



United Kingdom Education and Research Networking Association

JANET Videoconferencing Booking Service Prequalification Questionnaire

This document and the information it contains are provided solely for the purpose of allowing potential suppliers to provide a response to the prequalification questionnaire for the services being procured. It is issued under the Restricted Procedure of the EC Procurement Services Directive.

Any supplier wishing to submit a response to this prequalification questionnaire 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 23 May 2005.

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Authorised by:	Name: T Kidd Position: Production Services Director	Signature: Date:
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FOREWORD

If any error, omission or misrepresentation on the part of the potential supplier is discovered, UKERNA reserves the right to disqualify the potential supplier from participating in the procurement process no matter what stage in the process has been reached when the error, omission or misrepresentation is discovered.

1. INTRODUCTION

This document describes the process for the selection of a contractor to provide maintenance and development services for the JANET Videoconferencing Booking Service.

The procurement process will be managed according to the restricted procedure as specified by the European Procurement Services Directive and this document is an integral part of the restricted procurement announced by UKERNA in the Supplement to the Official Journal of the European Union (OJEU).

If your company wishes to qualify as a bidder and be invited to participate in the procurement for the provision of maintenance and development services for the JANET Videoconferencing Booking Service then the appended questionnaire must be completed in its entirety.

The OJEU notice and information contained in section 4 of this document provide details of the selection process. Section 2 of this document provides an overview of the JANET Videoconferencing Booking Service. The maintenance and development of this Booking Service is required by UKERNA. Instructions for completion of this questionnaire are given in section 6.

The questionnaire itself is to be found in annexes A and B. Questions in Annex A relate to the background of your company. Questions in annex B relate to your company's experience and understanding of the requirements.

JANET and UKERNA

JANET is the wide-area network that was created in 1984 to serve the needs of the higher education and research sector in the United Kingdom. JANET provides services to all Higher Education Institutions, Further Education Colleges and Research Council establishments in the UK. The network also provides services to Adult and Community Learning and Specialist Colleges, Schools Networks and various research institutes.

The JNT Association, trading as UKERNA is responsible for providing JANET through a service level agreement with the Joint Information Systems Committee (JISC) of: the Higher Education Funding Council for England; the Learning and Skills Council; the Scottish Higher Education Funding Council; the Scottish Further Education Funding Council; the Higher Education Funding Council for Wales; the National Council for Education and Training for Wales; and the Department for Employment and Learning in Northern Ireland.

2. OUTLINE OF REQUIREMENT

2.1 Introduction to the JANET Videoconferencing Booking Service

The JVCS Booking Service is a web-based facility which allows users of the JANET Videoconferencing Service (JVCS) to book conferences between videoconferencing venues. It holds details of registered venues and allows administrators to manage the details held on the service about their venues. A series of guides can be found at:

<http://www.jvcs.ja.net/docs/bookadminhelp.shtml>

<http://www.jvcs.ja.net/docs/bookuserguide.pdf>

<http://www.jvcs.ja.net/docs/factsheetbooking.pdf>

Flash guides, that demonstrate aspects of basic functions are available from:

<http://www.jvcs.ja.net/>

These guides provide on-line demonstrations of the user registration process, adding a venue and booking a conference.

There has been a continual growth in the use of videoconferencing by the academic community since the early 1990s. Due to the nature of multipoint, studio-based videoconferencing, the booking and scheduling of resources, both locally and nationally, has always been a fundamental element of the JANET Videoconferencing Service. In the early 1990s, a SuperJANET Videoconferencing Pilot had a prototype booking system, which was an adaptation of the WelshNet booking system. Work to augment the prototype system, was completed by the Commercial Projects Team at the Edinburgh University Computing Service (EUCS), however, it was not considered suitable for large scale production use, particularly with the launch of the JANET ISDN Videoconferencing Switching Service (JVCSS) in 1997.

