



Operational Requirement for the provision of services to maintain and develop the JANET Videoconferencing Booking Service

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

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1. INTRODUCTION

This document comprises an *Operational Requirement (OR)* for the provision of services to maintain and develop the JVCS Booking Service.

This document is an integral part of the procurement announced by UKERNA in the Supplement to the Official Journal of the European Union. Only suppliers selected via the restricted procedure are invited to respond to the OR.

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 Description of Requirements

A description of requirements is detailed in the Prequalification Questionnaire (PQQ) document reference PS/ANS/Project/DOC/012, available electronically from:

<http://www.ja.net/itt/PQQ/JVCS-BS/index.html>

By the beginning of July 2005 the JVCS Booking Service will expand to include a new service called JVCS-OnDemand, which provides users with an alternative means of booking videoconferences.

In addition to those requirements detailed in the PQQ, the contract to maintain the JVCS Booking Service will include the management and maintenance of the servers on which the service operates. All the servers are currently housed in the JVCS Management Centre at the University of Edinburgh, which ensures high bandwidth access to JANET.

Hardware used for the operation of the Booking Service is as follows:

Operational Servers:

Function: main booking service machine

Hardware: Dell PowerEdge 2650

H/W maintenance: 3 year silver on-site service with 4-hour response (expires June 2006)

OS: Red Hat Enterprise Linux WS (Academic Edition) version 3

OS maintenance: Product updates (expires Jan 2006)

Function: server for interfacing OnDemand MCU to booking system

Hardware: Dell PowerEdge 750

H/W maintenance: Bronze next business day Premier Enterprise Support (expires April 2008)

OS: Windows Server 2003

OS maintenance: automatic security patches from Microsoft

Backup Servers:

Function: backup booking machine (also serves as demonstration system for new code)

Hardware: Dell PowerEdge 2650

H/W maintenance: 3 year silver on-site service with 4-hour response (expires June 2006)

OS: Red Hat Enterprise Linux WS (Academic Edition) version 3

OS maintenance: Product updates (expires Jan 2006)

Function: backup server for interfacing OnDemand MCU to booking system, and self-test status display (JVCS-Check)

Hardware: Dell PowerEdge 750

H/W maintenance: Bronze next business day Premier Enterprise Support (expires April 2008)

OS: Windows Server 2003

OS maintenance: automatic security patches from Microsoft

Development Server:

Function: development machine

Hardware: Dell Precision 650

H/W maintenance: 3 year next day on-site service (expires June 2006)

OS: Red Hat Enterprise Linux WS (Academic Edition) version 3

OS maintenance: Product updates (expires Jan 2006)

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 only from invited suppliers.

3.2 Delivery Address

Procurement Co-ordinator 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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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/jvcs-bs-or>

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. 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/PQQ/JVCS-BS/index.html>

and sent by e-mail to each registered supplier.

3.5 Timetable

The steps and timetable for this procurement are as follows:

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
Issue the Operational Requirement	8 June 2005
Return of Operational Requirement responses	Noon 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 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 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 service on a timely basis 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 18 July 2005 to the contact listed in section 3.2.

Six paper copies of the tender are required and must be sealed and clearly marked "**JANET Videoconference Booking Service Procurement**". 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. 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 Services Proposed

This section must describe the services 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

MR_n 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.

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, if UKERNA receives FOI requests the relevant material will be examined in the light of the exemptions provided in the FOI Act.

4. REQUIREMENTS FOR THE OFFERED SERVICE

4.1 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;
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

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

4.2 General Management

It is anticipated that the supplier will be required to dedicate ½ a Full Time Equivalent (FTE) to the maintenance and operational management of the JVCS Booking Service. This maintenance is deemed to include ad-hoc feature enhancements and bug fixes.

The supplier will be required to liaise regularly with representatives from UKERNA and from other video-related services operated by UKERNA. The supplier will also be required to liaise periodically with other suppliers, which may include suppliers of central videoconferencing infrastructure and the Booking Service servers.

A distributed team, known as the Booking Service Steering Group, meets with the supplier once a month to oversee and to prioritize the work of the supplier. The group

members are located in Swansea, Edinburgh and at UKERNA. Members of this group represent UKERNA, the JANET Videoconferencing Service, the Welsh Video Network Support Centre and the JANET user community. Group members regularly make use of the JVCS Booking Service themselves, so are well placed to comment on requirements and functionality.

