

QUESTIONS AND ANSWERS 2

OF FEBRUARY 20, 2025 ON THE TENDER FOR A VOD/OTT PLATFORM

THROUGH THE OPEN PROCEDURE WITH REFERENCE NUMBER TN-505894

Question 109:

Can an Indian company apply for the tender without an EU partner or local presence in the Netherlands?

Answer 109: No, India is not a member of the General Procurement Agreement (only an observer):
https://www.wto.org/english/tratop_e/gproc_e/memobs_e.htm

Question 110:

What are the expected daily and monthly concurrent users for the platform?

Answer 110: See answer 8.

Question 111:

When will bidders be notified of the contract award?

Answer 111: See page 1 of the modified selection guideline VOD_OTT Omroep Brabant February 14 2025.

Question 112:

What is the proposal submission deadline?

Answer 112: See answer 111.

Question 113:

What is the applicable VAT rate?

Answer 113: This question is not relevant. Pricing (mandatory by law) shall be exclusive of VAT.

Question 114:

What is the timeline for the project kick-off?

Answer 114: See paragraph 3.5 of the of the modified selection guideline VOD_OTT Omroep Brabant February 14 2025.

Question 115:

Can proposals be submitted digitally (PDF via email), or are physical copies required?

Answer 115: Via PDF only.

Question 116:

Can the contract be extended beyond 5 years, or is 5 years the maximum duration?

Answer 116: The contract has a maximum duration of 5 years.

Question 117:

Should we propose on-site support visits, or will all services be managed remotely?

Answer 117: All services will be managed remotely, as on-site support is not part of the assignment and is not an option given that a SaaS service is being delivered. However, on-site visits for the training (requirement 36) is valued but not mandatory.

Question 118:

Would submitting ISO certifications (e.g., ISO 27001 for security, ISO 9001 for quality management) give us an advantage?

Answer 118: The Selection Guideline VOD_OTT Omroep Brabant February 14, 2025 outlines the requirements that must be met. NEN27001 standard (equivalent of **ISO 27001**) is a mandatory requirement **(45)** during the execution of the contract. Submitting any other ISO certifications has no impact on the evaluation of a tender.

Question 119:

Does Omroep Brabant require 24/7 support, or is support during business hours (EU time zone) sufficient?

Answer 119: See answer 11.

Question 120

Does Appendix 2A (Model Contract) need to be signed and submitted with the proposal, or is it only required after selection?

Answer 120: It's only required after tenderer is awarded with the contract.

Question 121

Are we required to submit a signed Appendix 2C (Data Processing Agreement) along with the bid, or will this be finalized later?

Answer 121: See answer 120. Please not tenderer shall comply with the Data processing Agreement made available on TenderNed.

Question 122

Can we submit multiple client references, or is only one required?

Answer 122: Only one client reference is required (paragraph 5.2 of the modified selection guideline VOD_OTT Omroep Brabant February 14 2025).

Question 123

Who will be responsible for encoding?

Answer 123: Service provider Blue Billywig.

Question 124

Will Omroep Brabant provide a dedicated point of contact for contract execution and technical discussions?

Answer 124: Yes.

Question 125

You have mentioned that 6 services (apps should go live). Please clarify the list

- Android Phone
IOS Phone
- WebOS - LG
- Tizen - Samsun TvOS
- Android TV
- Website

Answer 125: We do not understand the question. We believe that the selection guideline provides sufficient clarity on the requested services subject to tender.

Question 126

Can you please clarify on the hosting infrastructure needed? We understand the following

- AV Files, Storage and Streaming - BlueBillywig
- App Hosting - Android and IOS provide play store hosting. But we shall need servers to host web based platforms like WebOS, Tizen and Website. Need a bit of clarity in who should be provisioning these?
- Platform / API hosting - We need servers, Databases for hosting the platform and APIs. What is the plan for the infra required for this?

- Recommendation Engine - Is the recommendation engine provided by BlueBillywig or the platform should provision the engine on SAAS?
- On the Preferences - It is mentioned that the platform shall include subscription, ads and pay per view. On the Ads is it good to include integration to GAM (Google Ad Manager) or equivalent both for banner and In Video Ads

Answer 126: We kindly ask tenderer to carefully study the modified selection guideline VOD_OTT Omroep Brabant February 14, 2025 and Q&A 1 because the answers to all these questions are already there.

Question 127

What about the designs for the apps? We assume we shall be using template designs.

Answer 127: See answer 10.

Question 128

Can you send us the play store link for the app? If the app is not available in our region, some screen shots will help.

Answer 128: <https://apps.apple.com/nl/app/brabant/id1665114287> We do not provide any screenshots since you can download the app yourself.

Question 129

Payment Milestone? As we are investing on infra as well, is it yearly advance?

Answer 129: See paragraph 3.8 of the modified selection guideline VOD_OTT Omroep Brabant February 14 2025.

Question 130

Any turnover requirements for a company to apply.

