms and mobile devices. https://www.dos.ny.gov/coog/openmeetlaw.html# Recording is posted on website for viewing. For the monthly Director's Meeting, provider needs to setup more than one camera to capture the entire Boardroom.



25	<p>As mentioned within “Scope of Work,” (page 2), what bridging services or integrations are required?</p> <p>Are there any third-party systems or devices to integrate with? If so, please provide details.</p>	<p>The service that will be used should be proposed by the submitting vendor.</p>
26	<p>As mentioned within “Scope of Work,” (page 2), what equipment does ESD require for monthly meetings?</p> <p>Will ESD require on-site technicians/IT staff for the video recording or can this be done remotely using videoconferencing and remote collaboration software?</p> <p>In what other New York State locations will ESD require technicians to be present for the equipment setup? We want to confirm that ESD wants to receive estimates for On-Site and Off-Site video teleconferencing service options (per section “Estimated Cost” on page 5 of the RFP).</p>	<p>The monthly Director’s Meeting consists of Board Members assembled in one room and occasionally in one or two other remote offices. A livestream link is provided and posted on the ESD website for the Public to watch in listening mode only. ESD is equipped with a Sound System and with 3 table microphones. Additional microphones provided by Vendor can also be added.</p> <p>On-Site – Price for producing: On location audio/video production, streaming links, bridging, recording and posting and any additional equipment necessary to produce the meeting.</p> <p>Off-Site – Price for producing: Webcast meeting to include bridging, livestreaming and recording. ESD issued Polycom Real Presence Series equipment will be used for off-site meetings.</p> <p>Rate – Vendor must provide Standard Hourly rate required for meetings.</p>
27	<p>As mentioned within “Scope of Work,” (page 2), please provide the locations and frequency of all ESD related meetings, as this data has an impact on the work scope and cost of the proposal. If a bidder’s proposed solution can remotely control webcam and microphone, along with recording and archiving automatically, will ESD still require on-site support personnel? We want to confirm that ESD wants to receive estimates for On-Site and Off-Site video teleconferencing service options (per section “Estimated Cost” on page 5 of the RFP).</p>	<p>The monthly Directors’ Meeting is always hosted at the ESD NYC facility. Should a location change be required, Vendor must be prepared and equipped to host the meeting at the new location.</p> <p>Those additional 14 meetings can be hosted remotely by the Provider. Those meetings usually originate from the ESD office in NYC, but can also be initiated from our Buffalo, Niagara Falls, Harlem and Albany offices. ESD Polycom equipment will be used to dial in to the vendor provided bridge for those meetings.</p> <p>On-Site – Price for producing: On location audio/video production, streaming links, bridging,</p>



		<p>recording and posting and any additional equipment necessary to produce the meeting.</p> <p>Off-Site – Price for producing: Webcast meeting to include bridging, livestreaming and recording. ESD issued Polycom Real Presence Series equipment will be used for off-site meetings.</p> <p>Rate – Vendor must provide Standard Hourly rate required for meetings.</p>
28	<p>As mentioned within “Scope of Work,” (page 2), what is the estimated number of sessions/meetings and their locations? These details can impact the project work scope and cost. We want to confirm that ESD wants to receive estimates for On-Site and Off-Site video teleconferencing service options (per section “Estimated Cost” on page 5 of the RFP).</p>	<p>The monthly Directors’ Meeting is always hosted at the ESD NYC facility. Should a location change be required, Vendor must be prepared and equipped to host the meeting at the new location.</p> <p>Those additional 14 meetings can be hosted remotely by the Provider. Those meetings usually originate from the ESD office in NYC, but can also be initiated from our Buffalo, Niagara Falls, Harlem and Albany offices. ESD Polycom equipment will be used to dial in to the vendor provided bridge for those meetings.</p> <p>On-Site – Price for producing: On location audio/video production, streaming links, bridging, recording and posting and any additional equipment necessary to produce the meeting.</p> <p>Off-Site – Price for producing: Webcast meeting to include bridging, livestreaming and recording. ESD issued Polycom Real Presence Series equipment will be used for off-site meetings.</p> <p>Rate – Vendor must provide Standard Hourly rate required for meetings.</p>
29	<p>As mentioned within “Scope of Work,” (page 2), how many total meetings will require onsite or offsite support to facilitate the recording and livestreaming of videos, etc. (“Scope of Work” items 1-4 on page 2 of the RFP)?</p>	<p>The monthly Directors’ Meeting is always hosted at the ESD NYC facility. Should a location change be required, Vendor must be prepared and equipped to host the meeting at the new location.</p> <p>Those additional 14 meetings can be hosted remotely by the Provider. Those meetings usually originate from the ESD office in NYC, but can also be initiated from our Buffalo, Niagara Falls, Harlem and Albany offices. ESD Polycom equipment will be</p>



