



Operational Requirement

The Welsh Video Network Support Centre

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 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 8 June 2005.

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1. INTRODUCTION

This document comprises an Operational Requirement (OR) for the provision of a support centre to provide technical and operational support to Welsh organisations with Welsh Video Network videoconferencing equipment, and guidance to those organisations that consider joining the Welsh Video Network (WVN).

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 FACILITIES REQUIRED

The Welsh Video Network Support Centre exists to provide technical support to the activities of some 90 videoconferencing facilities, which are collectively known as the Welsh Video Network.

2.1 The Background to Videoconferencing in Wales

The demand for a Welsh national videoconferencing network for HE was highlighted in a report commissioned by the Heads of Higher Education in Wales in 1998. In 1999 UKERNA undertook a further detailed study (www.wvn.ac.uk/study/welshvid.pdf) covering both sectors for the Funding Councils in Wales (NC-ELWa and HEFCW). This study provided further evidence of the demand for an integrated Welsh video network embracing both Further and Higher Education. The study also showed that, whilst desktop videoconferencing is widely deployed in both the FE and HE sectors only five HE Institutions had dedicated videoconferencing studios. It was clear that both sectors were keen to develop their use of videoconferencing, particularly for distance learning and teaching purposes. Therefore, the focus of this project was to provide over 90 high quality networked video studios for all 37 HE and FE institutions in Wales, and associated organisations (some of which funded their own studios).

The Funding Councils in Wales contracted the project management to deliver the network to UKERNA and the equipment for the studios, was purchased as the result of a centrally funded EU procurement.

All FE and HE Institutions in Wales are part of the Welsh Video Network. This project, funded to £3.1M by the Funding Councils in Wales and to £2.4M by the European Regional Development Fund (ERDF), was the first of its kind in the UK to involve both the FE and HE sectors.

2.2 The Welsh Video Network Support Centre

The Welsh Video Network Support Centre (WVN SC) was established, in June 2000, with staff using a model similar to the JISC Regional Support Centre Wales, with staff distributed between Swansea University and University of Wales, Aberystwyth. Initially, the focus was to support the WVN organisations with the roll out and commissioning of videoconferencing studios (see <http://www.wvn.ac.uk> for further details).

When the project commenced, most videoconferencing calls used ISDN, and were managed by and booked through JANET Videoconferencing Service (further details at www.jvcs.ja.net), which provides Quality Assurance testing and multipoint capacity. A transition was made to the use of IP for videoconferencing, also making use of JANET Videoconferencing Service (JVCS), which was actively enabled and supported through the efforts of the WVN Support Centre.

More recently additional funding has become available for effort to support the Cymdeithas Ysgolion Dros Addysg Gymraeg (CYDAG) and WVN-Rhwydiath (WVN-RhI) projects. The CYDAG project has involved the rollout of WVN style studios into schools that use the Welsh language as a medium for teaching, while WVN-RhI has focused on the deployment of simultaneous translation facilities into one studio at each centrally funded WVN organisation.

WVN Support Centre activities include:

- day-to-day support of studios and conferences, including the operation of a helpdesk, which is accessible by video, telephone and email,
- installation and commissioning of studios,
- de-commissioning and relocation of studios to new locations,
- remote management of videoconferencing endpoints,
- hardware and software upgrade of studios,
- installation and commissioning of infrastructure equipment to enable IP videoconferencing,

- rollout of WVN-RhI as an operational service,
- liaison with suppliers, manufacturers and other UKERNA contractors,
- visits to organisations,
- technical training,
- documentation,
- reporting.

This support is currently provided to 58 studios in the FE sector, 26 studios located at HEIs and the six studios that comprise the CYDAG project. In addition to these centrally funded studios there are six further self-funded studios at associated organisations.