Answer 130: No, there are, given the nature of the SaaS service, insufficient justification ground to use requirements on the financial status of a tenderer (Dutch procurement law).

Question 131

Is the recommendation engine backend also a part of the required scope or only an integration with some existing one?

Answer 131: No only the integration with platform of tenderer.

Question 132

Is Portability needed based on EU regulation?

Answer 132: Yes it is.

Question 133

Is monetization functionality backend also a part of the required scope or only an integration with some existing one?

Answer 133: See answer 7.

Question 134

Is DRM needed?

Answer 134: See answer 54.

Question 135

Is iOS version 13+ really needed? It seems that it covers only 0,002% of the market. We suggest coverage of v16+ as all the older ones cover less than 1% of the market.

Answer 135: The request is denied.

Question 136

Is WebOS 2019 really needed? We suggest coverage of 2020+.

Answer 136: Yes, the request is denied.

Question 137

What is the planned geographical accessibility of the service?

Answer 137: The Netherlands including the Dutch citizens of Brabant that live abroad.

Question 138

How do you expect Smart App Rater to work? Where should be results viewed? Is this feature required?

Answer 138: See answer 70.

Question 139

Play Next: Does this mean a button in the player to play next episode in the series?

Answer 139: Requirement 20 clearly explains the intended functionality according to the client.

Question 140

How many live channels do you plan to have?

Answer 140: See answer 16.

Question 141

How do you expect In-App Messaging to work? Is it possible to achieve it with a banner? Is this feature required?

Answer 141: See requirement 23.

Question 142

What does "hosting feeds/Content hosting" mean? How is it different from "AV hosting"?

Answer 142: Feed/content hosting refers to the hosting of components that ensure the app functions properly. AV hosting, on the other hand, pertains to the actual video clips.

Question 143

"user accounts from external platforms" What specific platforms do you have in mind?

Answer 143: We kindly ask tenderer to carefully study the modified selection guideline VOD_OTT Omroep Brabant February 14, 2025 and Q&A 1 because the answers to both questions are already there.

Question 144

In relation to this question, what is the purpose of user registration?

Answer 144: This needs to be available if and when preference 4 is offered in your tender.

Question 145

Is there also a need for system managing metadata or Is that handled by BlueBillwig?

Answer 145: Yes, this is handled by Blue Billywig

Question 146

Are the terms of the contract negotiable?

Answer 146: No they are not.

Question 147

For the implementation plan: what are the requirements for the implementation plan? What elements do you expect to be included and what format are we allowed to use? (ppt? word? how many pages?)

Answer 147: The client has no preference regarding length, format, or structure, as long as the document clearly outlines the necessary steps for implementation, a timeline, and the expected effort required from the client.

Question 148

In paragraph 4.2 you refer to the preferences in 3.8. We presume this must be 3.9?

Answer 148: You are correct. The selection guideline has been adjusted accordingly.

Question 149

"Rule 12: Content and format requirements for the tender to submit a valid tender, tenderer shall use the format included in Appendix 1 and include all documents listed in paragraph 5.4."
There is no paragraph 5.4 in either document. Can you provide the correct paragraph?

Answer 149: Paragraph 7.1. The selection guideline has been adjusted accordingly.

Question 150

In Appendix 1 you state: "3) It has submitted to Omroep Brabant - through the designated e-mail address in the tender documents - one (1) statement signed by a client that tenderer has provided the requested service (including all requirements specified in the tender documents TN-505894) in the past three (3) years to the satisfaction of said referent:"

Is a statement ("tenderer has delivered said service and complies with all stated requirements") enough or do you expect detailed information on what we delivered to the client?

Answer 151: A statement that "tenderer has delivered said service and complies with all stated requirements" is sufficient.

Question 152

"Only the mobile apps need to be compliant with het WCAG 2A (A) guidelines.". Can you confirm that this does not apply to the Web platform?

Answer 152: No, it also applies to the web platform. Answer 92 in Q&A 1 shall be read as:

No, only the web and mobile apps shall be compliant with het WCAG 2A (A) guidelines. The selection guideline (requirement 44) has been adjusted accordingly.

Question 153

Are DRM solutions required? Answer 54: Not relevant because DRM is handled by Blue Billywig. This is not true as the player in the apps needs to support DRM as well. Are all video's protected with DRM and with which DRM systems and versions?

Answer 153: No, the majority of the clips are not protected with DRM. It is used sporadically. Since this is managed by Blue Billywig, it is not relevant at this time.

Question 154

Can we get test access to the current (in development) web version of Brabant+?

Answer 154: No, tenderer is not granted access to the(in development) web version of Brabant+

Question 155

Are the current omroep Brabant+ apps WCAG 2.1 compliant?

Answer 155: This is not a relevant question.

Question 156

In the videos in the current (iOS) apps a lot of descriptions (for example episodes) are too long for the available space. The text is cut off with three dots and as a user there is no possibility to read the full text. Is this a design decision made by Omroep Brabant?

Answer 156: This is not a relevant question at this stage of the tender process.