In 1996 the University of Wales, Swansea, completed a user requirements analysis. More details of this work can be found at:

<http://www.ja.net/development/video/archive/booking/>

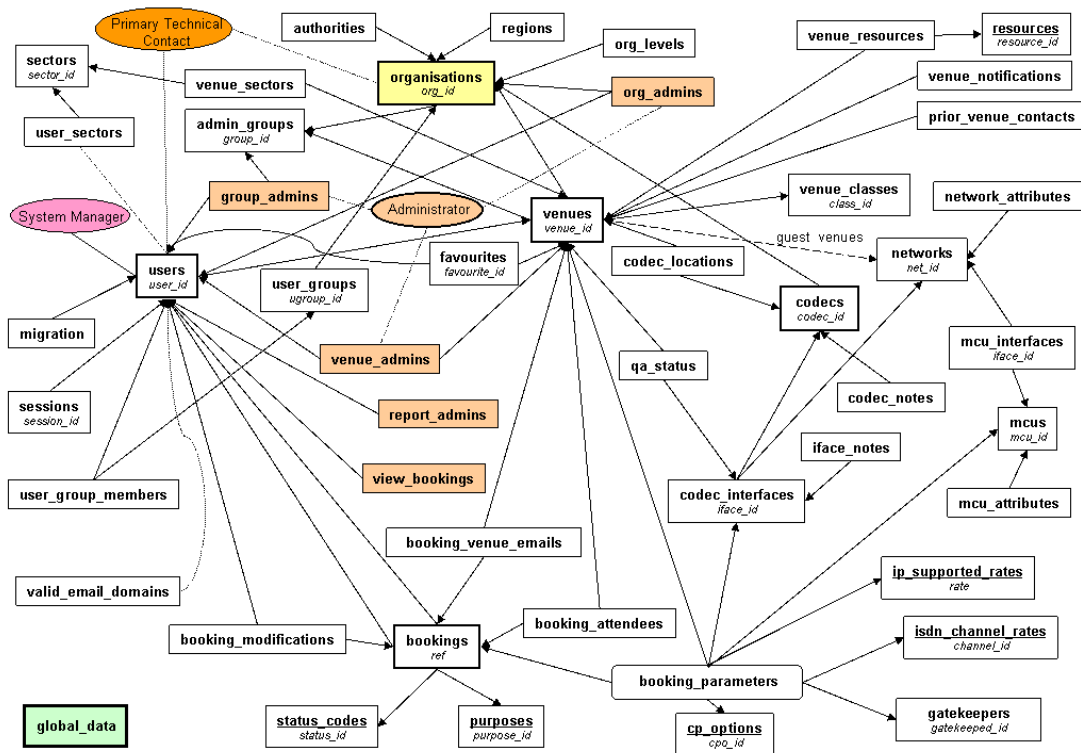
Once the user requirements were understood, a procurement exercise to purchase a booking system was carried out. This procurement was unsuccessful, as the full range of functionality required by the academic community was not available in any commercial booking system. Another unsuccessful procurement was carried out in 2002. As a viable replacement has not been found, the in-house offering has been maintained by the Commercial Projects Team at EUCS.

Along side a low level maintenance requirement, various pieces of ad-hoc work have been carried out to develop the JVCS Booking Service. These have included the launch of a new user interface and a range of modifications to accommodate a growing user base, with diverse requirements.

2.2 Overview of the JVCS Booking System

The JVCS Booking System (i.e. the piece of software underlying the Booking Service that is available to users) is a web-based application implemented on top of a relational database. The IPR (Intellectual Property Right) for the Booking System software is owned by UKERNA. The relational database comprises inter-related

tables containing information about the users, venues, CODECs, organisations *etc.* registered with the system, as well as the videoconference booking entries themselves. The database also contains tables which are used to implement Access Control Lists (ACLs) which indicate those users who have administrative rights over various entities within the booking system. The diagram below illustrates the database schema.

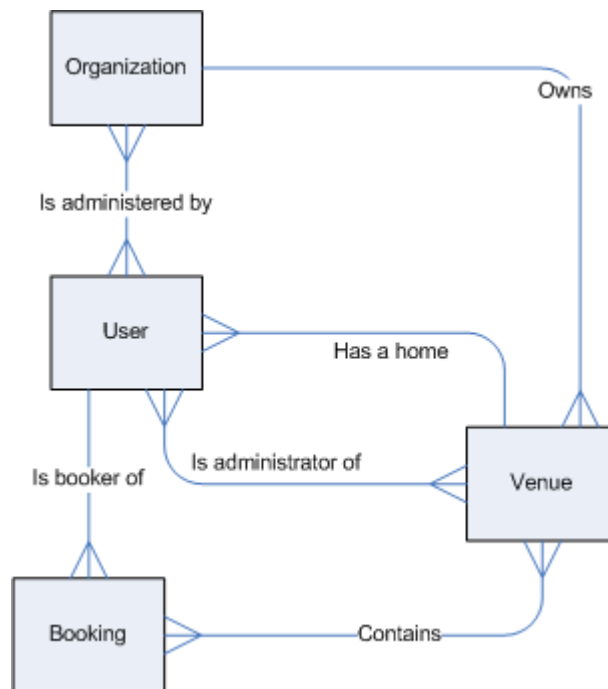


Key

User	A person who has registered to use the booking service.
Venue	A physical studio or room where a videoconference takes place.
CODEC	The networking device used to encode and decode audio and video data.
Administrator	A person with rights over the records associated venues and can authorise new users who are associated with those venues.
Primary Technical Contact	A person at an organisation who has rights to authorise new administrators (now largely redundant).
Booking	A record made by a user of a videoconferencing event. Information about which is passed to the MCU operators.
Organisation	A collection of related venues. Typically corresponds to the institution where the venues reside.