There are three sizes of studio; large, small and compact. In overview the equipment in large studios comprises:

- Touchscreen control unit,
- Polycom Pictoretel CODEC,
- 2 x Polycom Pictoretel cameras,
- 2 x Video monitors,
- Multimedia monitor,
- 2 x Confidence monitors,
- 2 x Video distribution amplifier,
- 3 x PowerMic,
- Tie-clip microphone,
- Audio system including Bose speaker,
- Document camera,
- Video cassette recorder (currently being upgraded to a DVD/VCR),
- Data projector,
- Interactive whiteboard,
- PC with peripherals.

Small studios comprise the equipment listed above, with the exception of a camera, an amplifier, the confidence monitors, a microphone and the tie-clip microphone.

The compact studio consists of a CODEC, camera, monitor and microphone.

Approximately 75% of the studios are 'large', with the remaining 25% being predominantly 'small'.

All the studio equipment is kept under maintenance. Responsibility for the agreement of maintenance arrangements rests with UKERNA. Currently there is a single contract in place for maintenance of all the centrally funded studios, all other organisations have to make their own maintenance arrangements, which are typically with the same supplier. The maintenance agreement is for 48 hour, advance replacement, of all maintained equipment. The WVN SC takes day-to-day responsibility for the management of faults that occur with the studio equipment and co-ordination of replacements with the supplier.

2.3 WVN-Rhwydiath

The initial studies, carried out in the late 1990s, identified a demand for videoconference translation facilities in a number of institutions. Whilst English is the first language of the majority of the population, Welsh is becoming increasingly the language of choice, especially in the north and west of the country. Having recognised that there was a demand for a solution that would facilitate the simultaneous translation of conferences into a second language, and that a wider adoption of the Welsh language was being actively encouraged, central funding was made available to pilot and then deploy a solution.

The system that has been implemented at each designated studio (one at each WVN organisation) consists of a Cisco 7960 IP phone and ancillary equipment enabling the audio output will be taken from the IP phone to a dual-channel, high-band, infra red transmitter. Ten dual-channel IR receiver headsets are available within each studio for user by participants to receive the transmitted audio. The JANET network is used to carry audio packets between studios and are managed by a Cisco Call Manager, hosted at the WVN SC.

Audio input to the system is provided by a high quality microphone which is amplified and split by a Kramer 104M microphone distribution amplifier. One output of the distribution amplifier is used as an audio input to the IP phone, to allow an interpreter to send audio to other sites via the IP telephony system, while another output goes from the distribution amplifier to the second channel on the IR transmitter system. This allows users within the local studio, who are wearing headsets, to switch between hearing a local translator and a remote one.

The system runs in parallel to the IP videoconferencing service.

2.4 Review and Funding

A budget of about £100,000 is available for the first twelve months of operation and UKERNA will agree a contract with the preferred supplier for one year, which will run from 1 December 2005 until 30 November 2006. UKERNA intends to agree a framework, so that there will be an option to extend the contract annually for up to an additional three years.

The Funding Councils in Wales continue to fund the WVN SC and have commissioned NFER (the National Foundation for Educational Research) to carry out an independent review of WVN and the SC, to inform the future model. The final report is due during June.

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 "The Welsh Video Network Support Centre procurement 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 822 220 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/WVNSC/index.html>

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/WVNSC/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
Notice to European Journal	25 April 2005
Final date for registration	8 June 2005
Closing date for tenders	Noon 16 June 2005
Selection of preferred supplier	18 July 2005
Contracts placed by	22 September 2005
Contract start date	1 December 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 as required based on the responses to the mandatory and information requirements and;
- UKERNA's assessment of the supplier's track record in the provision of services of this nature;
- 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 on 16 June 2005 to the contact listed in section 3.2.

Seven paper copies of the tender are required and must be sealed and clearly marked "**The Welsh Video Network Support Centre 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.

IR_n 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

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 (f)} has not fulfilled obligations relating to the payments of taxes in accordance with the legal provisions of the country of the contracting authority;*
- {item (g)} is guilty of serious misrepresentation in supplying or failing to supply the information that may be required under this Chapter.*

MR2. 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 (b) of paragraph 2} A list of the principle services provided in the past three years, with the sums, dates and recipients, public or private, of the services provided.*
- {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.*

IR4. The supplier is invited to supplement the information above with a brief description of its general capability to provide the services being offered.

