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TO:	All Bidders	FROM:	Ms. Selma Bukvic OiC, Procurement Services Section
DATE:	08 April 2025	REF.:	RFP No. 2025-0030/RICKARD 
EMAIL:	n/a	EMAIL:	<a href="mailto:procurement@ctbto.org">procurement@ctbto.org</a>
SUBJECT:	<b>Clarifications No. 2</b> <b>RFP No. 2025-0030/RICKARD: CTBTO video platform - video streaming and archive platform</b>		

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Dear Bidders,

Reference is made to the Request for Proposal No. RFP No. 2025-0030/RICKARD: “CTBTO video platform - video streaming and archive platform” (the “RFP”).

Please find attached the **Clarifications No. 2** to questions raised by interested Bidders.

Clarifications No. 2 is an integral part of the RFP documents and shall be considered in the preparation and submission of the proposal.

We are looking forward to receiving your proposal prior to the extended submission deadline of **15 April 2025, 17:00 hours, Vienna (Austria) local time**.

Sincerely,



Selma Bukvic  
OiC, Procurement Services Section

**Attachment**

- Clarifications No. 2

## Clarifications No. 2 - questions and answers

#	Bidders' Question	Answer
1	<b>ToR Section 4.2.18</b> <i>The Platform shall protect Live Streams and VOD Videos from unauthorised access.</i> To restrict video playback to logged in users with the correct entitlement is there a database of users mapped to “products” in the providers system, and if so, are these users to be managed by the Commission or the provider?	<p>Yes, there are user groups mapped to “products” in the Expert Communication System (ECS) and yes, users will be managed by the commission.</p> <p>The video platform resources will have the allowed user groups and will have to check authentication and user group on request. The exact technical approach will be decided during the PoC phase.</p>
2	If externally hosted could the Commission confirm if federated login is required and if so, which system is used?	The Commission and the Contractor will decide on the best technical approach for authentication during the PoC phase. The Commission has SSO system on-premise, Oracle Identity Management.
3	Is digital rights management (DRM) protection required?	No, not for now.
4	Which seven languages are required, and are there any requirements for subtitles and-or subtitle support?	Refer to response in Clarifications 1. Question 14.
5	What is the current / preferred format for the live source?	The current live source format is H264, adaptive HLS, 1280x720 ~1200K.
6	<b>ToR Section 4.2.3</b> We are not aware of a common streaming protocol named Apple HSD. Do you perhaps refer to the already deprecated streaming protocol Adobe HDS?	Refer to response in Clarifications 1. Question 25.
8	<b>ToR Section 4.2.20</b> We understand that we are expected to provide a “Basic Video Editor”. Could you please clarify which specific editing functions are required to fulfill this requirement?	Cutting, Trimming, Basic transitions (standard cut and/or fade), set thumbnail, image cropping and resizing, adding Commission watermark, adding captions, bookmarking etc.
9	How many live channels per day in parallel are expected? Do these channels all need to be redundant/fail-safe?	Refer to response in Clarifications 1. Question 19.
10	<b>ToR Section 4.2.7</b> The requirement states that “Live Streams and VOD Videos shall be viewable in standard HTML video player”.	Providing a video player is not in the scope. The Commission is targeting browser native for now.

