



National Academic Mailing List Service

Operational Requirement

This document and the information it contains is 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 this 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 21st December 2004

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1 INTRODUCTION

This document comprises an Operational Requirement (OR) for the provision of a National Academic Mailing List Service.

The 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 UKERNA and JANET

JANET is the leading edge network for use in higher and further education and research organisations throughout the United Kingdom. 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 UK, 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 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.

1.3 Current Service

A National Academic Mailing List Service has been available to the JANET community for a number of years and the current JISCmail Service started on 1 August 2000. The education and research community uses the service as an efficient and effective means of communication across its many different locations.

JISCmail is currently sub-contracted to the Council for the Central Laboratory of the Research Councils' Rutherford Appleton Laboratory, this contract ends on 31 July 2004. UKERNA wishes to agree a new contract by 30 April 2005 for the operation of JISCmail. The new contract will run from 1 August 2005 for three years, with an optional extension of a further two years

2 OVERVIEW OF THE FACILITIES REQUIRED

2.1 Outline requirement

This Operational Requirement (OR) seeks proposals for the provision of a National Academic Mailing List Service, continuing to use the existing JISCmail service name. The service is to provide an electronic mailing list service to the UK education and research community, utilising the world-wide-web and e-mail to enable list-members to send messages to each other and share information. Interested parties should note that the operation and management of JISCmail will require a high bandwidth connection into JANET.

The principal elements of the JISCmail Service include:

- Distribution of messages to lists;
- Archiving of messages sent to lists;
- Storage of files of interest to members of a list;
- Search facilities to help users find relevant lists and details of 'open' lists;
- An interface to allow users to join or leave lists;
- An administrator facility to allow list-owners to manage lists;
- Provision of a real-time text-based Virtual Discussion Room for each list;
- A survey facility to allow list-owners to produce web-based questionnaires for list-members to respond to.

The JISCmail Service is also to:

- Annually perform housekeeping functions in order to maintain efficient and effective use of the service and its lists;
- Perform effective virus checking on all incoming email;
- Actively implement measures to combat Unsolicited Bulk Email (UBE) or SPAM and mail loops;
- Provide a Helpdesk available to answer questions on the use of the service. This Helpdesk deals with enquiries made by telephone, fax and electronic mail;
- Maintain a web server providing comprehensive information on using the service;
- Accept or reject proposals for the creation of new lists according to criteria agreed with UKERNA and set out on the service web site.

There are currently just over 5300 separate lists, this has risen from just under 4800 at the beginning of 2004.

2.2 Provision and location of Equipment for the JISCmail Service

The JISCmail Service equipment is provided by the existing supplier and is housed at their establishment. For the new contract it is intended that the equipment will also be provided by the supplier of the service. Its location will be the subject of negotiation and could be housed at either one or two of the JANET Co-location sites, which are located at key points on the JANET backbone. (There would be no cost to the supplier for use of this facility to provide the service and UKERNA would provide the remote console access and power management equipment free of charge).

The equipment is to be configured to provide the highest levels of resilience and reliability and, if housed at a Co-location, be able to be managed remotely.

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 “National Academic Mailing List 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 the 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 822 341 Fax: +44 (0)1235 822 286 E-mail: Procurement-Coordinator@ukerna.ac.uk
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3.3 Electronic copy

An electronic copy of this OR is available on the World Wide Web at the URL:

<http://www.ja.net/ITT/NAMLS>

3.4 Clarifications on the requirements

Suppliers will be provided with clarification of UKERNA’s requirements in accordance with the EU directives on procurement.

Suppliers should raise any issues of clarification with the Procurement Co-ordinator, whose contact details are given in section 3.2 above. (UKERNA staff will be unavailable from Noon Friday 24th December 2004 until 09:00 Tuesday 4th January 2005 inclusive. UKERNA has extended the time for responses beyond the norm of 52 days to allow for the Christmas closure. Any queries raised during this period will be addressed on Tuesday 4th January 2005).

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

<http://www.ja.net/ITT/NAMLS>

and sent by e-mail to each registered supplier.

