

PLIEGO DE CONDICIONES TÉCNICAS PARA LA CONTRATACIÓN DEL MANTENIMIENTO DE SOFTWARE DE SISTEMAS DE AUTOMATIZACIÓN PEBBLE BEACH

Objeto

El presente pliego tiene como objeto la descripción de las prescripciones técnicas para el Mantenimiento del Software del Sistema de Automatización Pebble Beach instalado en los Controles de Continuidad de Emisión de San Cugat.

Definición del soporte y mantenimiento

Las prestaciones mínimas y definición de este mantenimiento son las siguientes:

- Soporte telefónico, mail o por conexión VPN en español 5 días a la semana en horario de oficina, de 9:00 a 17:30 horas de lunes a viernes, con un margen de \pm 1 hora en los plazos de inicio y fin, pero siempre con un horario mínimo de 40 horas semanales.
- Soporte telefónico en inglés 24 horas al día, 7 días de la semana para casos de emergencia.
- Actualización versiones de Software.
- Asistencia técnica in situ de técnicos en el horario de oficina indicado ante una avería grave, que no se haya podido solucionar telefónicamente con tiempo de respuesta máximo de 8 horas.
- Conexión remota para diagnóstico y/o solución de problemas.
- Apertura de casos con el fabricante

El adjudicatario designará a una persona, que será la única persona válida a todos los efectos como interlocutor permanente entre RTVE y el adjudicatario. Facilitará al menos un teléfono de contacto, así como su dirección de email, mediante los cuales el personal de CRTVE pueda tratar cualquier asunto relacionado con el presente Expediente. La disponibilidad será en el horario de oficina indicado.

Dicha persona tendrá información y capacidad técnica adecuada para poder hacer correctamente el seguimiento del soporte de los equipos e instalaciones adjudicados durante la vigencia del contrato.

Equipamiento software/licencias

Nº unid.	Descripción	Modelo
SISTEMA DE AUTOMATIZACIÓN		
MARINA CORE SOFTWARE		
Marina Core		
1	Automation Core Software: Automation Core An Automation Core License is required for each Automation system. The core license provides access to central configuration, diagnostics tools, filtered log file generation and the Automation database maintenance and query tools. (Automation)	MCSS-MA001

1	Automation Core Software: Channel Manager Service The Channel Manager service triggers switching between main and backup channels depending upon the status of their health. Available for channels that have similar main and redundant playout device chains. (Automation)	MRED-CM001
1	Automation Core Software: Advanced Audio Control Available for Integrated Channel or Virtualised Playout. Automation playlist Smart Macros can be configured to automatically shuffle and label audio groups based upon tagging information in the source file or on track posit, (Automation)	MCSS-AA001
1	Automation Core Software: List Summary Automation Client user is provided with a fully configurable timeline view of multiple playout channels, including primary events, secondary events and playlist statistics. Each timeline in the List Summary window can include the sam, (Automation)	MCSS-TI001
1	Automation Core Software: SNMP MIB Allows Automation to be monitored by SNMP management systems., (Automation)	MINS-SN001
Estaciones cliente		
5	Automation Client Software: Automation Client License Qty 1-5 A multifunction client for the control and monitoring of playlists and for ingest, archive and configuration operations. Supports user login and permissions. Requires customer supplied PC, (Automation)	MCLS-CL001A
5	Automation Client Software: Automation Client License, Qty 6-10 A multifunction client for the control and monitoring of playlists and for ingest, archive and configuration operations. Supports user login and permissions. Requires customer supplied PC, (Automation)	MCLS-CL001B
1	Automation Client Software: Automation Client License, Qty 11+ A multifunction client for the control and monitoring of playlists and for ingest, archive and configuration operations. Supports user login and permissions. Requires customer supplied PC, (Automation)	MCLS-CL001C
Licencias de Base de Datos e importación de DB Neptune		
21	Automation Core Software: Microsoft SQL Standard CAL License Required for each Automation real-time and non-real-time server, Automation Client PC, Integrated Channel server or third party application requiring a connection to the SQL database., (Automation)	MDBS-SQ002
Traductor de tráfico		
1	Traffic Interface: Custom Playlist Translator With Rules Provides a budgetary cost for translator development with one to one mapping of data fields between the source and Automation playlists and business rules to automatically add data during playlist translation, (Automation)	MINS-TRIN004
API para integración con terceras partes		
1	Automation Core Software: Application Programming Interface (API) Provides a method for external 3rd party applications to integrate with Pebble Automation. For example, the API can be used to read or update events in playlists, receive notification of changes to playlist, (Automation)	MINS-AP001
Driver de control de dispositivos externos		

