

***TECHNICAL PROPOSAL PACKET***  
***SP-19-0052***

## PROPOSAL SIGNATURE PAGE

Type or Print the following information.

PROSPECTIVE CONTRACTOR'S INFORMATION				
Company:				
Address:				
City:		State:		Zip Code:
Business Designation:	<input type="checkbox"/> Individual <input type="checkbox"/> Partnership	<input type="checkbox"/> Sole Proprietorship <input type="checkbox"/> Corporation	<input type="checkbox"/> Public Service Corp <input type="checkbox"/> Nonprofit	
Minority and Women-Owned Designation*:	<input type="checkbox"/> Not Applicable <input type="checkbox"/> African American	<input type="checkbox"/> American Indian <input type="checkbox"/> Hispanic American	<input type="checkbox"/> Asian American <input type="checkbox"/> Pacific Islander American	<input type="checkbox"/> Service Disabled Veteran <input type="checkbox"/> Women-Owned
	AR Certification #: _____		* See <i>Minority and Women-Owned Business Policy</i>	
PROSPECTIVE CONTRACTOR CONTACT INFORMATION				
<i>Provide contact information to be used for bid solicitation related matters.</i>				
Contact Person:		Title:		
Phone:		Alternate Phone:		
Email:				
CONFIRMATION OF REDACTED COPY				
<input type="checkbox"/> YES, a redacted copy of submission documents is enclosed. <input type="checkbox"/> NO, a redacted copy of submission documents is <u>not</u> enclosed. I understand a full copy of non-redacted submission documents will be released if requested.  <i>Note: If a redacted copy of the submission documents is not provided with Prospective Contractor's response packet, and neither box is checked, a copy of the non-redacted documents, with the exception of financial data (other than pricing), will be released in response to any request made under the Arkansas Freedom of Information Act (FOIA). See Bid Solicitation for additional information.</i>				
ILLEGAL IMMIGRANT CONFIRMATION				
By signing and submitting a response to this <i>Bid Solicitation</i> , a Prospective Contractor agrees and certifies that they do not employ or contract with illegal immigrants. If selected, the Prospective Contractor certifies that they will not employ or contract with illegal immigrants during the aggregate term of a contract.				
ISRAEL BOYCOTT RESTRICTION CONFIRMATION				
By checking the box below, a Prospective Contractor agrees and certifies that they do not boycott Israel, and if selected, will not boycott Israel during the aggregate term of the contract.  <input type="checkbox"/> Prospective Contractor does not and will not boycott Israel.				

**An official authorized to bind the Prospective Contractor to a resultant contract shall sign below.**

The signature below signifies agreement that any exception that conflicts with a Requirement of this *Bid Solicitation* will cause the Prospective Contractor's proposal to be disqualified.

Authorized Signature: \_\_\_\_\_ Title: \_\_\_\_\_  
*Use Ink Only.*

Printed/Typed Name: \_\_\_\_\_ Date: \_\_\_\_\_

**PROPOSED SUBCONTRACTORS FORM**

- *Do not include additional information relating to subcontractors on this form or as an attachment to this form.*

**PROSPECTIVE CONTRACTOR PROPOSES TO USE THE FOLLOWING SUBCONTRACTOR(S) TO PROVIDE SERVICES.**

*Type or Print the following information*

Subcontractor's Company Name	Street Address	City, State, ZIP

**PROSPECTIVE CONTRACTOR DOES NOT PROPOSE TO USE SUBCONTRACTORS TO PERFORM SERVICES.**

**INFORMATION FOR EVALUATION**

- Provide a response to each item/question in this section. Prospective Contractor may expand the space under each item/question to provide a complete response.
- **Do not** include additional information if not pertinent to the itemized request.

	Maximum RAW Score Available
<b>E.1 PROSPECTIVE CONTRACTOR QUALIFICATIONS AND GENERAL REQUIREMENTS</b>	
<p>A. Provide a statement of differentiation that distinguishes the products and services your company provides from other companies providing the same or similar services and provide the following information:</p> <ol style="list-style-type: none"> <li>1. Corporate structure and ownership including an organizational chart</li> <li>2. Number of years your company has been providing services required in the RFP</li> <li>3. Location of Corporate Office</li> <li>4. Locations of all sales/support offices specifying which office will be responsible for working with AETN</li> <li>5. Information regarding professional/industry association memberships</li> <li>6. A statement expressing the percentage of your company’s revenue that is derived from providing services similar to those required by the RFP</li> </ol>	5 points
<p>B. Provide a list of television networks administered by a state government to which your company has provided timed and ready for play to air Master Control services in the last five (5) years. Include the following information:</p> <ol style="list-style-type: none"> <li>1. A description of the services your company provided to each client listed</li> <li>2. A description of the equipment installed and provided to each client listed</li> <li>3. The number of full powered television transmitters utilized by each client listed</li> <li>4. The dates the services were provided</li> </ol>	5 points
<p>C. Detail the number of implementations similar in scope to the RFP that your company has successfully implemented for other clients. Include the following in your response:</p> <ol style="list-style-type: none"> <li>1. Name of the client</li> <li>2. Total scheduled implementation time from delivery to Go-Live</li> <li>3. Total actual implementation time from delivery to Go-Live</li> <li>4. The problems your company encountered during the implementation</li> <li>5. The methods your company used to resolve the problems encountered and the length of time until complete resolution was achieved</li> </ol>	5 points
<p>D. Detail and describe the comprehensive general liability insurance and other insurance (including coverage amounts) your company maintains on its employees and subcontractors including details regarding coverage amounts for work performed by employees and subcontractors at offsite locations.</p> <p>Detail and describe the insurance policies (including coverage amounts) for the property insurance your company maintains on its owned equipment maintained at a client’s facilities.</p>	5 points

