



JANET Co-location Service

Operational Requirement

This document and the information it contains are provided solely for the purpose of allowing potential suppliers to provide a tender for the service being procured. It is issued under the Open Procedure of the EU Services Directive.

Any supplier wishing to submit a proposal must register their intent with UKERNA before submitting the proposal. UKERNA will not accept proposals from suppliers who have not registered according to the procedure described in this document.

UKERNA will not accept any registrations after 31st January 2006.

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INTRODUCTION

This document comprises an Operational Requirement (OR) for the provision of facilities for the JANET Co-location Service

This document is an integral part of the procurement announced by UKERNA in the Supplement to the Official Journal of the European Union.

1.1 The Contracting Authority and the Procurement Agent

The contracting authority and procurement agent for this procurement is the United Kingdom Education and Research Networking Association (UKERNA).

1.2 JANET

JANET is the leading edge network for use in higher and further education and research organisations throughout the UK. The JANET network is operated and developed by UKERNA under a formal agreement with the Joint Information Systems Committee (JISC). The term JANET as used in this document is taken to include SuperJANET where SuperJANET is deemed to be the high-speed or broadband backbone of JANET. The SuperJANET or backbone element comprises resilient 10Gigabit links across the United Kingdom, with access links of 2.5Gigabit to each of the regional networks. The JANET network is truly world-class in terms of comparisons with equivalent National Research and Education Networks (NREN) throughout the world.

The JISC is a committee structure set up and maintained by the seven higher and further education funding councils in the UK to promote the effective use of IT in the learning, teaching, and research activities of these sectors. JANET is connected to the equivalent academic networks in other countries and to many commercial networks in the UK and abroad, forming part of the global Internet.

2. OVERVIEW OF THE FACILITIES REQUIRED

2.1 Outline requirement

UKERNA is seeking proposals for the provision of two co-location facilities independent of SuperJANET at which UKERNA will host its own and third party equipment that is connected to SuperJANET. One of these co-location facilities will be located in southern England, ideally within the Slough, Reading and Swindon area and the other in northern England within the Leeds, Manchester and Warrington area. The two co-locations do not have to be provided by the same supplier.

The facilities are to provide:

- Stable environmental conditions
- Controlled access with 24/7 access to UKERNA and authorised contractors
- Single phase un-interruptible power supply with surge and lightening protection
- Cable routing from an external entry point to permit the SuperJANET5 Network supplier to provide a connection to the SuperJANET5 Backbone Network and also to permit third party telecommunication suppliers to provide connections for out of band network management of UKERNA's equipment
- Support to be available to resolve basic operational issues with equipment within UKERNA's cabinets, e.g. switch equipment off/on

- Cabinets to house the equipment of UKERNA and any third party that UKERNA may permit to use the JANET Co-location Service

3. PROCUREMENT PROCEDURE

3.1 General Issues

All formal communication with suppliers over the course of the procurement will be handled or arranged by UKERNA.

Responses to this OR will be accepted from any supplier, providing it conforms to the requirements defined in this section 3.

3.2 Registration

Suppliers are required to register their intention to submit a proposal. Each registration will be acknowledged with a printed copy of this document and allocated a registration number that should be quoted in the tender document and in any other correspondence.

Suppliers shall register their intention to bid by sending, to the address below, a request for "JANET Co-location Service as announced in the EU Journal" by fax or letter on official headed notepaper or by email. Suppliers are asked to register as soon as they start to consider a response to this invitation to tender. In any case, suppliers **must** register before a proposal will be accepted.

Procurement Co-ordinator UKERNA Atlas Centre Chilton, Didcot Oxfordshire OX11 0QS UK	Telephone: +44 (0)1235 822 290 Fax: +44 (0)1235 822 286 E-mail: Procurement@ukerna.ac.uk
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The UKERNA team will be unavailable from Noon Friday 23rd December 2005 until Monday 2nd January 2006 inclusive. UKERNA has extended the time allocation for ITT responses beyond the norm of 52 days to allow for the Christmas closure. Any queries raised during this period will be addressed on Tuesday 3rd January 2006.

3.3 Electronic copy

An electronic copy of this OR is available on the World Wide Web at the URL <http://www.ja.net/latest/itt/co-location>

3.4 Clarifications on the requirements

Suppliers will be provided with clarification of UKERNA's requirements on request.

Where issues of clarification arise which are relevant to more than one supplier, these will be posted on the web site at the same URL as the OR.

3.5 Timetable

The steps and timetable for this procurement are as follows:

Activity	Date
Notice to European Journal	12 th December 2005
Final date for registration	31 st January 2006
Closing date for tenders	Noon 8 th February 2006
Selection of preferred supplier	8 th March 2006
Contracts placed by	7 th April 2006
Service start date	1 st May 2006

UKERNA reserves the right to vary this timetable if the need arises, within the constraints of the EU Services Directive.