Authority	An organisation (perhaps with its own venues) which has administrative rights over a collection of related organizations.
Region	An authority which has administrative rights over a collection of related authorities.
Sector	A grouping of users and venues, controlling which users can book which venues. Users can only book venues which are in the sectors they are 'subscribed' to.
Admin Group	A set of selected venues and/or organizations which may be viewed as related for administrative purposes.
User Group	A set of users who may modify bookings made by any other members of that group.
MCU	Multipoint Control Unit, used to facilitate multipoint videoconferences, point-to-point IP conferences and conferences gatewayed between IP and ISDN.

The relationships of the major booking system entities are shown below.



In this diagram, the relationships between entities are shown with 'crows feet' at one end where there is a one-to-many relationship, and with 'crows feet' at both ends where there is a many-to-many relationship. Thus, a booking can contain multiple venues and a venue can participate in multiple bookings. However, while a venue can be the home for many users, a user can have only one home venue.

User entries within the booking system contain a field indicating the privileges that the user has. The privilege levels, in increasing order of hierarchy, are:

- Booker
- Administrator
- System Manager
- Super User

A System Manager also has Administrator privileges. However, having the Administrator privilege only allows access to the administrative sections of the booking system. The actual entities (users, venues, etc.) over which the user has administrative control are determined by the user's presence in the ACL (Access Control List) for the entities and by an in-built hierarchy within the booking system. There are four types of access control list, each giving access to a different sort of entity.

An additional form of access control, which can be used to restrict users from booking certain venues, is implemented via the concept of sectors. Every venue is assigned to only one sector. However, a user can be subscribed to multiple sectors and can only include a venue in a booking if they are subscribed to the same sector as the venue.

2.3 Future Developments

Looking to the future, there is a need for a longer term contracted framework agreement, so that the necessary dedicated development effort can be made available to address the ongoing demand for enhancements to the JVCS Booking Service. In the foreseeable future, such enhancements are likely to include enabling the Booking Service for use by the e-science Access Grid community; developments in the area of authorisation and authentication (find details from <http://www.ja.net/development/aa/index.html#shibboleth>); further steps towards automation of conference scheduling and an automated ISDN billing solution.

It is envisaged that the level of development effort required will be agreed between UKERNA and the supplier during an annual contractual review. Such development effort will be in addition to the basic level of effort required for maintenance and bug fixes that are needed for the Booking Service software.

3. THE CONTRACTING AUTHORITY AND THE PROCUREMENT AGENT

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

4. EVALUATION PROCESS

Prequalification Criteria

This process will commence with an evaluation of completed questionnaires against set criteria. The prequalification selection criteria are presented below and any supplier wishing to be considered to respond to the Operational Requirement when it is issued will need to prove that they can meet the criteria. The criteria are grouped into three bands which are listed in order of priority. Within a band the criteria have the same priority. The responses to the questions asked in Annexes A and B will be used by UKERNA to evaluate responses against the criteria.

Band 1

1. No criminal record (article 45) - criminal organisation, guilty of corruption, fraud, money laundering (personal situation of the candidate or tenderer)
2. Is bankrupt or is currently / being placed into administration
3. Made no serious misrepresentation in supplying information.

Band 2

4. Economic and financial standing (article 47)

Band 3

5. Technical and professional ability (article 48)
6. Relevant Quality Assurance standards (article 49)

UKERNA will also take into account any information it holds on the performance of current suppliers it uses when evaluating the responses to the prequalification questionnaire.

Those suppliers who meet the requirements of the prequalification process will be invited to proceed further in the procurement process.

Providing that there are a sufficient number of suitable candidates, UKERNA aims to select four to enter the procurement process.

