Technology/Audio Content Consulting Services
Request for Proposal

Section 1 - Overview

A. Purpose: The purpose of this RFP to solicit proposals from qualified and experienced individuals (or relevant IT/audio content consulting groups) to

i. conduct and perform technology functions in support of audio content and delivery for the Community Radio for Northern Colorado,

ii. ensure the quality and stability of radio services and develop a system for maintaining documentation and ensuring effective quality control standards,

iii. define production and content rotation strategies that maximize efficiency and minimize manual intervention.

iv. oversee the integration of automation systems and manage content,

v. assess, make recommendations, and enhance the current technology services or programs,

vi. perform technological support such as assessing and fixing audio content, developing strategic integrations to streamline workflows between systems, staying abreast of advances in technology/audio content, and consulting with users, management, vendors, and technicians to assess and educate about computing needs and system requirements.

In addition to the above, the consultant/firm should have experience in building an effective foundation for implementing and managing changes in the systems and processes to provide a supportive workplace environment. This individual or group may need to assess current processes and policies, to develop a comprehensive plan towards positive change and improvement. We are seeking someone who has a demonstrated record of successful IT leadership and management.

This opportunity is expected to be contracted by February 1, 2023.

B. Background

General Information Community Radio for Northern Colorado: Community Radio for Northern Colorado (CRNC) is our 501(c)3 parent organization and oversees both KUNC and The Colorado Sound.

Community Radio for Northern Colorado’s mission is to strengthen our community by cultivating the mind and spirit - informing, inspiring, and entertaining. To fully live up to this mission, we encourage diverse companies to respond to the proposal. CRNC strives to be an example for other media organizations by modeling diversity, equity, and inclusion within our organization.

Estimated Schedule of Events:
• RFP open for submissions: October 14, 2022
• Deadline for questions: December 16, 2022
• Deadline for submissions: January 3, 2023
• Agreement ratified by: January 27, 2023
• Anticipated start date of contract: February 1, 2023
C. Qualifications

An ideal consultant(s) for this position will have:

- Previous professional experience of at least five (5) years in the field of technology and audio content functions is required.
- An ability of understanding customer requirements and business objectives and providing strategic advice on using technology to achieve goals.
- Understanding of managing technology initiatives and collaborating with in-house staff.
- Experience with audio content services including familiarity with the tools of content creation, automated playout, and the systems and services within the Public Broadcasting ecosystem.
- Track record of successful approaches to managing resources, including future planning, hardware maintenance, upgrades, audio content licensing and migrations to and from various cloud services.
- Ability to troubleshoot and address hardware, software, and network problems.
- A demonstrated record as a specialist with experience with various operating systems and databases.
- Experience in project management.
- An analytical mind with problem-solving abilities.
- Strong communication skills with the ability to serve as an effective liaison and act as a conduit of information between staff, management, vendors, and other stakeholders.
- A commitment to CRNC staff, organization, and the community we serve.
- Highly trustworthy, ethical, and able to maintain confidentiality.
- The ability to maintain a positive attitude in challenging situations.
- Enthusiasm, a sense of humor, and an ability to manage through change with flexibility.
- Active affiliation with relevant networks or organizations and ongoing community involvement.

D. Questions

Questions or issues regarding this RFP may be submitted in writing Sean McKee, Chief Operating Officer, Sean.Mckee@kunc.org, no later than Friday, December 16, 2022.

E. Submission of proposals: The proposal should be submitted, in PDF form, to Sean McKee, Chief Operating Officer, Sean.Mckee@kunc.org, no later than Tuesday, January 3, 2023.

Section 2 - Project Scope

As this RFP is focused on important organizational support and processes, we are seeking a unique and passionate individual(s) who can help the Community Radio for Northern Colorado to build strong, sustainable foundations in the areas listed below. We look forward to collaborating with the chosen candidate or group and trusting their professional judgment to effectively prioritize and identify a feasible approach to building a foundation in the following areas:
1. **Operations**
   a. Direct operations for audio content services, ensure the quality and stability of radio services and define and document the tasks, policies, and procedures for production and content rotation strategies that maximize efficiency and minimize manual intervention.
   b. Meet with department heads, managers, supervisors, users, vendors, and others, to solicit cooperation and resolve problems.
   c. Review project plans to plan and coordinate project activity.

2. **Technical Support**
   a. Collaborate with systems analysts, programmers, and other computer-related workers.
   b. Provide users with technical support for audio content problems.
   c. Develop resources, strategic computing, and disaster recovery.
   d. Stay abreast of advances in audio content technology.
   e. Consult with users, management, vendors, and technicians to assess computing needs and system requirements.

3. **Organizational Support**
   a. Define the tasks, policies, and procedures and develop a system for maintaining documentation and ensuring effective quality control standards.
   b. Develop and interpret organizational goals, policies, and procedures.
   c. Evaluate the organization's audio content needs and recommend improvements, such as hardware and software upgrades.

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Section 3 - Proposal Preparation and Submission Requirements

To enable the Community Radio for Northern Colorado to conduct a uniform review process of all responses to this RFP, we request that components of the proposal be submitted as set forth below:

A. **Response to Project Scope**
   - Proposal of individual or group’s plan to achieve goals detailed in the Project Scope, including an executive summary of the proposed services, timeline, potential resources utilized, deliverables, and any other pertinent information.

B. **CV or Resume with three (3) references.**

C. **Proposed Fees and Budget**
   - Provide details of all reasonably estimated fees associated with the services outlined in this RFP as part of a proposal agreement.
   - Provide the fee structure, including any appropriate rate sheets, which may include a budget and fee structure for each category/task/subtask.
   - Any travel to and from the Community Radio for Northern Colorado offices, and the costs associated with it, will be the responsibility of the Proposer.
The Community Radio for Northern Colorado desires a not-to-exceed contract amount, by month based on a yearly contract basis to accomplish all the work described in the Scope of Work. However, we reserve the right to adjust both the budget and related services if necessary. It is estimated that this work will commence February 1, 2023, and continue through 2023, with the possibility of additional annual extensions.

Instructions and Notifications to Proposers

1. Potential proposers are advised to review all sections of this RFP carefully and to follow instructions completely.

2. Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are possible. However, proposals that depart from or materially alter the terms, requirements, or scope of work defined by this RFP may be rejected as being non-responsive.

3. All costs associated with developing or submitting a proposal in response to this RFP, or to provide oral or written clarification of its content, shall be borne by the proposer. The Community Radio for Northern Colorado assumes no responsibility for such costs.

4. Proposals are considered to be irrevocable for a period of not less than 60 days following the date set for submission of proposals.

5. All pricing submitted will be firm and fixed unless otherwise indicated.

6. All proposals should identify the proposed team of professionals, including those employed by subcontractors, if any, along with respective areas of expertise and relevant credentials. Proposers should also provide a delineation of the portion of the scope of work for which each of these professionals will be responsible.

Section 5 - Review Process

Review and selection will include representatives from staff and stakeholders.