<p>E. Describe and provide your company’s program stream quality control plan. Include information regarding how often your company updates and distributes the plan to clients.</p>	<p>5 points</p>
<p><b>E.2 KEY PERSONNEL</b></p>	
<p>A. Describe and detail the credentials, experience, and qualifications of the Project Manager your company will assign to AETN. Include the following information:</p> <ol style="list-style-type: none"> <li>1. Name and Title</li> <li>2. A list of the on-site resources the Project Manager will need while on-site at AETN facilities during the Implementation Period</li> <li>3. The number of CMCR System implementations successfully completed which were similar in scope to the Implementation Period described in the RFP</li> <li>4. Whether the CMCR System was fully operational within the timeframe specified by the client</li> </ol>	<p>5 points</p>
<p>B. For each Programming/Traffic support key personnel member(s) to be assigned to the AETN account Provide a detailed description for the following:</p> <ol style="list-style-type: none"> <li>1. Name and Title (if known at the time of proposal submission)</li> <li>2. Experience and qualifications</li> <li>3. Specific roles and responsibilities</li> </ol> <p>If the Name and Title of the Programming/Traffic support key personnel member(s) is not known at proposal submission, provide a detailed description of the following for the Programming/Traffic support personnel member(s) that will be assigned to the AETN account if awarded the contract:</p> <ol style="list-style-type: none"> <li>1. Experience and qualifications</li> <li>2. Specific roles and responsibilities</li> </ol>	<p>5 points</p>
<p>C. For each Operations/Technical support key personnel member(s) to be assigned to the AETN account Provide a detailed description for the following:</p> <ol style="list-style-type: none"> <li>1. Name and Title (if known at the time of proposal submission)</li> <li>2. Experience and qualifications</li> <li>3. Specific roles and responsibilities</li> </ol> <p>If the Name and Title of the Operations/Technical support key personnel member(s) is not known at proposal submission, provide a detailed description of the following for the Operations/Technical support personnel member(s) that will be assigned to the AETN account if awarded the contract:</p> <ol style="list-style-type: none"> <li>1. Experience and qualifications to be required</li> <li>2. Specific roles and responsibilities</li> </ol>	<p>5 points</p>
<p>D. For each Maintenance/Service support key personnel member(s) to be assigned to the AETN account Provide a detailed description for the following:</p> <ol style="list-style-type: none"> <li>1. Name and Title (if known at the time of proposal submission)</li> <li>2. Experience and qualifications</li> <li>3. Specific roles and responsibilities</li> </ol> <p>If the Name and Title of the Maintenance/Service support key personnel member(s) is not known at proposal submission, provide a detailed description of the following for the</p>	<p>5 points</p>

<p>Maintenance/Service support personnel member(s) that will be assigned to the AETN account if awarded the contract:</p> <ol style="list-style-type: none"> <li>1. Experience and qualifications to be required</li> <li>2. Specific roles and responsibilities</li> </ol>	
<p>E. Describe your company’s understanding of AETN’s needs regarding those ongoing services (Programming/Traffic, Operations/Technical, Maintenance/Service) described in the RFP.</p>	<p>5 points</p>
<b>E.3 DELIVERY, INSTALLATION, AND IMPLEMENTATION</b>	
<p>A. Describe the safeguards your company has in place for preventing damage to a client’s real and personal property during the installation and delivery of the CMCR System. Detail the processes and procedures your company employs to reimburse a client when damage to a client’s real or personal property occurs.</p>	<p>5 points</p>
<p>B. Provide a detailed project plan and schedule including all tasks to be accomplished regarding the delivery, installation, and implementation of a fully functional CMCR System by the Go-Live Date. Include the following in the detailed project plan and schedule:</p> <ol style="list-style-type: none"> <li>1. Kick off meeting including your company’s proposed agenda</li> <li>2. Delivery including any time intervals between delivery and installation</li> <li>3. Installation</li> <li>4. The transfer of AETN’s existing program assets from AETN’s archival library to the new CMCR System</li> <li>5. Operational procedures to be performed by AETN, if any, including a list of coding requirements for metadata in Protrack.</li> <li>6. Acceptance testing including timelines for possible resolution and fixes to issues encountered</li> <li>7. Detailed timeline for the training to be provided to AETN</li> <li>8. Go-Live Date</li> <li>9. Assumptions the Prospective Contractor has made based on the RFP</li> </ol>	<p>5 points</p>
<p>C. Describe the risks your company anticipates AETN facing during the Implementation Period. Describe the risks your company has seen with similar CMCR System implementations and what measures your company took to mitigate those risks.</p>	<p>5 points</p>
<p>D. Describe your company’s processes and procedures for maintaining continual operation of all four (4) of AETN’s program streams during the Implementation Period and throughout the contract term(s).</p>	<p>5 points</p>
<p>E. Specify and describe any additional configurations, components, and software your company will provide to effectively implement and transition AETN to the CMCR System.</p>	<p>5 points</p>
<p>F. Provide a detailed description of your company’s delivery and installation processes and procedures and provide a list of your company’s known personnel, including subcontractor personnel, that will be on-site at AETN facilities at any time during delivery, installation, and implementation.</p>	<p>5 points</p>
<p>G. Describe your company’s processes and procedures for transferring AETN’s existing program assets from AETN’s archival library to the new CMCR System.</p>	<p>5 points</p>
<p>H. Describe your company’s strategy and approach for providing AETN with a fully functional CMCR System by the Go-Live Date. Include a detailed description of your company’s procedures that will enable AETN’s existing master control to run in parallel with the new CMCR System as</p>	<p>5 points</p>