3.5 Timetable

The steps and timetable for this procurement are as follows:

Activity	Date
Notice to European Journal	3 rd December 2004
Final date for registration	21 st December 2004
Closing date for tenders	Noon 31 st January 2005
Selection of preferred supplier	31 st March 2005
Contract placed by	30 th April 2005
Service start date	1 st August 2005

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 will be awarded on the basis of the offer that is the most economically advantageous. The main criteria to be used in determining which offer is 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 service as required based on the responses to the mandatory and information requirements and;
- Capital and recurrent costs.

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 31st January 2005, to the contact listed in section 3.2.

Seven paper copies of the tender are required and must be sealed and clearly marked "**National Academic Mailing List Service**". **One** electronic copy should also be provided in Word 97 or Word 2000 format. Electronic copies can be submitted on CDROM or 3.5" Floppy Disc, or via email. Any non-standard fonts used in electronic submissions must be embedded in the document.

All tenders must be submitted 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 Service Proposed

This section must describe the service 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 section 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 will 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 will 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.

4 REQUIREMENTS FOR EVIDENCE OF COMPETENCE TO SUPPLY

4.1 Financial and Economic Standing

MR1..... 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;*
- *{item (c)} has been convicted of an offence concerning his professional conduct by a judgement which has the force of res judicata;*

MR2..... The supplier shall 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 shall 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 (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;*
- *{item (h) of paragraph 2} An indication of the proportion of the contract which the service provider may intend to sub-contract;*

- *{item (b) of paragraph 2} A list of the principle services provided in the past three years, with the dates and recipients, public or private, of the services provided;*
- *{item (e) of paragraph 2} A statement of the tool, plant or technical equipment available to the service provider for carrying out the services.*

IR1..... The supplier is invited to supplement the information above with a brief description of its general capability to provide the services being offered.

5 REQUIREMENTS FOR THE OFFERED SERVICE

5.1 Contract Form

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

Suppliers are advised that the following decreasing order of documents' priority will apply 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.

MR4..... 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 shall agree to a contract by no later than 30th April 2005, and commence operation of the JISCmail Service according to the parameters detailed in this Operational Requirement, on 1st August 2005.

MR5..... The supplier shall provide the service from 1st August 2005.

MR6..... The supplier shall include a description of how the transition of clients from the existing JISCmail Service will be managed. An implementation plan that clearly identifies key areas, the time scales for implementation and the critical path shall also be provided. The schedule shall be specified in terms of elapsed time from award of contract to Service Start date.

5.3 General Management

Supplier staff, one of whom shall be a senior member of the team providing the service, shall attend meetings once every three months with UKERNA to discuss the operation and management of the service.

The supplier shall provide appropriate representation or give presentations at conferences, meetings and to working groups on various occasions at UKERNA's request. It is anticipated that the time for such activities will not exceed 15 days per year, excluding traveling time.

The supplier shall be reimbursed for any reasonable travel and other expenses, agreed in advance by UKERNA, incurred by the supplier when attending conferences, meetings or working groups.

- MR7..... *The supplier shall confirm that it will provide representation, when requested by UKERNA, at conferences, working groups and meetings, including meetings with UKERNA. The supplier shall provide information in its response about which staff would be made available to attend. This is not expected to exceed 15 days in any one year.*
- MR8..... *The supplier shall ensure that UKERNA has up to date contact information for all staff responsible for the provision of the JISCmail Service.*

5.4 Management of Equipment

The supplier shall provide, operate and maintain the hardware upon which the service operates. The equipment can be hosted at the supplier's site, or at JANET Co-location site(s).

Information about the standard model for the deployment of equipment at JANET Co-location sites can be found at:

http://www.ja.net/co-location/service_guide.pdf

The supplier will not have physical access in their equipment at any JANET Co-location site under normal circumstances and thus it will have to be remotely managed.

If equipment is outside JANET, the supplier shall provide connectivity to JANET with sufficient bandwidth to accommodate the service E-mail traffic, and will also ensure sufficient reliability to realise the availability levels required.