Question 157

With regards to your answer to Question 65, does this mean that Appendix 3 can be regarded as a rough example of the type of configurations you would like to be able to make on a template and building block level?

Answer 157: This is the minimum configuration options that the platform must provide.

Question 158

If the answer on the previous question (x) is not a clear yes and appendix 3 is a strict requirement, we make the objection that there is no level playing field as these configuration options are very specific to the Applicaster solution.

Answer 158: We do not agree. We have spoken to parties at IBC 2024 and elsewhere with very

extensive configuration options. We would also like to point out that none of the other interested tenderers have raised any questions about this, from which we conclude that this is not a specific requirement.

Question 159

Our CMS allows you to create apps and app pages using templates and standard components within those templates. The templates can be fully adjusted to Brabant+ brand guidelines by changing fonts, colors, logo and images. These components are similar to the building blocks you describe, but the styling options for these components are limited as we define styling on the app level instead of the component level. For example, this allows us also to better guarantee that WCAG contrasts and other WCAG requirements are compliant. In our (and our customers) experience this makes it easier to adjust and change the apps for the content editors and keep them working on all platforms all the time. Are you open for such an alternative approach? If yes and necessary we can detail this in the tender submission.

Answer 159: See answer 157.

Question 160

Could you please specify what (configuration) changes in the no-code platform / CMS are reflected in the apps immediately and which updates may require an app release and App Store submission?

Answer 160: The client has no preference regarding which changes an app update will or will not introduce.

Question 161

With regards to the answer to question 93" The document, "General Government Terms and Conditions for IT-Contracts 2022 (ARBIT-2022)," does not explicitly mention WCAG (Web Content Accessibility Guidelines) or accessibility. Does the vendor need to pay for the WCAG2 audit, or do you pay for it?

Answer 161: Please study article 5 in conjunction with articles 11 and 15.3.

Question 162

"Only the mobile apps need to be compliant with het WCAG 2A (A) guidelines.". Will you provide subtitles as part of the (HLS) streams?

Answer 162: Please look at answer 152. In addition thereto: The subtitles are part of the HLS streams.

Question 163

Who is responsible for issuing DRM licenses? Is it also Blue Billywig? If so, does it support both

Widevine and FairPlay? If Blue Billywig enforces a different DRM system, please specify which one.

Related question: Are both DASH and HLS formats supported?

Answer 163: Yes, both are supported.

Question 164

Does Blue Billywig or Applicaster host images (pictures) nowadays?

Answer 164: The images are hosted on a separate Azure platform that is not part of the assignment. Blue Billywig will provide the links containing the locations of the images.

Question 165

Are 1x1 and 16:9 aspect ratios available for the images (pictures)?

Answer 165: Yes, in addition the following aspect ratios are available:

- 1) 1080 x 1920;
- 2) 1280 x 1920;
- 3) 1920 x 1920;
- 4) 1920 x 480;
- 5) 1920 x 1080.

Question 166

Blue Billywig indicates on their site that they provide an SDK for native players. Is there an SDK available for apps powered by React Native?

Answer 166: No.

Question 167

Can we host the applications ourselves without the need for integration with Applicaster? As a result, you could completely discontinue the use of Applicaster's services. Otherwise, this requirement heavily favors Applicaster as the only provider capable of meeting the tender specifications regarding the need to integrate applications with Applicaster's platform to host and configure the applications.

Answer 167: Applicaster is the component that will be replaced with this tender. Therefore, it will no longer be available to the provider.

Question 168

What does it mean that Blue Billywig handles geoblocking? Is it done on the stream level or the

application layer? In other words, does the application need to handle the response from the Blue Billywig API to present the proper message to the user?

Answer 168: It is done on the stream level.

Question 169

Android 7 is not one of the three latest versions. Does this mean that the requirement to support the latest three versions is incorrect? Which Android version is the minimum required for support, considering that the latest available version is Android 15?

Answer 169: Android 7 must be supported. We have noticed that requirement 11 of the selection guideline is not clear on this matter.

Question 170

Can we replace the current CDN within the offered solution if the same functionalities are provided?

Answer 170: No.

Question 171

Is ESPD document available in English?

Answer 171: See answer 1.

Question 172

We kindly request for clarification on which specific requirements from the documents numbered "TN-505894" the tenderer must meet. Is the above-mentioned indication to the documents with the reference number "TN-505894" binding for the parties providing the references in any way?

Answer 172: Yes, all documents available on the tender published in TenderNed with reference number TN-505894 are binding.

Question 173

Will the procuring entity consider the references valid if the reference document only includes the table indicated in Point 3 of Appendix 1, with the Client's signature, or does the procuring entity require any additional information, such as the project's name, the name of the platform or the contract duration?

Answer 173: See answer 151.

Question 174

Could we ask for editable documents that we should fill out? For example, Appendix 1 is not editable.

Answer 174: Appendix 1 has been made available as a MS Word document on TenderNed.

END OF QUESTIONS AND ANSWERS OF FEBRUARY 20, 2025