During the monthly meetings new feature enhancements and requirements may be discussed and added into the programme of work. Typically these monthly meetings take place by videoconference, using the JANET Videoconferencing Service (see <http://www.jvcs.ja.net/>) to provide multipoint facilities. Use is made of out-of-band data sharing (<http://www.video.ja.net/datasharing/>), so that all participants can see and take control of the Booking Service user interface, to assist in discussion and the demonstration of functionality. Costs incurred to attend regular month update meetings should be included in the overall cost for the provision of the service.

The Steering Group and supplier periodically meet face-to-face; such meetings take place two or three times a year and replace the regular monthly meetings. The venue for the meeting will vary, depending on what is most convenient for the whole group. All expenses incurred by the supplier when attending these face-to-face meetings, which have been agreed in advance with UKERNA, will be reimbursed.

- MR2. *The supplier shall attend monthly meetings and face-to-face meetings with the Booking Service Steering Group, and describe what means its staff will use to attend monthly meetings with the Steering Group.*
- IR3. *The supplier shall describe how its staff, and their time, will be managed to ensure availability and continuity of contact between all interested parties.*
- IR4. *The supplier shall describe videoconferencing and data collaboration facilities available on its own site. If the supplier does not have access to videoconferencing, then the supplier should describe the likely technical constraints that may be associated with deploying a videoconferencing endpoint on its premises.*
- IR5. *The supplier shall describe any issues that are likely to be encountered by its staff when using Microsoft NetMeeting for data sharing*
- IR6. *The supplier shall describe the connection to the Internet from its premises and bandwidth available for use by its staff.*

Much of the data held in the database is personal information, relating to users of the Booking Service. Ensuring the security of this personal data through the design and operation of the database is considered essential to maintain the confidence of the user community.

- IR7. *The supplier shall describe the legal issues that it is aware of in relation to the issues of data security.*
- IR8. *The supplier shall describe the procedures that will be put in place to ensure data security.*
- MR9. *The supplier shall maintain the confidentiality of the personal information in the database.*

The Disability Discrimination Act specifically refers to the accessibility of websites. The web interface to the JVCS Booking Service must therefore comply with the requirements of the DDA.

IR10. The supplier shall describe the steps it will take to ensure compliance with the requirements of the Disability Discrimination Act.

Frequent informal contact will be required between the supplier, the JVCS Management Centre and UKERNA. Such contact may be to discuss the detail of feature enhancements, to talk about reporting and statistics gathering requirements, or to troubleshoot issues that users of the service have encountered and reported. Such discussion usually results in effort being needed from the supplier, to address specific issues.

UKERNA will specify requirements in terms of functionality and output, and will expect the supplier to apply the appropriate technical resources to ensure that the requirements are met.

MR11. The supplier will maintain contact with the JVCS Management Centre, UKERNA and the Steering Group.

MR12. The supplier will manage day-to-day maintenance of the Booking Service database, while ensuring the service is continually available to users, including proactive bug fixes and carrying out ad-hoc requests for work.

MR13. The supplier will track the requirements for feature enhancements and other changes, and the associated priorities, and will make this available to members of the Steering Group.

MR14. The supplier shall manage the implementation of agreed feature enhancements and bug fixes, and describe how this will be achieved, including documentation and robust testing.

MR15. The supplier shall state what steps will be taken to ensure the database code is readable, so that smooth transition to another supplier at the end of the contract period can be assured.

All aspects and functions of the JVCS Booking Service are documented in guides for users and local administrators. Such documentation is developed by the JVCS Management Centre and UKERNA. The supplier will be expected to assist with the development of this documentation.

MR16. The supplier shall assist with the development of all aspects of user documentation.

4.3 Management of Equipment

It is current practice to ensure that all hardware used to provide operational services are kept in maintenance. UKERNA will cover the cost of maintenance contracts, however, the supplier will be expected to manage maintenance contracts.

All the servers are currently housed in the JVCS Management Centre at the University of Edinburgh, which ensures high bandwidth access to JANET. The JVCS operations staff have access to the servers and are able to provide a limited 'remote hands' service to the supplier. The development machine could be relocated on the supplier's premises, should the supplier decide this is preferable.