	Does this imply that providing the player is not within the scope of this tender? Are you referring to a specific player (e.g., browser-native, or a third-party tool)?	
11	<b>ToR Section 4.2.22</b> <i>The platform shall host future and past videos, supporting their distribution and adapting them to the device of the viewers.</i> Can you please clarify whether dynamic adaptive streaming (e.g., HLS/DASH) is implied here?	Yes, Apple HLS.
12	<b>Contract</b> What is the initial contract period, and are extension options foreseen? If yes, under what conditions?	Refer to response in Clarifications 1. Question 13.
13	<b>ToR Section 2</b> Front-end Application Scope: <ul style="list-style-type: none"> <li>Do you foresee the front-end app (offering the video player and other typical video streaming platform features) within the scope, e.g., Web browser?</li> </ul>	The video platform should have a user friendly UI so that Commission personnel can easily administer video resources.
14	<b>ToR Section 2</b> Simplification and Automation of Technical Workflows: <ul style="list-style-type: none"> <li>Could you please explain what you mean by "Simplification and automation of technical workflows" to reduce manual interventions or provide an example?</li> </ul>	Anything that can be automated or just reducing the number of manual steps needed. For example, after the live stream has ended the video could be processed appropriately, placed in the VOD library automatically, backed up and pushed to CTBTO backup etc. since this is something that will be executed every time.
15	<b>ToR Section 4.1</b> Internal audience Specification <ul style="list-style-type: none"> <li>Could you please specify the internal audience? Are they members of the Commission who will manage the platform content as well as the editor role?</li> </ul> External Audience <ul style="list-style-type: none"> <li>Who is the external audience in general?</li> </ul>	The internal audience is the staff of the Commission.  The external audience are the authorized people assigned by member states.
16	<b>ToR Section 4.2.3</b> <b>Apple HSD Clarification</b> <ul style="list-style-type: none"> <li>What is the Apple HSD?</li> </ul>	Kindly read the response in Clarifications 1. Question 25.
17	<b>ToR Section 4.2.5</b> <b>Purpose of Marking Cue Points via REST API:</b> <ul style="list-style-type: none"> <li>What is the goal of marking cue points using REST API? Do you mean chapters?</li> </ul>	When Experts Communication System (ECS) users click on a certain cue-point, the video continues playing from that video time point.

18	<b>ToR Section 4.2.6</b> <b>Branding and Content Restrictions:</b> <ul style="list-style-type: none"> <li>What do you mean by "viewers shall not be shown branding or content not issued by the Commission"? Can you give an example?</li> </ul>	<p>Example: A logo of the platform provider or any other content.</p>
19	<b>ToR Section 4.2.9</b> <b>Start/Stop Notifications:</b> <ul style="list-style-type: none"> <li>How should it work from the user's point of view? Where should the start/stop notifications appear?</li> </ul>	<p>Users go to a meeting video page on ECS and see a thumbnail if the live stream has not started yet. Once the video platform notifies the ECS that the video has started, the video will start playing on the meeting video page with a popup balloon notification that the video has started live, same for finished.</p>
20	<b>ToR Section 4.2.17</b> <b>Authorization Type</b> <ul style="list-style-type: none"> <li>What kind of authorization do you have in mind? Do you mean the protection of the content available from the CDN itself? Which component is responsible for validating the right to playback the video (if applicable)?</li> </ul>	<p>In short, resources should not be publicly available unless specified. The Commission has an SSO system (see response 2, Clarification 2) for authenticating users and ECS provides authorization like user groups.</p> <p>The Video platform should check the authorization token and allow the assignment of these user group numerical values to videos.</p> <p>The optimal technical approach will be decided during the PoC phase when full insight into the capabilities, pros &amp; cons, and tradeoffs are understood.</p>
21	<b>ToR Section 4.2.18</b> <b>Token Access for Live Streaming</b> <ul style="list-style-type: none"> <li>Do you foresee token access also for live streaming events only, like temporary tokens?</li> </ul>	<p>The optimal technical approach will be decided during the PoC phase when full insight into the capabilities, pros &amp; cons, and tradeoffs are understood.</p>
22	<b>ToR Section 4.2.19</b> <b>User Profiles Elaboration</b> <ul style="list-style-type: none"> <li>Please elaborate more on user profiles.</li> <li>How many groups of users will there be and what will differentiate them?</li> <li>What do you mean by bookmarking in media manipulation?</li> </ul>	<p>Currently the Commission utilizes five (5) different user roles on the current video platform (user, publisher, master admin etc.) which differentiate in functions available to them on the platform. Exact functionality per role will be defined during the PoC stage.</p> <p>Bookmarking would be the option to create point of interest in the video, anything like cue-points or chapter points or custom annotations etc.</p>
23	<b>ToR Section 4.2.22</b> <b>Video Format and Access:</b> <ul style="list-style-type: none"> <li>In which format are current videos available? Will the new vendor get access to the video source files?</li> </ul>	<p>Yes, source files will be available for the Contractor for migrating to the new vendor's infrastructure.</p> <p>Current videos are HLS for variable streaming and MP4 for backups, encoded with H.264, audio tracks in mp4a, 426x240 20k, 640x360 300k, 854x480 800k, 1280x720 1200k.</p>