- MR9..... *The supplier shall describe how it will ensure effective management and operation of the equipment, taking into account security and resilience.*
- MR10..... *The supplier shall describe how it will ensure proactive monitoring of all equipment to ensure that faults are diagnosed promptly and appropriate action is taken for resolution.*
- MR11..... *The supplier shall provide a list of equipment, specifying manufacture and model, intended to be used to provide the service.*
- MR12..... *If the supplier is not using JANET Co-location site(s), it shall describe how it will provide resilient connectivity to JANET; and describe the impact on the performance of the service of its measures for resilience in the event of a failure of a single component or network link.*
- MR13..... *If the supplier is not using JANET Co-location sites(s), it shall provide adequate space, with power and environmental reliability, and shall describe how access to the service equipment will be restricted to authorised personnel.*
- IR2..... *The supplier shall describe the steps that it will take to ensure that backups are undertaken.*
- IR3..... *If the equipment is located remotely on the JANET backbone, the supplier shall provide details of how it will continue to manage the equipment in the event of a failure of its access link to JANET.*

5.5 Management of Software and Data

The supplier shall provide, manage and maintain the software involved in the provision of this service, including the maintenance of a suitable level of security for information.

The service shall store both messages and individual details (e.g. usernames and passwords) of users. The supplier shall ensure data security through the design and operation of the service:

- Accountability is required so that all use of the service may be traced to specific individual;
- The availability of individual and list data should be sufficient to meet the requirements for the service;
- The supplier should maintain demonstrable data integrity, and confidentiality.

MR14..... The supplier shall describe the software they will use to implement the service and the procedures for its maintenance.

MR15..... The supplier shall describe the procedures that will be put in place to ensure data security.

5.6 Availability, Support and Response

Definition: “Working Day” means the period from 09:00 to 17:00 on weekdays.

5.6.1 Availability

- The service shall be available to distribute messages for at least 99.5% of each 24 hour day, measured over each calendar month, discounting scheduled maintenance. (Scheduled maintenance will normally take place during the period that the JANET network is scheduled for maintenance; currently from 07.00 to 09.00 every Tuesday).
- Notification of planned downtime or changes to the service shall be made on the web server and notified to all list-owners via a unique list-owners list, at least two weeks before the event.

5.6.2 Support

- The supplier shall provide operational contact details to UKERNA;
- The supplier shall provide an enquiry facility, “Helpdesk”, to respond to general queries regarding use of the service and provide advice;
- The Helpdesk shall be staffed continuously during the Working Day (excluding English public holidays and days, in agreement with UKERNA, when the suppliers’ organisation is closed) to deal with email, telephone and fax enquiries. Outside of these hours telephone and email enquires shall be able to be lodged;
- The Helpdesk shall operate a system, under which all faults and queries are logged and tracked to completion;
- Any temporary closure of the Helpdesk shall be notified via the web site at least two weeks before;
- The supplier shall maintain mailing lists for peer support to facilitate discussion of problems, new features and other issues with mailing list service staff;
- The supplier shall inform UKERNA and client contacts of problems with the service or of planned changes that might affect clients.

5.6.3 Response

The service shall ensure:

- At least 95% of messages accepted for delivery by the service will be transmitted onwards within 30 seconds;
- An initial response to any Helpdesk enquiry made shall be given within four working hours;

- Full resolution of 95% of Helpdesk enquiries will be made within five Working Days;
- A decision on a request for a new list will be made within five Working Days of all the necessary information about the list request being available;
- Successful list requests will be set up within three Working Days of the decision being made.

MR16..... The supplier shall describe how it will meet all the requirements detailed in sections 5.6.1, 5.6.2 and 5.6.3. Each point shall be explicitly answered.

5.7 Distribution, archiving of messages and file handling

5.7.1 Distribution

The service shall ensure that:

Each message received and accepted for delivery to a list will be distributed to all current members of the list except where the member has suspended mail from that list.

Messages are not delivered to a list under the following circumstances:

- the list is closed and the sender is not a member of the list (in which case the message is returned to the sender with an explanation);
- The list is moderated (in which case the message is sent to the list moderator);
- the sender is in a list of 'banned' addresses (in which case the message is discarded);
- the message comes from a known generator of Unsolicited Bulk Email (UBE) or is identified as Spam (in which case the message is logged and not accepted for delivery to the list);
- the message is recognised as a duplicate of a message that has already been sent to the list;
- the message is recognised as being from an auto-responder;
- the message appears to contain commands for the system rather than a message for list-members.