5. INDICATIVE TIMETABLE

Activity	Date
Insert notice of procurement launch in the EU journal	18 April 2005
Close of registration to take part in the procurement process	23 May 2005
Prequalification questionnaire returns	Noon 31 May 2005
Complete review of responses and shortlist suppliers to respond to the Operational Requirement	7 June 2005
Produce and issue the Operational Requirement	8 June 2005
Return of Operational Requirement responses	18 July 2005
Selection of preferred supplier	15 August 2005
Contract placed with the preferred supplier	10 October 2005

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

Responses to the prequalification questionnaire will be expected to remain valid for six months after submission.

6. INSTRUCTIONS FOR COMPLETION OF THE QUESTIONNAIRE

In this section, instructions are given for completion of the prequalification questionnaire to be found in Annexes A and B.

6.1 Registration

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

Suppliers shall register their intention to bid by sending, to the address below, a request for the "JANET Videoconference Booking Service Prequalification as announced in the EC 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 prequalification questionnaire. In any case, suppliers **must** register before a completed prequalification questionnaire will be accepted.

UKERNA will not accept any registration requests after 23 May 2005.

Kate Nunn-Price UKERNA Atlas Centre Chilton, Didcot Oxfordshire OX11 0QS UK	Telephone: +44 (0)1235 822 220 Fax: +44 (0)1235 822 286 E-mail: procurement-co-ordinator@ukerna.ac.uk
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6.2 Electronic copy

An electronic copy of this prequalification questionnaire is available on the JANET www pages at <http://www.ja.net/itt/PQQ/JVCS-BS>

6.3 Clarifications on the questionnaire

Suppliers will be provided with clarification of UKERNA's requirements in accordance with the EC Procurement Services Directive.

Suppliers should raise any issues of clarification with Kate Nunn-Price whose contact details are given in section 6.1 above. Where issues of clarification arise which are relevant to more than one supplier, these will be made available on the JANET www pages at <http://www.ja.net/itt/PQQ/JVCS-BS> and sent by e-mail to each registered supplier.

6.4 Delivery of questionnaire responses

All copies of the prequalification questionnaire response, on paper and electronically, must be delivered on or before Noon on 31 May 2005 to the contact listed in section 6.1 above. The prequalification questionnaire **must** be filled in electronically – copies with handwritten responses will **not** be considered.

Six paper copies and one electronic copy of the prequalification questionnaire response are required and must be sealed and clearly marked "**JANET Videoconference Booking Service Procurement**". The electronic copy should be in Word 97 or Word 2000 format. Electronic copies can be submitted on CDROM or 3.5" Floppy Disc. Any non-standard fonts used in electronic submissions must be embedded in the document.

Delivery of the prequalification questionnaire by FAX is **not** acceptable.

Prequalification questionnaire responses submitted after the deadline will **not** be considered.

6.5 Annex A – General Information

Annex A is to be completed by the company interested in bidding for the contract.

6.7 Annex B – Experience and Understanding of the Requirement

Selection of suppliers will be based on the analysis of the responses to this section. It is therefore particularly important that suppliers provide full, honest and comprehensive answers to the questions in respect of this tender.

6.8 Annex C – Declaration

The declaration must be completed when returning the prequalification questionnaire.

PREQUALIFICATION QUESTIONNAIRE

ANNEX A: GENERAL INFORMATION

A1.	Company Details	
A1.1	Company name. Confirm whether your company is acting as a sole company or as part of a consortium. If acting as part of a consortium, state the names of the other companies involved in the consortium; how long your company has been working with these other companies; and the nature of the services that these companies are providing to the consortium.	
A1.2	Registered office and address.	
A1.3	Address for correspondence (if different from A1.2).	
A1.4	Contact name for the response to this questionnaire.	
A1.5	Telephone number for A1.4 (inc. area code).	
A1.6	Facsimile number for A1.4 (inc. area code).	
A1.7	E-mail address for main contact.	

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A1.8	Date of formation and date of registration in UK if different from each other. Please provide a brief overview of how the company is in a position to fulfil the needs of the requirements as outlined in the document.	
A1.9	Company registration number.	
A1.10	Type of company.	
A1.11	Name and address of parent or holding company (if applicable).	
A1.12	Provide details of your organisation structure (e.g. an organisation chart) describing the corporate structure of the organisation and indicating the number of staff working in each function.	