- IR17. The supplier shall describe where it will choose to locate the development server.*
- MR18. The supplier shall securely manage all the servers listed in section 2.1.*
- IR19. The supplier shall describe the processes and procedures to ensure continuous operation, including appropriate security levels and timely application of patches.*
- MR20. The supplier will manage the server maintenance arrangements.*

4.4 Monitoring and Fault Management

The Service Level Agreement (SLA) to which the JANET Videoconferencing Service operates stipulates that the Booking Service should have an availability of 99% (see <http://www.ja.net/documents/ukernasla2004-05.html#A28>).

- MR21. The supplier will proactively monitor the operational servers to ensure their availability for users of the JVCS services and to comply with the requirements of the SLA.*
- IR22. The supplier shall describe what action will be taken to minimize disruption to the services should one of the operational servers become unavailable.*
- MR23. The supplier will ensure accurate fault logging and fault reporting to UKERNA, to enable UKERNA to comply with the reporting requirements of the SLA.*

4.5 Reporting to UKERNA

Statistics gathering, and the timely, accurate reporting of these statistics, is a key function of the JVCS Booking Service. Statistics are used to assist with capacity planning exercises and on report of the activities of various sectors of the user community. UKERNA requires a report on the fourth working day of each month, which provides a detailed breakdown of the videoconferencing and booking activity for the previous calendar month. Additionally, each month it is likely there will be ad-hoc reporting requirements. The requirements for reports generated from the Booking Service frequently changes, as the needs of user groups develop.

- MR24. The supplier will provide UKERNA with a report of videoconferencing and booking activity for a given month by the fourth working day of the following month, and will describe what steps it will take to accommodate this requirement.*
- MR25. The supplier shall describe how it will take steps to accommodate changing user needs with regard to reporting.*
- MR26. The supplier shall provide statistics in CSV files.*
- MR27. The supplier shall assist with the manipulation of statistics and answer queries about statistics.*

4.6 Development of the Booking Service

The development of JVCS Booking Service has an impact on the success of other services and projects. A recent example of such a project is JVCS-OnDemand, which is due to be launched at the end of June 2005. The API for the MGC-100 MCU (Multipoint Control Unit) was purchased from Polycom and a user interface which interoperates with this API has been developed to enable end-users to specify, launch and control videoconferences. A user guide describing the service is due to be published shortly at <http://www.jvcs.ja.net/ondemand/>.

Other areas of likely development include:

- Shibboleth enabling the Booking Service (see <http://www.ja.net/development/aa/index.html#shibboleth>);
- Provision of a level of booking functionality for the Access Grid (see <http://www.agsc.ja.net/>);
- Development of an automated ISDN billing solution, which will require development of a solution that collects data from the Booking Service and MCU logs, and produces a report which can be used in an accounting environment where SAGE is used, to generate invoices with minimum manual intervention.

The requirement for development effort will vary on an annual basis, it is anticipated that negotiations will take place with UKERNA towards the end of each calendar year to agree a development programme for the coming year and the level of effort that will be required. It is likely that the development effort required each year will be approximately 1 FTE.

- MR28. *The supplier shall track and manage implementation of the development requirements for the Booking Service.*
- MR29. *The supplier shall state how robust testing of Booking Service developments will be ensured.*
- IR30. *The supplier shall describe how it will stay up-to-date with developments in the academic community that may have an influence on the development requirements for the Booking Service.*
- IR31. *The supplier shall describe how it will manage the negotiation of an annual contract for development and any constraints that may impact the agreement of the contract and the level of effort available for development activities.*
- IR32. *Suppliers are invited to propose additional developments of the Booking Service, which it considers may be of benefit to users of the UKERNA video services. Any proposals for additional services, and any additional equipment required to operate these services, should be clearly separated from the response to the main requirement. Any associated costs should be separately listed here.*

5. COSTS

5.1 Contract term

The contract will be for a period of 5 years from the service start date, which will be 1 December 2005.