Messages are held in the queue rather than being sent out to the list if:

- the number of messages sent out to that list in the current hour exceeds a set threshold. (This mechanism is intended to protect against mail loops);
- the delivery time of an individual message is affected both by the speed of the service and the availability of the destination address.

The service supports Internet standards applicable to e-mail and distribution lists (as defined in RFC2821, RFC2822, RFC1123, RFC1869, RFC1652 and other relevant Internet standards).

MIME attachments as defined in RFC1652 and multi-part messages are passed through to the list without change.

Message header information (as defined in RFC2822) is passed to distributed messages unaltered so far as is practicable.

Active measures are taken to combat junk mail and to prevent mail loops.

Mail queues are monitored and remote site postmasters contacted to resolve delivery problems.

Further attempts to deliver any message not yet successfully delivered will continue for up to seven days (14 days over Public and Agreed Holidays). After this time an error report will be returned to the list-owner listing the addresses that the message was not delivered to.

5.7.2 Archiving

The service shall ensure:

- Each list-owner can choose to have an online archive of messages sent to their list;
- Each list archive is automatically updated as messages are sent to the list;
- The message archives can be listed and retrieved at any time by list-members using relevant commands.

5.7.3 File handling

The service shall ensure:

- List-owners may store (upload) appropriate files of interest to their list-members on the service. These files can be listed and retrieved at any time by list-members using relevant commands;
- Files will be archived under the same conditions as messages.

MR17..... The supplier shall describe how it will distribute messages, archive messages, and handle files as detailed in sections 5.7.1, 5.7.2 and 5.7.3. Each point shall be explicitly answered.

IR4..... The supplier shall indicate its conformity to the request not to alter message header information. (As defined in RFC2822).

5.8 List information and administration

5.8.1 Web site

The service shall provide a web site that:

- Includes up-to-date and useful documentation;
- Clearly sets out the criteria for new lists;
- Displays information about all public or "open" lists;
- Has a search form to help members find relevant lists, addresses or documents, and other useful links;
- Provides all lists with a home page where members can find out more about each list and browse through files and archives of old list messages;
- Is available for at least 99.5% of each 24 hour day, measured over each calendar month, discounting scheduled maintenance;
- Updates the web-based message archives each night.

5.8.2 New Lists

The service shall accept new list requests via email or through the web server.

New list requests shall be scrutinised to ensure that they comply with the criteria. Requests that fail to satisfy the criteria in some way shall be discussed with the requestor and then amended or, if rejected, a clear reason will be given. Requests that are borderline may be accepted for a probationary period after which the list shall be reviewed with the list-owner to see if the criteria are being satisfied.

5.8.3 Access to messages and lists

The service shall provide functionality to enable clients to become members or leave membership of “open” lists and confirm or reject membership of a list. In addition the functionality is to also allow list-administrators to create, manage and delete lists. Access to this functionality will be via:

- A system whereby commands are sent to the server via email;
- A web interface usable from a supported browser.

The service shall ensure that if an incorrectly formatted command is submitted, an error message is returned to the sender.

The service shall ensure that clients are unable to initiate commands to join lists that are closed to self subscription and that clients are aware of the need to contact the list-owners.

The service shall provide list-administrators with functionality for the purposes of configuring and managing their lists including, but not limited to, features such as:

- Management of list membership
- Control of access to list content and list membership
- Control of moderation and automatic replies
- Adding and removing other owners
- Managing stored files and archives belonging to the list.

The service shall send a time-stamped confirmation email to clients who have submitted their request via email, or a confirmation message to the browser of those who have submitted requests via the web, when a command has been carried out.

5.8.4 Information about lists

The service shall provide functionality to enable clients to obtain the names, descriptions and status of all “open” lists. Similarly, all members of a list shall be able to review the membership of that list. The membership of a “closed” list may be open to review by non-members at the discretion of the list-owner.

The service shall provide facilities to search across list descriptions and archives (for single and multiple lists), members and files associated with lists. Further information about lists may be available on the service web site. The service staff shall check that each list has a clear description, keywords and metadata, and is suitably categorised.