MR5. The supplier must provide information on no more than three similar services to that requested in this Operational Requirement, together with contact details such that UKERNA may obtain a reference from the customer.

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

MR6. The supplier must indicate that it will accept a contract under English law, and the principle and order of the document priority listed above.

5.2 General Management

The WVN SC will be required to have the facilities to take part in videoconferences over both IP and ISDN, in order to provide proactive support for the WVN studios and to liaise with UKERNA. The following equipment will be made available to the provider of the WVN SC:

- 1 x WVN Compact Studio (with VCR and additional monitor)
- 1 x WVN Compact Studio (with VCR)

The WVN SC will be required to operate these endpoints, as a minimum, at its site. The endpoints should be capable of participating in both H.320 (at up to and including ISDN6) and H.323 (at up to and including 2Mbit/s) conferences. The environment in which the endpoints are located should be of such a standard that they will be able to comply with JVCS QA testing requirements (see <http://www.jvcs.ja.net/docs/isdnmanguide.shtml#QAtests>).

Support Centre participation in high quality videoconferences over IP will require a direct connection to JANET with sufficient spare capacity to support H.323 videoconferences calls at 2Mbit/s. So that the Support Centre can participate in quality videoconferences over IP and ISDN, the deployment of the necessary network infrastructure components will be required. It is expected that the supplier will include the costs of procurement, installation, rental of components and call charges in the overall service costs.

UKERNA will require a meeting once a month with senior staff at the WVN SC to discuss the operation and management of the service. Such meetings will be held by videoconference, when possible. UKERNA will require ongoing liaison with the WVN SC by both telephone and email.

A member of senior SC management staff will be required to accompany representatives from UKERNA and attend quarterly WVN Steering Group Meetings with the Funding Councils in Wales, to provide progress reports. These meetings are face-to-face and are held in Cardiff at the council offices. Quarterly meetings of the WVN Advisory Group will also require senior representative from the SC to attend, these meetings are held by videoconference.

It is expected that the WVN SC staff will establish effective working relationships and regularly liaise with the operators of the JANET Videoconferencing Service and other UKERNA operated video-related services. Specifically, a representative from the WVN SC will be required to regularly participate in meetings of the JVCS Booking Service Steering Group, to ensure the functionality required by the WVN SC and WVN users is maintained. Typically, these meeting take place monthly, by video.

In addition, UKERNA will request the WVN SC provides appropriate representation at conferences, on working groups and at various meetings, including meetings with suppliers and manufacturers of videoconferencing equipment. Participation in such events may necessitate giving presentations about aspects of the work of the Support Centre. It is anticipated that time for such activities will not exceed 18 days per year, excluding travelling time.

UKERNA will be responsible for any travel and other expenses incurred by the supplier when attending meetings, working groups and conferences which are outside the primary remit of the WVN SC, and are agreed in advance.

- MR7. The supplier shall describe what provision for videoconferencing exists within its organisation and how the WVN SC may benefit from this provision.*
- MR8. The supplier shall describe how the WVN SC videoconferencing endpoints will be accommodated at its organisation's premises and what steps will be taken to ensure compliance with QA test requirements.*
- MR9. The supplier shall describe how multiple IP and ISDN videoconferencing sessions will be supported from its site.*
- MR10. The supplier shall describe how it will provide resilient connectivity to JANET and describe the capacity available to support IP videoconferencing.*
- MR11. The supplier shall confirm that costs of IP and ISDN videoconferencing are included in the overall costs of providing the service*
- MR12. The supplier shall confirm that appropriate members of staff will be made available to attend WVN management meetings, Steering Group meetings, WVN Advisory Group meetings and the Booking Service Steering Group meetings.*