		<p>used to dial in to the vendor provided bridge for those meetings</p> <p>On-Site – Price for producing: On location audio/video production, streaming links, bridging, recording and posting and any additional equipment necessary to produce the meeting.</p> <p>Off-Site – Price for producing: Webcast meeting to include bridging, livestreaming and recording. ESD issued Polycom Real Presence Series equipment will be used for off-site meetings.</p> <p>Rate – Vendor must provide Standard Hourly rate required for meetings.</p>
30	<p>As mentioned within “Scope of Work,” (page 2), please describe the editing requirements and processes before a video is uploaded onto ESD’s YouTube channel.</p>	<p>Minimal editing is required, trim to official opening and conclusion of the meeting. Descriptive title page and agency graphic, including date, time, meeting title as found on ESD’s open meetings page. https://esd.ny.gov/esd-media-center/board-meetings/</p>
31	<p>Under “Selection Criteria,” (page 3), how does ESD require the product to be demonstrated (example: onsite or remote demo)? Can a bidder also use case studies of past clients for this Selection Criteria?</p>	<p>Yes, we will accept a sample of a similar meeting that was live streamed and recorded.</p>
32	<p>Under “Selection Criteria,” (page 3), what hardware and software does ESD currently use or have used in the past?</p> <p>If a vendor doesn’t have experience with ESD hardware and software, does that mean that the vendor has 30% disadvantage for</p>	<p>Polycom RealPresence 500 equipment and equivalent are installed at all ESD locations. Vendor provides bridging, livestreaming and recording services for the meetings.</p> <p>No - Consideration will be given to <u>all</u> proposals that we receive.</p>



	consideration for the project?	
33	Under “Selection Criteria,” (page 3), what does ESD mean by “Quality of work product”? Is ESD referring to the vendor’s existing videoconferencing solution? Will all bidding vendors have an equal opportunity if they can demonstrate that the proposed solution can go above and beyond of what ESD is currently using? If not, does that mean that these vendors have a disadvantage as part of the 40% Selection Criteria because the vendors’ solution has not been used by ESD before?	<p>With respect to Quality of Work product, proposed vendor must be able to demonstrate that they can perform the services listed under Scope of Work, pages 2 and 3.</p> <p>As stated above, consideration will be given to <u>all</u> proposals that we receive.</p>
34	Under “Selection Criteria,”(page 3), based upon RPF’s Selection Criteria, second and third row items imply that ESD is biased towards a vendor that currently works with ESD. The 30-40% weighting of existing experience with ESD videoconferencing solutions provides a large advantage. If the vendor does not have experience working with ESD existing solutions, are they handicapped 30-40% in overall consideration from the start?	No (Please see our answer to Question 32, above)
35	<p>Under “Project Plan/Approach, (page 5),</p> <p>a) How does ESD require the bidder to demonstrate their competence and capacity to undertake the services described in the RFP (example: onsite demo, remote demo,</p>	<p>a) A description of software functionality and features is acceptable for the proposal.</p> <p>b) An example of high-quality video, audio and picture would be someone speaking off mic during the meeting and cannot be heard. Vendor would</p>

	<p>etc.)? Would such demonstration be scheduled before proposal submission deadline, August 1, 2019? Would a description of software functionality and features be acceptable for this “demonstration” purpose, as part of the proposal?</p> <p>b) What specifications for high quality video, audio and picture does ESD require?</p> <p>c) Please describe the extent of video editing required. There are <u>15 video formats</u> - what does ESD consider and require to be acceptable video file format?</p> <p>d) “As mentioned in RFP, “If livestream is interrupted, a full video recording of the meeting must be archived and provided to ESD.” Based on this use case, we assume that the video recording will continue regardless of the livestreaming session being interrupted. After livestreaming is restored, the video that was recorded can be edited and uploaded onto ESD’s YouTube channel. Is this assumption about the business case correct?</p>	<p>need to ensure the volume is increased.</p> <p>c) Typical File Format Profile MP4 Video Frame Width: 1280 Frame Height: 720 Data rate: 9979kbps Total Bitrate: 10296kbps Frame Rate: 30frames/second</p> <p>Audio Bit Rate: 317kbps Channels: 2 (stereo) Audio Sample Rate: 48khz</p> <p>d) Yes-the video recording will continue regardless of the livestreaming session being interrupted. After livestreaming is restored, the video that was recorded can be edited and uploaded onto ESD’s YouTube channel</p>
36	<p>Within Estimated Cost (page 5), “Pricing structure for “On-Site” video teleconferencing services” and “Pricing structure for “Off-Site”</p>	<p>On-Site – Price for producing: On location audio/video production, streaming links, bridging,</p>



	<p>video teleconferencing services,” we would like to know what ESD envisions for “On-Site” and “Off-Site” video teleconferencing services. Please provide the required or suggested work scope for both options.</p>	<p>recording and posting and any additional equipment necessary to produce the meeting. Off-Site – Price for producing: Webcast meeting to include bridging, livestreaming and recording. ESD issued Polycom Real Presence Series equipment will be used for off-site meetings. Rate – Vendor must provide Standard Hourly rate required for meetings.</p>
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<p>37</p>	<p>Within Submission of a Complete Two-Part Proposal (page 6), “the Technical Proposal and the Administrative Proposal must be submitted in separately sealed packages (which may be submitted within one complete package for mailing),” what are ESD’s requirements for sealing Technical and Administrative proposals (example: large envelope, plastic wrap, other)?</p>	<p>We have no preference, as long as the proposals are sufficiently sealed.</p>
<p>38</p>	<p>Within Performance (page 7), “Contractor warrants that its services shall be performed in accordance with applicable professional standards...” please describe specific “applicable professional standards” ESD is referring to or requiring?</p>	<p>This is a term from our Contracts language. The vendor needs to be dressed in appropriate business attire during the meetings. Communication should be professional and appropriate during board meetings and kept to a minimum.</p>

All contacts/inquiries shall be made by email to the following address:
VideoteleconferenceRFP2019@esd.ny.gov

This RFP is posted on the Empire State Development website:
<https://esd.ny.gov/doing-business-ny/requests-proposals>