24	<b>ToR Section 4.2.22</b> <b>Viewer Devices:</b> <ul style="list-style-type: none"> <li>What kind of devices of the viewers do you mean?</li> </ul>	The Contactor should provide videos viewable on standard modern end-user devices like mobile, tablet or computer (no flash videos anymore, for example).
25	<b>ToR Section 4.2.22</b> <b>Database Availability:</b> Will the database of the existing platform be available for the new vendor?	No. The new platform should have its own database and data for migration will be provided.
26	<b>Examples of End-User Applications:</b> Could you please give an example of an end-user application that is based on the current system API?	The Commission's Expert Communication System (ECS), but it's not for public sharing. A small portion of the videos are served to end-users through other applications, such as a Moodle learning management system.
27	Can you please specify what current system is being used by the Commission for its video platform & archiving needs?	It is a Custom-built Video Platform
28	Can you please provide insight on what business & technical challenges are driving this procurement & why the current system is being replaced?	This is due to the end of the current contract.
29	Can the Commission please specify their preferred deployment model? Please specify from the following options: a. Vendor-Hosted Shared SaaS: A cloud-based, multi-tenant Software-as-a-Service (SaaS) model in Azure or AWS where multiple organizations share the same infrastructure while maintaining data separation. b. Vendor-Hosted Dedicated SaaS: A cloud-based, single-tenant SaaS model where the system is hosted in Azure or AWS and managed by the vendor but dedicated exclusively to the Commission with dedicated infrastructure. c. Customer-Hosted Private Cloud: The system is deployed in the Commission's own AWS private cloud environment managed by the Commission.	The Commission is conducting a competitive bidding process, based on the Terms of Reference issued with the bidding documents.  All responses will be evaluated in accordance with the document "Attachment 2 Evaluation Criteria and Method".
30	If the Commission requires the solution to be hosted by the vendor, are there any regulations or requirements for the cloud hosting infrastructure be located within the EU, or is it acceptable for the hosting to be outside the EU, such as in the U.S.?	The hosting needs to be located in the territory of a State Signature and any Contractor would be expected to agree to the Commission's GCC, including its provisions on the privileges and immunities of the Commission and on data protection and data security.

31	Since the RFP specifies that backups should be stored in Amazon AWS, does the Commission require the entire solution, including the video streaming and archiving platform, to be hosted within AWS, or is hosting in a different infrastructure acceptable?	It is acceptable.
32	Can you please share the common file types & formats which will be uploaded on the Platform?	Refer to response in Clarifications 1. Question 3.
33	<b>ToR Section 4.1</b> can you please provide the following information a. Please provide a breakdown of user access in terms of i. Viewers ii. Admin iii. Uploading Videos & Conducting/Managing Livestreams b. As per the RFP, livestreams will be made available as VOD. In light of this, can you please specify the bandwidth consumption required for VOD streaming? c. As per the RFP, livestreams will be made available as VOD. In light of this, can you please specify if transcoding will be required for VOD? d. If viewers will be joining the livestream from different locations, please specify those locations & average audience from each location. e. From what geographical location will the live stream be served? f. Will there be any concurrent livestreams? If yes, please specify how many livestreams will be running concurrently? g. Could you provide more details on the typical duration of events? Specifically, we are interested in understanding the distribution of event lengths. For example, what percentage of events are approximately 3 hours long, 1 hour long, and so on.	a. user, publisher, master admin etc. but the final decision will be made at a later stage. b. The Commission does not have the exact measurement; It is anticipated this is nothing out of the ordinary. c. After streaming usually just trimming is done for VOD. d. Viewers could be from anywhere in the world and the average audience number, apart from Austria, is insignificant. e. Austria f. No. In theory it could happen that two (2) concurrent streams are needed, the main one and a closed-off session for a limited/small audience, if certain spectators are not on the floor, but want to view remotely. g. The Commission does not have percentages per duration. but streams can last from 1h up to 4h depending on the agenda and topic of the session. Morning sessions are mostly 3h long, and afternoon sessions 1h, but it can be anything in between also.
34	<b>ToR Section 4.2.4</b> can the Commission please provide insight on the following a. Can you please explain what type of information, images or text would be communicated through the watermark? b. Can you please share an example scenario on how you envision this capability to work?	a. Logo of the Commission, for example. b. For example, In the video library, the technical team could choose the "Edit" option for a certain video and besides many options, there's a check-box which says "Include Watermark" or a drop-down with options for light or dark watermark etc.  The watermark could be defined and manipulated on a different application page.