Tenders will be expected to remain valid for six months after tender submission.

UKERNA may invite suppliers to attend tender clarification meetings if required.

3.6 Evaluation

The contract(s) will be awarded on the basis of the offers that are the most economically advantageous. The main criteria to be used in determining which offers are the most economically advantageous will be:

- The supplier's ability to meet the mandatory requirements;
- UKERNA's assessment of the supplier's ability to provide the facility on a timely basis as required, based on the responses to the mandatory and information requirements and;
- Capital and recurrent costs including the cost proposed by the supplier and UKERNA's estimate of the costs of connecting the facility to SuperJANET.

UKERNA reserves the right not to award a contract.

3.7 Delivery of tenders

All copies of the tender documents, on paper and electronically, must be delivered on or before Noon on 8th February 2006 to the contact listed in section 3.2.

Four paper copies of the tender are required and must be sealed and clearly marked "**JANET Co-location Service**". **One** electronic copy should also be provided in Word 97 or Word 2000 format. Electronic copies can be submitted on CDROM, 3.5" Floppy Disc or USB Flash Disk. Any non-standard fonts used in electronic submissions must be embedded in the document.

All tenders must be returned in a plain envelope that does not identify the supplier on it. Any tender that identifies the supplier on the label will be deemed invalid.

Delivery of the tender by FAX is **not** acceptable.

Tenders submitted after the deadline will **not** be considered.

3.8 Format of tenders

The response to the specific requirements must take the following format:

A. Management Summary

This section should be a single page summary describing the main points of the bid.

B. Description of Facilities Proposed

This section must describe the facilities proposed. The information required to satisfy all the specific requirements must be provided in this section.

The response must address all the requirements both Mandatory Requirements (MR) and Information Requirements (IR) detailed in all sections of this OR.

The order of replies to requirements (MR and IR) must be given in the same numerical order as they are stated in this document. The reference number and the text of the requirement to which it relates must precede each response.

3.9 Document notation

MRn A mandatory requirement.

A solution that does not meet all mandatory requirements may not be acceptable.

Suppliers must state how all requirements will be met, considering the issues and the points raised. **A statement of the form ‘this requirement will be met’ is not sufficient. Tenders must satisfy all mandatory requirements.** Failure to satisfy a mandatory requirement may exclude a tender from further consideration.

IRn An information requirement

It is vital that suppliers provide full information on specific topics. These topics are identified as information requirements. Failure in a tender to provide full, relevant information in answer to information requirements may prevent the evaluation from being conducted properly, and hence lead to exclusion of the tender. Assessment of the quality of the tender will be based on the responses to these requirements, and will influence the selection process.

3.10 Freedom of Information

UKERNA is subject to the provisions of the Freedom of Information (FOI) Act. If a supplier considers that any information supplied by them is either commercially sensitive or confidential in nature, this should be highlighted and the reasons for the sensitivity given. In such cases, the relevant material will, in response to FOI requests, be examined in the light of the exemptions provided in the FOI Act.

4. REQUIREMENTS FOR EVIDENCE OF COMPETENCE TO SUPPLY

4.1 Financial and Economic Standing

MR 1..... The supplier shall warrant that none of the following circumstances set out in Article 29 of EU directive 92/50/EEC applies to the supplier:

- *{item (a)} is bankrupt or is being wound up, whose affairs are being administered by the court, who has entered into an arrangement with creditors, who has suspended business activities or who is in any analogous situation arising from a similar procedure under national laws and regulations.*
- *{item (b)} is the subject of proceedings for a declaration of bankruptcy, for an order for compulsory winding-up or administration by the court or for an arrangement with creditors or of any other similar proceedings under national laws or regulations.*

MR 2..... *The supplier must provide evidence of financial and economic standing, as specified in Article 31 of EU directive 92/50/EEC using any or all of the methods described in paragraph 1 of Article 31.*

4.2 Technical Capability and Experience

MR3..... *The supplier must provide evidence of skills, experience and reliability as specified in the following areas taken from paragraph 2 of Article 32 of EU directive 92/50/EEC:*

- *{item (d) of paragraph 2} A statement of the service provider's average annual manpower and the number of managerial staff for the last three years.*
- *{item (e) of paragraph 2} A statement of the tool, plant or technical equipment available to the service provider for carrying out the services.*
- *{item (f) of paragraph 2} A description of the service provider's measures for ensuring quality. For this item, a copy of the supplier's ISO 9000 certificate will be adequate. If the supplier is not registered under ISO 9000, then a brief description of the policy used to ensure quality will be acceptable.*

IR 1..... *The supplier is invited to supplement the information above with a brief description of its general capability to provide the facilities being offered.*

5. REQUIREMENTS FOR THE OFFERED SERVICE

5.1 Contract Form

UKERNA expects the UKERNA's standard form of contract to provide the starting point for any agreement.