The service shall check all lists for clarity and correct categorisation.

5.8.5 Annual review

The supplier shall conduct an annual review of the membership of lists. To achieve this, the supplier will need to:

- Contact all clients of the service to remind them of each list to which they have membership. Members to whom the service cannot deliver this message will be contacted again not more than one month later. If a second message cannot be delivered, the supplier shall remove the member from the relevant list(s),
- Contact the owners of each list and remind them of the status of the list.
- Contact the owners of each list that has been unused for 12 months and query its use and offer assistance to close the list if no longer required.
- Check all lists and membership for validity.

MR18..... The supplier shall describe how it will manage the web site and lists to comply with the requirements of section 5.8. Each point shall be explicitly answered.

5.9 Virus checking

A virus checking system shall be in place that:

- Detects the presence of viruses on all inbound mail, including attachments.
- Informs the sender of any item that contains a suspected contaminant that the item is to be quarantined.
- In the event of detection or notification of a serious virus occurrence, provides sufficient information to enable the supplier to take immediate action to safeguard against transmission of the virus.
- Is available to virus check messages for at least 99.5% of each 24 hour day, measured over each calendar month, discounting scheduled maintenance
- Is capable of checking at least 5000 messages per day without impacting on the 'turnaround' time of message transmission.

The supplier shall validate routine updates and apply them within one working day of notification from the software provider.

MR19..... The supplier shall describe which virus checking system it will install and how it will comply with the requirements of section 5.9.

5.10 Documentation, training and promotion

5.10.1 Documentation

The supplier shall ensure that comprehensive information on using the service will always be available on the service web site. This documentation will be sufficient to enable a user with basic office computer skills to find and join a list, or to set up and manage a list and will be reviewed at least annually.

The service is to also provide:

- Guidelines on keeping discussions focused.
- Support for list-owners in maintaining their list and on improving discussions on their lists.
- Templates for promotional flyers for lists.

5.10.2 Training

The supplier shall provide training and awareness material for client organisations support staff to train local users.

5.10.3 Promotion

The supplier shall carry out outreach and promotional activities within the education and research community to ensure a good coverage of eligible organisations.

The service shall maintain good links with the community to ensure the service remains relevant to its needs.

MR20..... The supplier shall agree the requirements of Section 5.10 and describe, in outline how it will comply with the requirements.

5.11 Reporting

The supplier shall report monthly to UKERNA on service aspects such as messages delivered, lists created, availability, volume of client queries and number of viruses detected. The exact requirements of the report will be defined in the contract agreed with the supplier. Each monthly report will cover the activities of a calendar month.

MR21.....The supplier shall agree to provide UKERNA with a monthly report, which is delivered on or before 4pm on the third Working Day of the subsequent month.

MR22.....The supplier shall agree to amend the monthly report should UKERNA's reporting requirements change.

MR23.....The monthly report shall be provided as an Excel spreadsheet (Excel 97, or later version).

IR5.....The supplier is invited to suggest any additional information that may be included in the monthly report, which it considers may be useful to UKERNA.

5.12 Future Developments

The supplier may make suggestions as to how the current JISCMail Service options may be enhanced and to make recommendations for future developments of the service.

IR6.....The supplier is invited to propose additional features directly related to the enhancement of the existing JISCMail Service. Any proposals for additional features or services shall be clearly separated from the response to the main requirement and should include possible timescales. Any associated charges shall be separately listed at 7.2

6 CONTRACT OVERVIEW

6.1 Contract term

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

6.2 Payment regime

The supplier shall 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.

7 CHARGES

7.1 JISCMail service

The supplier shall submit a fixed and firm price for providing the service. The supplier shall indicate any applicable taxes, e.g. VAT, and show them separately. The Pricing Schedule will be in tabular form with the price for each of the three years of the contract and the two optional years shown separately. The price for managing the transition from the existing service shall be shown separately and be fixed and firm.

7.2 Future Developments

The supplier shall submit a fixed and firm price for any enhancements suggested. The supplier shall indicate any applicable taxes, e.g. VAT, and show them separately. Each enhancement shall be listed and priced separately.