35	<b>ToR Section 4.2.9</b> a. Can you please clarify whether the Commission requires the system to send notifications, or should the system receive notifications? b. Can you please confirm whether REST APIs would be sufficient to fulfil this requirement?	a. Send and receive b. To send notification event-driven would be more appropriate, so the system would push notifications via webhooks.
36	<b>ToR Section 4.2.19</b> a. For “Customization of metadata, since internal applications are using specific b. subset of metadata that must be maintained” , can you please explain the complete requirement in more detail? c. Can you please provide examples of what different types of user roles you would like to define and what expected workflow they would want to configure? d. Can you please explain what type of video transition the Commission requires? Are you looking for pre/post roll before video or are you seeking the ability to manually add transitions to videos?	a. Apart from standard video metadata, we require custom metadata also like Chairperson’s name or the user level allowed for viewing. b. Some custom metadata is managed/maintained from the video platform. c. user, publisher, master admin etc. but the final decision will be made at a later stage. d. Usually no transitions but sometimes pre/post roll or standard cut is needed.
37	<b>ToR Section 4.2.21</b> a. What internal applications does the Commission currently have which they wish to integrate with the new Video Platform? b. Please describe the expected workflow of these integrations. c. Does the Commission require the vendor to do these integrations, or will the Commissions internal IT staff be developing these integrations? d. What is the timeline of these integrations?	a. ECS – not open for public. b. At this stage, no answer will be provided to this question. c. Both. Any work on the video platform will be executed by the Contractor and on the Commission’s end-user applications internal staff. d. Start is in the PoC phase. Refer to the ToR document.
38	<b>ToR Section 4.2.22</b> can you please specify whether the Commission requires Bidders to migrate past videos on the current platform or will the Commission prefer to conduct the data migration themselves?	Migration to the new platform shall be done by the Contractor.
39	<b>ToR Section 4.2.22</b> if the Bidder is required to conduct data migration, please provide the following information: a. For the 3000 existing videos which require migration, can you please provide an estimated duration or size of videos to help us better understand the volume.	a. Videos are anywhere between 1h to 4h duration. b. From the current vendor’s storage. c. Mostly json files with various key/value data. d. No specific time for this phase. e. Both original capture and transcoded will be migrated.

	b. Can you please specify the source from which the videos will be migrated from? c. What metadata needs to be migrated along with the data? d. What is the expected timeline for data migration? e. Will data be transcoded before or after migration?	
40	<b>ToR Section 4.2.24</b> can the Commission please specify what their Disaster Recovery requirements include any uptime, RTO, and RPO etc.?	The Commission does not have set requirements for RTO and RPO.
41	<b>ToR Section 4.2.25</b> Can you please explain how the Commission requires the system to create playlists?	Automatically create episodes when uploading videos in bulk based on the alphabetical sorting of the files being uploaded, we are also open for suggestions and more optimal solutions.
42	<b>ToR Section 5.1</b> Could the Commission provide more details on the expected frequency for the risk assessment and updates? Will there be any periodic risk reviews during the project	At least once per year.  Period risk reviews are to be decided by the Commission and the Contractor.
43	<b>ToR Section 6.2</b> a. What are going to the parameters of this POC (no. Of livestreams, no. Of users, VOD etc.) b. What specific acceptance criteria will be used to evaluate the success of the Proof of Concept (PoC)? c. What is the acceptance timeline?	These are stated in the document Annex B ToR Section 6.2.
44	Since the project will be managed using an Agile approach, could you provide more specifics on how frequent meetings for progress updates or reviews will be conducted?	This is to be decided by the Commission and the Contractor. The expectation is that initially meetings would be more frequent until an effective work-flow is established.
45	<b>ToR Section 7.2</b> a. The requirement states on-site support such as customization, software development or consulting. Our software development and customization services can be offered remotely & can go beyond 20 days, so can the Commission please provide more information on what type of support or consulting they require on-site? b. Can you please clarify whether the on-site service is 20 days or 20 business days?	a. Document Annex B ToR Section 7. states "May be required... on-site". This could be a number of different things from assisting in setting up proper video source to training the conference personnel to use the platform or to troubleshoot issues which require physical presence. b. 20 business days. c. Post go-live