- MR13. *The supplier shall confirm that effort will be made to establish effective working relationships with JVCS and other UKERNA operated video-related services.*
- MR14. *The supplier shall confirm that representation will be provided, when requested by UKERNA, at conferences, working groups and meetings. The supplier shall provide information in its response about which staff would be made available to attend.*
- MR15. *The supplier shall agree to ensure that UKERNA has up to date contact information for all staff responsible for the provision of the WVN SC and confirm that staff at the WVN SC will respond to request for information from UKERNA in a timely manner.*

5.3 Management of Equipment

In addition to the videoconferencing equipment listed in section 5.2, the WVN SC operates:

- Openview management server
- CSA server
- Cisco Call Manager x3
- Cisco IP/VC MCUs 3540 (x2, legacy equipment)
- Cisco Gatekeeper 7200

- MR16. *The supplier shall provide adequate space with power and environmental reliability, at its site for videoconferencing equipment and indicate any costs that will be associated with the management and hosting of hardware in the spreadsheet.*
- MR17. *The supplier shall describe the steps that it will take to ensure that backups are kept of the configuration of equipment.*
- IR18. *The supplier shall describe the steps that will be taken to ensure access to all equipment located at the supplier's site is restricted to authorised personnel only.*
- IR19. *The supplier shall describe plans for recovery in event of a failure of its primary access link to JANET.*

5.4 Availability, Response and Support

Staff will be available at the WVN SC to operate the service during the Staffed Period, which is from 09.00 - 17.00 Monday to Friday, excluding, as a maximum, the Public Holidays listed:

- Good Friday
- Easter Monday
- May Day
- Spring Bank Holiday
- August Bank Holiday
- The period between Christmas Day and New Year's Day

A single dedicated contact phone number, fax number and e-mail address will be provided and publicised by the Support Centre, enabling users and UKERNA to contact the Support Centre staff with enquiries, or to report faults or incidents. During the Staffed Period, all phone enquiries will be answered in person except in exceptional circumstances, when a messaging facility will be provided. All enquirers should, at a minimum, receive an initial acknowledgement of their enquiry within two hours. At times outside the Staffed Period, means must be provided by which users can log enquiries and report faults and incidents.

As preference of some WVN users is to use Welsh, it is desirable that the WVN SC can handle queries in both Welsh and English.

The WVN SC will provide day-to-day support, help and advice to; managers at WVN organisations; technicians with responsibility for WVN equipment and users of WVN studios.

If videoconferences are held outside the Staffed Period, it will be at the user's own risk and the WVN SC will not be required to provide active support in these instances.

A member of staff from the WVN SC should visit each WVN organisation at least once every two years. The purpose of these visits is to maintain contact with staff at organisations and may be carried out to at the same time other tasks are performed.

There are rare occasions when WVN organisations have to move a studio into a new location and the SC will provide support in such cases. In some instances, WVN organisations procure additional studios and the SC will be required carry out installation, commissioning and provide ongoing support. Occasionally, organisations in Wales that are not covered by funding from the Funding Councils request assistance from the WVN SC. In these instances, the SC will be expected to provide initial advice free of charge. However, should such organisations choose to deploy a studio, request membership of WVN and receive support from the SC, UKERNA will make an annual charge (currently £12,000 ex VAT per large studio) which will be passed directly to the Support Centre.

Occasionally when studios are commissioned, they are only capable of supporting H.320 conferencing and the WVN SC will be required to IP enable the studio at a later date. In such cases the SC will work with networking staff at the organisation to develop and deploy a network architecture that will support IP videoconferencing.

The WVN SC will provide support enable studios to pass JVCS QA tests, so that the studios can have unrestricted use of JVCS. This support may be no more than telephone advice, or may involve carrying out the QA test on behalf of the organisation, when a studio is being commissioned.

Periodically, the studio hardware or software is upgraded, which requires a site visit to each studio. Such upgrades will require the WVN SC staff to carry out a site visit to each studio, but would not occur more frequently than once a year.

As the videoconferencing endpoints deployed in the WVN studios are based on a PC platform and operate a Windows 2000 OS, steps are required to ensure the endpoints remain secure. The endpoints run Cisco Security Agent and either Symantec Anti-virus or Sophos Anti-virus (both with remote updates). The supplier will be required to ensure these tools are kept up-to-date and are used effectively to maintain the security of the endpoints.