A2. RESOURCES				
A2.1	Provide details of the average number of technical staff employed by your organisation for the last three years. In addition, state the number of management staff employed over the same period.	Financial Year Ending: 2001 - 2002 - 2003 -	Technical Staff	Management Staff
A2.2	Of the technical staff shown at A2.1 for the Financial Year ending 2003/04, state the number of staff involved directly in the provision of the type of service to which this questionnaire relates.	Full-time staff	Part-time Staff	

A3. FINANCIAL AND ECONOMIC STANDING	
A3.1	<p>Please warrant that none of the following circumstances set out in Article 29 of EU directive 92/50/EEC applies to your company:</p> <p>[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.</p> <p>[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.</p>
A3.2	Provide (as an annex to your response) your company's, and if applicable, your parent company's and ultimate holding company's audited accounts for the last 2 financial years.

A4.	AUDITING AND QUALITY ASSURANCE	
A4.1	Companies should provide full details of their auditing and/or quality assurance programme including details of registration under any formal quality accreditation scheme. Please state whether the auditing and/or quality assurance programme extends to all areas of your organisations business. If it does not extend to all areas then state clearly where it does and does not apply.	

PREQUALIFICATION QUESTIONNAIRE

ANNEX B: EXPERIENCE AND UNDERSTANDING OF SOFTWARE DEVELOPMENT AND MAINTENANCE.

B1.	EXPERIENCE	
	<p>It is essential that companies wishing to enter this procurement process have significant experience of developing and maintaining software of the type that is used in the JANET Videoconferencing Booking Service. Please list below similar services provided by your company in the UK and, if applicable, other countries during the last 3 years, with value, dates and recipients of the services. You should also indicate any parts of the services which either are or were sub-contracted and to whom.</p> <p><i>UKERNA may elect to contact any of the organisations below for a reference. The permission of the Company will be assumed unless you state any objections. It should be noted that availability of referees, and their input, will form part of UKERNA's evaluation of responses to this questionnaire.</i></p>	
B1.1a	First reference.	
	Name of service.	
	Describe the nature of the services provided.	
	Value.	
	Date of Signature.	
	Length of Contract.	
	Contract awarding body.	
	Contact point in contract awarding body for enquiries (name, organisation, telephone, email and fax numbers).	

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	If work was sub-contracted provide details of the subcontractors and the nature of the work that they undertook.	
	Other aspects the service of that you consider relevant	
B1.1b	Second reference.	
	Name of service.	
	Describe the nature of the services provided.	
	Value.	
	Date of Signature.	
	Length of Contract.	
	Contract awarding body.	
	Contact point in contract awarding body for enquiries (name, organisation, telephone, email and fax numbers).	
	If work was sub-contracted provide details of the subcontractors and the nature of the work that they undertook.	
	Other aspects the service of that you consider relevant	
B1.1c	Third Reference	
	Name of service.	
	Describe the nature of the services provided.	

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	Value.													
	Date of Signature.													
	Length of Contract.													
	Contract awarding body.													
	Contact point in contract awarding body for enquiries (name, organisation, telephone, email and fax numbers).													
	If work was sub-contracted provide details of the subcontractors and the nature of the work that they undertook.													
	Other aspects the service of that you consider relevant													
B2	UNDERSTANDING													
B2.1	<p>Companies should detail their experience and expertise in using the following:</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">Linux (RedHat Enterprise)</td> <td>HTML</td> </tr> <tr> <td>C</td> <td>Javascript</td> </tr> <tr> <td>SQL</td> <td>shell scripts</td> </tr> <tr> <td>PostgreSQL</td> <td>icalendar</td> </tr> <tr> <td>HTTP</td> <td>XML</td> </tr> <tr> <td>CGI</td> <td></td> </tr> </table>	Linux (RedHat Enterprise)	HTML	C	Javascript	SQL	shell scripts	PostgreSQL	icalendar	HTTP	XML	CGI		
Linux (RedHat Enterprise)	HTML													
C	Javascript													
SQL	shell scripts													
PostgreSQL	icalendar													
HTTP	XML													
CGI														

B2.2	Companies should detail their knowledge and understanding of the issues related to the development of web forms to ensure maximum usability and accessibility.	
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ANNEX C: DECLARATION

When you have completed the Questionnaire, please read and sign the section below.

The potential supplier should note that, should they be successful in being awarded a contract, UKERNA reserves the right to terminate the contract if it is discovered that the potential supplier has made any material misrepresentation in this questionnaire.

I/We certify that the information supplied is accurate to the best of my/our knowledge and that I/we accept the conditions and undertakings requested in the Questionnaire. I/we understand that false information could result in my/our exclusion from participating in the procurement process no matter what stage in the process has been reached when the error, omission or misrepresentation is discovered.

Signed

Name

Position
In Company

For And On
Behalf Of

Date