	c. Can you please clarify whether the year 1 on-site support for 20 days is during the implementation period of 3 months or is it post-go live?	
46	Does the Commission require any tiered storage such as hot, cold, archive for storage and cost optimization? If yes, please specify volume for each tier.	There is no requirement for tiered storage.
47	In reference to Model Contract, are bidders permitted to submit a redlined version for the Commissions consideration at the RFP stage?	Kindly note that in the “Bidder’s Statement” document, part of the Part II Financial Proposal section of the document “2 Instructions for Preparation and Submission of Proposals”, requests Bidder’s confirmation or otherwise of the Commission’s Agreements and Contract. Any remarks should be added here.
48	Can Bidders request an exemption from the sharing financial turnover and audit reports in the Vendor Profile Form and instead submit a Duns & Bradstreet report to showcase financial viability?	The Dun and Bradstreet report should not be submitted as an alternative, however you may provide your Dun and Bradstreet number.
49	As a U.S.-based vendor, we would like to clarify the tax implications related to this contract. The RFP states that the Commission is generally exempt from taxes; however, since tax exemption arrangements can vary by country, could you please confirm whether any local taxes, including sales tax or value-added tax (VAT), would be applicable to our proposal? If so, could you provide details on the applicable rates and the process for reimbursement or exemption, if any?	Kindly note the Articles 11 (d) and 12 (e) of document “6 The Commission’s Model Contract and Part II Financial Proposal section of the document “2 Instructions for Preparation and Submission of Proposals”.
50	<b>ToR Section 4.2.25</b> This functionality can be achieved with our own player. Are you open to using the contractor’s video player?	Could be a possibility if beneficial, currently HTML5 video player is targeted.
51	<b>ToR Section 4.2.2</b> Can the transcoding be done as a static encoding profile, or do you expect a configuration interface? If so, how and where should the encoding parameters be configured?	Refer to response in Clarifications 1. Question 3.
52	<b>ToR Section 4.2.14</b> We understand that the platform shall support <b>live streams and VOD videos with up to seven (7) user-selectable audio channels</b> . How are these <b>audio tracks ingested</b> ? Which <b>streaming protocol</b> is generally used for <b>live ingest</b> ?	The complete ingest process is done by the current Contractor and for the live streaming the transcoded audio is segmented and packaged into HLS (.m3u8 playlist + .m4a segments).

54	<p><b>ToR Section 4.2.19</b> the tender is stating in point 1 the requirement of customization of metadata.</p> <p>Can you please list the customized metadata subsets fields required and the number of metadata fields required?</p>	<p>Various key value pairs like chairperson, documentation support, but also user level access.</p>
55	<p>We understand the expectation is to provide an <b>integrated SaaS solution</b>. Does this Online Video Platform (OVP) also need to include an integrated <b>CDN</b> and <b>video player</b>?</p>	<p>CDN probably yes, video player probably not. The Contractor has the obligation to provide the Commission with most optimal service.</p>
56	<p><b>ToR Section 4.2.4</b> The RFP is referring to be supported ingest streaming formats as Apple HLS, RTMP and Microsoft Smooth streaming.</p> <p>Are Apple HLS and Microsoft Smooth streaming mandatory ingest formats to be supported?</p>	<p>The Contractor has the obligation to provide the Commission with most optimal service.</p> <p>The current Contractor provides variable Apple HLS streaming formats.</p>
57	<p>Clarifications 1. Question and response no. 3</p>	<p>The Commission wishes to further clarify that of the 5 typical video flavors that are listed, the Full HD is optional, as this is a current impediment on the Commission's side.</p> <p>The response reads: Multitrack HLS for variable streaming and MP4 for backups, encoded with H.264, audio tracks in mp4a: 426x240 20k, 640x360 300k, 854x480 800k, 1280x720 1200k (1920x1080 may be required in the future).</p>