The equipment to support WVN-RhI has been deployed in the WVN studios, but the service is not yet fully operational. It is anticipated that WVN-RhI will be brought into operational service during the summer of 2005, however, the supplier will be required to complete any tasks that are still outstanding and provide operational support for users of WVN-RhI.

From time to time, when studios are newly commissioned, or as a result of staff turnover, staff training is required. Such training is focused on training the trainers at an organisation and considers technical aspects of WVN studios and videoconferencing.

WVN SC staff have administrative access to the JVCS Booking Service and provide backup assistance in Booking Service users at organisations. This area of responsibility is centered on modification of videoconference bookings and maintenance of the records that are held about staff, venues, endpoints and CODECs.

The supplier will operate a database, to ensure all enquiries made to the helpdesk are logged and tracked in a timely manner. The database should be capable of statistical reporting.

- MR20. *The supplier shall describe the cover to be provided at the WVN SC during the staffed period.*
- MR21. *The supplier shall describe the range of support and training that will be made available to staff at both WVN organisations and other enquirers.*
- MR22. *The supplier shall describe how the appropriate level of on-site support will be provided to all WVN organisations.*
- IR23. *The supplier shall describe how Welsh speakers in the WVN community will be supported by the SC.*
- MR24. *The supplier shall provide a database to track calls to the helpdesk, and shall describe the proposed system.*
- MR25. *The supplier shall describe what action will be taken to ensure a timely initial response to enquiries by phone, e-mail or fax during the staffed period and provide details of procedures that will be implemented to ensure the timely resolution of all enquiries.*
- IR26. *The supplier shall describe the procedures that will be put in place to ensure compliance with the DPA and to ensure the security of data collected and held in the database.*
- MR27. *The supplier shall describe how it will use the software provided to ensure the videoconferencing endpoints remain secure.*
- IR28. *The supplier shall summarise the hands-on experience of its staff in enabling IP videoconferencing and IP telephony.*
- IR29. *The supplier shall provide details of the maximum number of additional studios, at organisations covered by funding from the Funding Councils, could be supported at no additional cost. The supplier shall also provide indicative costs for the support of studios above the stated maximum.*

5.5 Information: Management and Dissemination

The WVN Support Centre will author and maintain up-to-date documentation for users about all operational aspects of the service. This documentation may be made available in various forms, including electronically, on a WVN web site. The precise details of what documentation will be made available to users will be agreed between the supplier and UKERNA during contract negotiations.

The WVN website will be hosted on a web server owned, operated and maintained by the WVN SC. Information on the website should be available in both English and Welsh. The web site will include public area and also a passworded area with specific information for the WVN community.

The WVN SC operates approximately eight mailing lists, for various groups of WVN users, to ensure they are kept informed of changes and updates to the WVN.

In addition to documentation for users of the WVN service, UKERNA intends to put a framework agreement in place for the authoring of documentation as requested from time to time. Subjects for the documentation will include videoconferencing, other video technologies and aspects of networking. Additional payments will be made by UKERNA to the supplier in respect to such documents, details of payments will be described in schedules which will supplement the contract for the Support Centre.