UKERNA wishes all the tender costs to be indicated in a particular format as specified in the spreadsheet found at:

<http://www.ja.net/itt/jvcs-bs-costs>

A copy is provided in Annex A for guidance only. Costs at current sterling prices excluding VAT should be quoted for all aspects of the proposal. If UKERNA finds it necessary to place some interpretation on any aspect of the total tender cost, we will seek confirmation of our interpretation with the supplier. With the exception of costs for additional developments, listed in response to IR32, costs that appear elsewhere in the proposal but are not included in the price, arrived at using the format specified, will be deemed to have been waived.

Initial setup costs (incurred prior to 1 December 2005) and one-off capital, associated with set up to enable the maintenance and development of the JVCS Booking Service hardware and software, are required in the spreadsheet. Costs for all staffing options listed in the spreadsheet should be provided, together with any equipment and other costs for the first year. Indicative costs for a further four years should also be recorded in the spreadsheet.

- MR33. The supplier shall complete the spreadsheet, but should not alter its format. The supplier shall provide the price in sterling, excluding VAT or other duty for each year of the five year contract. If other duties are applicable, suppliers will specify them. The supplier shall indicate which elements of the proposal VAT or any other duty is applicable in column F of the spreadsheet, by inserting the percentage applicable. The supplier shall provide details of any other costs that may be incurred in the operation and management of the JVCS Booking Service, terms of cost and items of expenditure. The supplier shall specify the cancellation charges (if any) in the spreadsheet for early termination by UKERNA. The price shall be presented in a tabular form, using the spreadsheet found at:*
- <http://www.ja.net/itt/jvcs-bs-costs>*

5.2 Delivery

The successful supplier will be expected to sign a contract by no later than 10th October 2005, and commence maintenance and development of the JVCS Booking Service, according to the parameters detailed in this Operational Requirement, on 1st December 2005.

- MR34. The supplier shall provide the service from 1st December 2005, subject to a contract being placed by 10th October 2005.*
- IR35. The supplier shall state how long, and what other resources will be needed to ensure a handover from the existing supplier, to ensure that the operational service to users is not adversely impacted.*
- MR36. The supplier shall include a project plan of how JVCS Booking Service will be transitioned to the new contract, together with an implementation plan which clearly identifies key areas, the time scales for implementation and the critical path. The implementation plan must be specified in terms of elapsed time from award of contract.*

5.3 Payment regime

The supplier will invoice UKERNA at intervals of 6 months.

- MR37. The supplier shall invoice UKERNA at intervals of 6 months.*

6. 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, if UKERNA receives FOI requests the relevant material will be examined in the light of the exemptions provided in the FOI Act.

- MR38. Suppliers must highlight any information that is either commercially sensitive or confidential in nature and reasons for the sensitivity should be given.*
- MR39. Suppliers must provide contact details (name, telephone number and email address) of the person within their organisation that is responsible for dealing with FOI requests.*

ANNEX A: COSTS SPREADSHEET

Operational Requirement for the provision of effort to maintain and develop the JVCS Booking Service			
Summary of Costs			
Supplier Registration no.			
Description	Price (£)	% VAT or other duty	Total including VAT (£)
Capital costs	£ -	0.0%	£ -
Initial setup costs	£ -	0.0%	£ -
Year 1 Costs			
Other costs - please specify	£ -	0.0%	£ -
Staff cost for operational management	£ -	0.0%	£ -
Staff cost for development	£ -	0.0%	£ -
Cancellation charge	£ -	0.0%	£ -
Year 2 Costs			
Other costs - please specify	£ -	0.0%	£ -
Staff cost for operational management	£ -	0.0%	£ -
Staff cost for development	£ -	0.0%	£ -
Cancellation charge	£ -	0.0%	£ -
Year 3 Costs			
Other costs - please specify	£ -	0.0%	£ -
Staff cost for operational management	£ -	0.0%	£ -
Staff cost for development	£ -	0.0%	£ -
Cancellation charge	£ -	0.0%	£ -

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Year 4 Costs			
Other costs - please specify	£ -	0.0%	£ -
Staff cost for operational management	£ -	0.0%	£ -
Staff cost for development	£ -	0.0%	£ -
Cancellation charge	£ -	0.0%	£ -
Year 5 Costs			
Other costs - please specify	£ -	0.0%	£ -
Staff cost for operational management	£ -	0.0%	£ -
Staff cost for development	£ -	0.0%	£ -
Cancellation charge	£ -	0.0%	£ -