1	Driver: Router Driver May use serial or IP depending on type and available driver., (Automation)	MDDS-RO001
4	Driver: CG Interface Interface to control supported graphics engine., (Automation)	MDDS-CG001
4	Driver: Subtiter Interface Interface to control supported subtitle inserter., (Automation)	MDDS-SU001
2	Driver: Generic Device Driver Sends a pre-defined character string as either a primary or secondary event using a combination of playlist field entries or system registry entries. Physical interface can be network or serial according to device requiremen, (Automation)	MDDS-GN001
Gráficos Prerender (After Effects)		
1	Pebble Remote: After Effects Prerender User interface for After Effects graphics pre -render., (Pebble Remote)	MLH-AE
4	Playlist: Playlist After Effects Prerender Playlist logic for After Effects pre-render workflow. Also requires Pebble Remote and the MLH-AE widget., (Automation)	MLIS-PL001AE
Lighthouse		
1	Pebble Remote: Channel Viewer Allows users to view a running Automation playlist, in a read-only grid view without edit or control privileges., (Pebble Remote)	MLH-CV
4	Pebble Remote: Pebble Remote, 5 user license Allows creation of 5 user accounts in Pebble Remote. Each user can be logged-on from one browser at a time. Multiple licenses can be purchased to increase the number of users. (Pebble Remote web server requires host, (Pebble Remote)	MLH-U5
SISTEMA DE EMISIÓN		
Pipelines de emisión HD, principal y redundante, 3 + 3		
3	Pipeline: Integrated Channel (R) Redundant pair of Integrated Channel pipelines for hosting on physical machines., (Integrated Channel)	IC-PM-R
12	Audio Processing: Automatic Advanced Loudness Correction Advanced automatic loudness correction for one audio group., (Integrated Channel)	IC-LOUDADV
6	Video Processing: NDI Output NDI encoder for encoding one NDI output stream., (Integrated Channel)	IC-NDIOUT
Pipeline de emisión Teledeporte, principal y redundante, 1 + 1		
1	Pipeline: Integrated Channel (R) Redundant pair of Integrated Channel pipelines for hosting on physical machines., (Integrated Channel)	IC-PM-R
4	Audio Processing: Automatic Advanced Loudness Correction Advanced automatic loudness correction for one audio group., (Integrated Channel)	IC-LOUD-ADV
2	Audio Processing: DolbyE Encoder DolbyE Encoder license for encoding one stream of DolbyE. One licence per encode., (Integrated Channel)	IC-DEE
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2	Video Processing: NDI Output NDI encoder for encoding one NDI output stream., (Integrated Channel)	IC-NDIOUT
Mejora Dolby E en todos los Canales integrados		

6	Audio Processing: DolbyE Encoder DolbyE Encoder license for encoding one stream of DolbyE. One licence per encode., (Integrated Channel)	IC-DEE
6	Audio Processing: DolbyE Decoder DolbyE Decoder license for decoding one stream of DolbyE. One licence per decode., (Integrated Channel)	IC-DED
SISTEMA DE INGESTA Y PREVIO		
Pipelines de ingesta y previo		
12	Pipeline: Record/Playback Pipeline Supports a single video recorder and video player for ingest and review applications. , (Integrated Channel)	IC-RP
Paneles de control de ingestas		
12	Playlist: Live Record Panel Provides recording of live feeds into single or multiple destinations. Quantity required depends concurrent usage., (Automation)	MLIS-LI001
1	Playlist: Scheduled Record List Enables multiple users to schedule a series of live recordings in advance. The scheduled record list is able to manage simultaneous ingest jobs, controlling multiple live sources and video server destinations. The Record Li, (Automation)	MLIS-SR001
Gestión de almacenamiento		
1	Content Management: Transfer Engine Database driven content management intelligently transfers content between storage locations, monitors transfer job status and reports errors., (Automation)	MTMS-TE001
3	Content Management: Logical Storage Location License - Qty 1 to 3 Provides collection monitoring and automatic content registration into the Automation database for content stored in a logical storage location. A logical storage location is a folder on a network att, (Automation)	MTMS-LS001
4	Content Management: Logical Storage Location License - Qty 4+ Provides collection monitoring and automatic content registration into the Automation database for content stored in a logical storage location. A logical storage location is a folder on a network attache, (Automation)	MTMS-LS002
1	Automation Core Software: Media Metadata Importer Imports media metadata into the Pebble Automtion database by copying Automation XML formatted file into a watch folder., (Automation)	MINS-DIMP

Informes de actividad

El adjudicatario presentará con periodicidad trimestral un informe en el que se reporten al menos:

- Registro de con informe de estado de, al menos, los elementos críticos del sistema
- Registro y seguimiento de incidencias, Bugs e incorporación de mejoras.
- Notificación de nuevas versiones.
- Todos aquellos datos que faciliten el buen funcionamiento de todas las herramientas, elementos de Software y Hardware, Sistemas o Subsistemas

CRTVE definirá con el adjudicatario el modelo concreto de informe a presentar junto con los datos que deberá incluir.

Inventario del Soporte

El adjudicatario presentará una relación de todos los elementos bajo soporte que deberá contener, al menos, la siguiente información:

- Ítem
- Modelo
- Unidades
- Número de serie, número de licencia o identificador del ítem
- Fecha de inicio y fin de vigencia

Este listado será elaborado y proporcionado a CRTVE durante las semanas iniciales de prestación del servicio. Además, deberá ser actualizado y reenviado con los cambios que surjan a lo largo del periodo de contratación de este.