Documents will have the following decreasing order of priority in determining resolution of any conflicts once a contract is in place:

1. The body of the contract
2. The schedules to the contract including UKERNA's Standard Terms and Conditions;
3. The supplier's response to this OR, as modified by any written clarifications and amendments;
4. Ancillary information supplied with the supplier's response

MR 4.....*The supplier shall indicate that it will accept a contract under English law, and the principle and order of the document priority listed above.*

5.2 Delivery

The successful supplier will be expected to agree a contract by no later than 7th April 2006, and commence operation of the service according to the parameters detailed in the Operational Requirement, on 1st May 2006.

MR 5.....*The supplier shall indicate that it will provide the facilities from 1st May 2006, subject to a contract being agreed by 7th April 2006.*

5.3 General Management

The supplier will provide appropriate staff to attend an annual review meeting with UKERNA to discuss the operation and management of the service. The supplier or UKERNA may request additional meetings should there be an operational requirement.

MR 6.....*The supplier shall confirm that it will provide representation to attend meetings with UKERNA. The supplier shall provide information in its response about which staff would be made available to attend.*

MR 7.....*The supplier shall ensure that UKERNA has up to date contact information for all staff responsible for the provision of the facilities.*

5.4 Requirements for the Facilities

5.4.1 Overview requirements

The supplier will provide, operate and maintain one or more co-location facilities with the following initial requirement: Floor space and supporting infrastructure for equipment located in a minimum of seven cabinets at each co-location. The space should be such that the cabinets are adjacent to one other. In addition the supplier shall be able to provide additional cabinets and the associated facilities as may be requested from time to time by UKERNA. The supplier will also assist UKERNA in the installation of any special cabinets that differ from the cabinet specification in section 5.4.3.

5.4.2 Specific requirements

Environmental:

Temperature/Humidity - constant ambient temperature of 22 degrees Celsius (plus/minus 3 degrees Celsius) and a relative humidity of 30% to 70%

Fire - a detection and/or suppression system.

Physical:

External and internal doors - access controlled, so that entry is only available to those authorised.

Electrical:

Supply – single phase un-interruptible nominal 220/240V, 50MHz. Surge and lightning protected.

Capacity – 32 Amps per cabinet, supplied via two 6 socket power blocks per cabinet, each to be on a separate circuit. (This is not the anticipated running ampere draw).

Supply backup - UPS and/or generator, to ensure the Co-location equipment will continue to run in the event of a power supply failure to the premises.

IR 2..... *The supplier shall describe the environmental facilities provided at these premises, to include information on the specification and integrity of the electrical supply and air conditioning systems, the fire detection and suppression systems installed, and the physical security measures implemented. The supplier shall give typical Mean Time Between Failure and Mean Time to Repair figures for the key environment systems, and an overview of its contingency plans in place to handle emergencies such as fire or large scale failure of essential environmental systems.*

MR 8.....*The supplier shall confirm that its facility will comply with the requirements of Section 5.4.2.*

5.4.3 Cabinets/floor space:

[Cabinets to be supplied as part of the facility, unless a 'special' cabinet is provided by UKERNA]

Cabinets -

Size - 600 x 900 (width x depth) with the internal 47U height, standard 19" capacity.

Fans – fan tray at top.

Doors - front and rear, with minimum 67% perforations.

Cable access - suitable for the cable management system used in the premises.

Floor – preferably structured so as to consist of panels capable of being raised to give access to a floor void. If floor consists of panels, these should also to be able to be cut by the supplier, to provide cable access.

IR 3..... The supplier shall describe the general facilities available for housing UKERNA's equipment (e.g. dimensions of cabinets, name of cabinet manufacturer, clearance between cabinets, other types of space available) and indicate how additional floor space and cabinets can be acquired during the lifetime of the contract.

MR 9..... The supplier shall confirm that the provided cabinets shall meet the specification in Section 5.4.3 and shall state whether the floor will be solid or of raised panel construction.

5.4.4 Communications link

Equipment in the cabinets will be connected to a UKERNA provided Service Router installed in one of the cabinets, which will be connected to the JANET network via a network connection provided by UKERNA's SuperJANET5 Network provider. The supplier will assist and provide the necessary cable routing to enable this connection to be established.

UKERNA will require the connection of third party telecommunication circuits to its equipment to facilitate an out of band network management capability and other connections to JANET. UKERNA requires that the supplier will co-operate with third party suppliers in the establishment of these connections.

MR10.....The supplier must permit and facilitate the connection of any third party telecommunication circuits ordered by UKERNA into the Co-location. This shall include the installation of third party circuits into UKERNA racks. The supplier shall describe this process, clearly identifying the communication channels between the supplier, UKERNA and the third party.