- IR30. The supplier shall describe what it considers to be the minimum documentation that should be made available to both technical and non-technical users of WVN to enable people to use WVN, and in what form this documentation would be made available.*
- MR31. The supplier shall provide details of how documentation will be made available about all aspects of the Welsh Video Network and the services provided by the Support Centre, for both technical and non-technical service users.*
- MR32. The supplier shall agree that all documentation will be submitted to UKERNA in an agreed format, which will include Word (98 or later version) and html, for approval prior to publication, and that the copyright and IPR on all material will reside with UKERNA.*
- MR33. The supplier shall explain what procedures will be put in place to ensure all documentation is accurate and kept up-to-date.*
- IR34. The supplier shall provide information about the steps that will be taken to provide all documentation and web pages in both English and Welsh.*
- IR35. The supplier shall provide information about the consideration that will be given to web pages to ensure they are accessible to all users, regardless of hardware and software that is in use.*
- IR36. The supplier shall provide information about the consideration that will be given to documentation to facilitate ease of use by those with disabilities, including but not exclusively, blind people, people with a visual impairment and people with dyslexia.*
- MR37. The supplier shall confirm that it will be able to provide a web server to host the WVN web pages and give details of how the server is connected to JANET. Costs associated with the provision of the web server should be included in the spreadsheet.*
- MR38. The supplier shall suggest what mailing lists may be most useful to the WVN community, and what equipment (if appropriate) would be required to facilitate operation of mailing lists and how these mailing lists will be made supported and maintained.*
- MR39. The supplier shall provide details of the expertise, both in terms of effort and technical knowledge, that is available within its organisation to author documentation.*
- IR40. The supplier shall provide indicative costs associated with the authoring of documentation. The cost for writing a Factsheet (approximately 1,000 words) and a Technical Guide (approximately 6,500 words) should be provided in the spreadsheet.*

5.6 Monitoring

The WVN SC will carry out monitoring of videoconferencing endpoints and infrastructure to ensure the timely identification and resolution of faults and incidents. However, the WVN SC will not join a videoconferencing without an explicit request

from one of the conference participants. Faults are defined as occurrences that make a videoconferencing endpoint unable to participate in a videoconference. Incidents are defined as circumstances that cause or are suspected of causing degradation in the service.

MR41. The supplier shall describe how it will carry out proactive monitoring of all WVN equipment, and how it will ascertain that faults and incidents are diagnosed promptly and appropriate action is taken for resolution.

MR42. The supplier will carry out remote monitoring of a videoconference session only at the request of a named participant from one of the WVN venues involved in the videoconference.

5.7 Fault Management

Now and again, WVN users encounter difficulties during videoconferences and make contact with the WCN SC for assistance. In these circumstances, the WVN SC will endeavour to provide immediate support by phone or video and make every attempt to enable the conference to continue, such intervention may include taking over management of the videoconferencing endpoint remotely.

In some circumstances, after initial intervention from the SC, the fault may be such that the conference cannot continue, or a fault may be reported to the SC when a studio is not involved in a conference. At these times, the Support Centre must respond with an initial prognosis within two hours of the fault being reported during Staffed Periods, and within three hours of the start of the next Staffed Period if reported outside this time. Upon resolution of the fault the originator must be informed within two hours of the clearance.

The Support Centre will also be responsible for fault and incident management of the WVN videoconferencing equipment. Hence, problems with equipment must be reported to the equipment supplier or manufacturer, and followed up in order that fixes are provided in a timely manner.

On the occasions when a fault or incident is found it will be appropriate for the Support Centre to work with the JVCS Management Centre, as well as users, to find a resolution to the fault.

Currently there is a maintenance agreement in place, which covers all the centrally funded organisations. The agreement, with Pinacl Solutions, is for 48 hour, advance replacement, of all maintained equipment. The WVN SC brokers all communication with Pinacl Solutions about maintenance issues on behalf of the WVN organisations. The WVN SC is responsible for:

- Informing Pinacl Solutions of the exact requirements for replacement equipment and providing dispatch information;
- Collecting faulty equipment from the site;
- Appropriately packaging and returning faulty equipment to Pinacl Solutions in a timely manner, which includes the insurance of expensive items;
- Receiving delivery of replacement equipment;
- Installing the replacement equipment and ensuring it is operational.

The current maintenance agreement ends early in 2006, it is likely that representatives from the WVN SC will be required to participate an EU procurement, which will be led by UKERNA, to procure another maintenance agreement.