required in the RFP.	
<p>I. Provide a detailed description of the CMCR System training your company will provide to AETN personnel prior to the Go-Live Date, including but not limited to information for the following:</p> <ul style="list-style-type: none"> <li>• Programming/Traffic functionality and processes</li> <li>• Operations/Technical functionality and processes</li> <li>• Maintenance/Service functionality and processes.</li> </ul>	5 points
<b>E.4 CMCR SYSTEM</b>	
A. Detail and describe the preliminary design of the CMCR System proposed by your company. Include information regarding the total number of hours of local digital program storage provided at the AETN site.	5 points
B. Detail and describe the capabilities and functionalities of the CMCR System proposed by your company. Include information regarding monitoring capabilities, automation capabilities, and the capability to provide closed captions on all four (4) of AETN's program streams.	5 points
C. Describe the method your company will use to provide real time, continuous, and bi-directional connectivity between AETN and your company's CMCR location. Include information regarding the type and speed of the connectivity to AETN's CMCR System.	5 points
D. Describe how your company will interface with AETN's existing Myers ProTrack scheduling system including information regarding any specific coding requirements needed to produce compatible broadcast logs or playlists to the CMCR System.	5 points
E. Describe the method your company will use to provide 100% uptime for AETN's program streams including the use of redundant feeds and replacement feeds if necessary.	5 points
F. Provide a detailed description of how your company handles live events including sports, pledges, live events with call ins, etc.	5 points
G. Provide a detailed description of your company's processes and procedures for providing live and near live programming through the CMCR System. Include a detailed timeline and a description of any on-site equipment and personnel that may be needed.	5 points
H. Describe your company's capabilities to transition its CMCR System clients to new and emerging technologies such as to a cloud-based CMCR System. Include information regarding the resources your company has available, the processes typically required, and all other information necessary to fully communicate your company's capabilities to transition clients to new and emerging technologies.	5 points
<b>E.5 ONGOING SUPPORT SERVICES</b>	
A. Describe in detail what is included in your company's maintenance and service support.	5 points
B. Describe your company's IT Security Procedures and provide a copy of your company's most recent IT audit with findings and auditor's notes.	5 points
C. Describe your company's understanding of what it means to provide Programming/Traffic support to a CMCR System client such as AETN.	5 points
D. Describe your company's understanding of what it means to provide Operational/Technical support to a CMCR System client such as AETN.	5 points

<p>E. Describe the intensive operational support typically needed by clients of your company within the first sixty (60) calendar days after Go-Live. Include information that fully communicates your company’s capability to provide such intensive operational support to AETN.</p>	<p>5 points</p>
<p>F. Describe the process clients of your company use to request maintenance or service. Include information regarding the average turnaround time from the time the request is submitted until complete resolution is achieved.</p>	<p>5 points</p>
<p><b>E.6 TRANSITION SERVICES</b></p>	
<p>A. Provide a detailed end of contract transition plan including but not limited to the following information:</p> <ul style="list-style-type: none"> <li>• The method your company will use for purging AETN’s copyrighted content</li> <li>• The processes and procedures your company will use regarding the retrieval of your company’s owned CMCR System components</li> <li>• The methods your company will use to cooperate with the incoming Contractor</li> <li>• Other methods, processes, and procedures your company will use to assist in a smooth and efficient transition to the next Contractor</li> </ul>	<p>5 points</p>
<p><b>E.7 DISASTER RECOVERY</b></p>	
<p>A. Provide and describe your company’s disaster recovery plan and a business continuity plan including information regarding redundant systems.</p>	<p>5 points</p>