5.5 Availability and Support

5.5.1 Availability

The supplier will ensure that:

- The facility will be scheduled to be available for 24 hours a day, 7 days a week.
- Notification of planned downtime or changes to the facility will be notified to UKERNA at least two weeks before the event.

MR11.....The supplier shall agree to the requirements of Section 5.5.1.

5.5.2 Support

The supplier will provide a support service, utilising the supplier's staff located at the premises (or of field staff available to travel to premises) to perform certain tasks and limited fault finding operations under instruction from UKERNA's staff.

UKERNA staff, or the staff of their subcontractors, will require the ability to access the co-locations at any time, to make changes to configurations, install or remove equipment or to effect repairs. To achieve this, the supplier will:

- Provide operational contact details to UKERNA;
- Provide the location details (address including postcodes) of premises proposed;
- Ensure the support service will be available 24/7 to accept email and telephone enquiries;
- Ensure the support service operates a system, under which all requests are logged and tracked to completion;
- Notify any planned interruption of the support service to UKERNA at least two weeks before;
- Inform UKERNA of problems with the support service or of planned changes that might affect the JANET Co-location Service.

MR12.....The supplier shall provide a support service and information as defined in Section 5.5.2, to undertake minor works under the direction of UKERNA's staff. The supplier shall summarise its policy for providing the service and information.

MR13.....UKERNA's staff and staff of its nominated contractors must be able to gain access to the co-location at any time of day, on any day of the year. It must be possible to gain access no more than two hours after a formal request has been made to the supplier. The supplier shall summarise the policies for access by authorised UKERNA staff and contractors, including any period of notice which may need to be given, methods of identification needed and other relevant details.

MR14.....The supplier shall provide on site or local facilities for the delivery, safe storage and collection of equipment and spare parts at the co-location. The supplier shall summarise its policy for delivering, installing and removing equipment, both by UKERNA's representatives and by third-party suppliers or their delivery agents.

IR 4..... The supplier shall provide details on any restrictions that UKERNA should be aware of concerning UKERNA's use of the co-locations, for example any restrictions on the use of mobile phones or other electrical equipment at the co-location.

5.6 Documentation

The supplier will ensure that comprehensive information on gaining access to the facility, requesting basic operational support and outlining the facilities of the co-location site will always be available.

MR15.....The supplier shall describe how it will comply with the requirements of section 5.6.

5.7 Reporting

The supplier will report annually to UKERNA on the following service aspects:

- The number of basic operational requests made to the supplier;
- The number of incidents resulting in loss of service to the JANET Co-location Service, to include start and finish date and time.

The exact requirements of the report will be defined in the contract agreed with the supplier. Each annual report will cover the activities of the previous 12 calendar months.

MR16.....The supplier shall agree to provide UKERNA with an annual report, which will be delivered one week prior to the review meeting specified in Section 5.3.

5.8 Use of JANET Co-location Service by appropriate third parties

The supplier agrees, at no extra cost, to allow UKERNA to make some of the cabinet space available to third parties, who meet the requirements of the JANET Co-location Service, so that they may provide application services to the research and education community of the United Kingdom.

MR17..... The supplier shall agree to the requirements of Section 5.8.

6. CONTRACT OVERVIEW

6.1 Contract term

The contract will be for a period of three years from the service start date, with an option to extend annually for a further two years.

6.2 Payment regime

The supplier will invoice UKERNA for the service at intervals of three calendar months. Each invoice shall cover the service provided during the three calendar months commencing on the date of invoice, with the first invoice being due on the service start date.

MR18.....The supplier shall invoice UKERNA as specified in Section 6.2 and the arrangements for increasing and decreasing the charges relevant to the actual number of cabinets in use will be agreed during the contract negotiations.

7. CHARGES

The supplier will submit a fixed and firm price for providing a facility on the basis of seven cabinets per facility, with the incremental charge for each cabinet shown separately. The supplier will indicate any applicable taxes, e.g. VAT, and show them separately. The Pricing Schedule will be in tabular form with the price for each site for each of the three years of the contract and the two optional years shown separately.

MR19.....The supplier shall submit a fixed and firm price for providing the facility as specified in Section 7.

8. FREEDOM OF INFORMATION (FOI)

UKERNA is subject to the provisions of the Freedom of Information (FOI) Act. If a supplier considers that any information supplied in a response to this Operational Requirement document is either commercially sensitive or confidential in nature, this should be highlighted and the reasons for the sensitivity given. In such cases, the relevant material will

in response to FOI requests be examined in the light of the exemptions provided in the FOI Act.

MR20.....The supplier must highlight any information that is either commercially sensitive or confidential in nature and reasons for the sensitivity should be given.

MR21.....The supplier must provide contact details (name, telephone number and email address) of the person within its organisation that is responsible for dealing with FOI requests.