- MR43. *The supplier shall describe how it will provide proactive appropriate technical support, fault finding support and fault resolution services to all WVN users.*
- MR44. *The supplier shall describe how it will set up and maintain a reasonable reporting procedure for reports of incidents and faults, manage such reports and actions arising from reports, including updates to users concerned, by logging the fault in a ticketing system.*
- MR45. *The supplier shall describe how it will provide an appropriate interface with UKERNA, the JVCS Management Centre, service users and suppliers of WVN equipment, to ensure the timely resolution of faults and incidents.*
- MR46. *The supplier shall describe how it will work with UKERNA, suppliers and manufacturers of the WVN videoconferencing equipment to identify, isolate and resolve faults.*
- MR47. *The supplier shall describe how it will manage a relationship with Pinacl Solutions (or other maintenance suppliers), to ensure that replacement equipment is made available to organisations in a timely manner.*
- IR48. *The supplier shall indicate if representatives from the WVN SC would be willing to assist with EU procurements, such as the procurement of WVN maintenance.*

5.8 Reporting

UKERNA requires a quarterly service report, which should be sent by email to the Video Services Manager, in the form of an Excel spreadsheet. The number of months reported in each quarter may vary, as the reports are required for circulation prior to the WVN Steering Group meetings. Details of the information to be included in the report are as follows:

- A breakdown of conferences by month, number and duration, and by studio/institution;
- A breakdown of conferences by month, number and duration, and by purpose;
- A breakdown of conferences by month and network use (IP, ISDN or gatewayed)
- A breakdown of calls to the helpdesk by month, and incident or fault.

The data which allows the statistics to be collated is made available by the operators of the JVCS Booking Service.

- MR49. *The supplier shall agree that approximately once a quarter it will liaise with the operator of the JVCS Booking Service to ensure that statistical data is made available and to collate that data into an Excel spreadsheet which shall be sent to UKERNA electronically.*

6. COSTS

6.1 Contract term

UKERNA wishes to agree a one year contract with the option of extending annually for up to an additional three years, by agreement.

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/WVNSC/costs.html>

A copy is provided in Annex C 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. Subject to this process, 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.

Firm costs should be clearly identified for all staff requirements together with any equipment and other costs for the first year, and for a further three years, on an annual basis. The cost of implementation and set up of the WVN Support Centre into operation, including capital and installation costs should be separately identified and costed.

- MR50. The supplier shall provide the price in sterling excluding VAT and any other duty for a one year contract with details of indicative costs annually for a further three years. The supplier shall provide details of any other costs that may be incurred in the operation of the SC, both in terms of cost and items of expenditure. The supplier shall indicate on which elements of the proposal VAT or any other duty is applicable in column F of the spreadsheet, by inserting the percentage applicable. The price shall be presented in a tabular form, using the spreadsheet found at: <http://www.ja.net/itt/WVNSC/costs.html>*
- MR51. Suppliers shall complete the spreadsheet, but should not alter its format in any way as it forms part of the evaluation.*
- MR52. If other duties are applicable, suppliers should specify them in responding to this requirement.*
- MR53. The supplier shall specify the cancellation charges (if any) in the spreadsheet for early termination by UKERNA.*

6.2 Delivery

The successful supplier will be expected to sign a contract by no later than 22nd September 2005, and commence operation of the WVN support Centre, according to the parameters detailed in this Operational Requirement, on 1st December 2005.

- MR54. The supplier shall provide the service from 1st December 2005, subject to a contract being placed by 22nd September 2005.*
- MR55. The supplier shall include a description of how WVN SC will be managed, 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.*
- MR56. The supplier shall provide details of how it will establish procedures to ensure successful operation of the Support Centre and should be prepared to make these available to UKERNA.*

6.3 Additional Facilities and Services

- IR57. Suppliers are invited to propose how the WVN SC would be scaled to support a large influx of new organisations and studios into the WVN community, with additional funding also being made available.*

IR58. Suppliers are invited to propose any additional services directly related to the enhancement of the WVN SC proposed. 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.

6.4 Payment regime

The supplier will invoice UKERNA at intervals of 6 months.

MR59. The supplier shall agree to invoice UKERNA at intervals of 6 months.

7. 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.

MR60. Suppliers must highlight any information that is either commercially sensitive or confidential in nature and reasons for the sensitivity should be given.

MR61. 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.