

Annex 1: Technical offer / Questionnaire

1. TECHNICAL EVALUATION CRITERIA

A negative answer (NO) to a mandatory question (red boxes with YES/NO) leads automatically to the exclusion of the offer.

The value between brackets at the end of the question is the maximum number of points one could receive.

The maximum number of pages is indicative, and it is strongly advised to follow this recommendation. Nevertheless, the tenderers will not be excluded if the number of pages exceeds the indicative one.

The maximum number of points for the technical evaluation is 300.

2. TECHNICAL COMPLIANCE (115 POINTS)

2.1. Installation and hosting (10 points)

2.1.1. Do you agree to cooperate with other contractors?

YES/NO (Mandatory)

2.1.2. Do you commit to install your equipment in a standard 19" rack of the Agency when space constraints or procedures impose it?

YES/NO (Mandatory)

2.1.3. Describe your proposal to connect the premises of the Agency's sites to your network. (10 points)

(Maximum 10 pages)

2.1.4. Do you assume the responsibility for the interconnection between the Agency entry points and your access points (local loop)?

YES/NO (Mandatory)

2.2. 100 Megabit Ethernet services (35 points)

2.2.1. Give the locations/area in France (cities over 20,000 inhabitants and Nord department datacenters) where the services can be delivered. (6 points)

2.2.2. Describe your 100Mbps Ethernet offer. (2 points)

(Maximum 5 pages)

2.2.3. Do you support the E100M-S-1, E100M-D-1, E100M-D-2 services? (8 points)

E100M-S-1: YES/NO (Mandatory),
E100M-D-1: YES/NO (Mandatory),
E100M-D-2: YES/NO (8 points).

2.2.4. What connectors are supported for the E100M services LNI? (2 points)

At least RJ45 must be supported (mandatory).

Physical connector	Yes/No
RJ45	YES/NO (mandatory)
SC	YES/NO (1 point)
LC	YES/NO (1 point)

2.2.5. Compatibility of the LNI for the E100M services? (2 points)

The LNI must at least be compatible with IEEE 802.3u 100BASE-TX interface (mandatory).

Standards: IEEE 802.3u (-TX, -FX).

	Wavelength (nm)	Type	Core Size (Micron)	Modal Bandwidth (MHz/km)	Cable Distance	YES/NO
100Base-FX	850	MMF	50.0	400	500m	YES/NO (1 point)
	850	MMF	62.5	2000	2000 m	YES/NO (1 point)
100Base-TX		Copper Cat5				YES/NO (mandatory)

2.2.6. **Do you commit to extend the list of supported interfaces as technology evolves? (2 points)**

YES/NO

2.2.7. **List all known issues and incompatibility of the service. (3 points)**

(Maximum 3 pages)

2.2.8. **Does the service support full-duplex operations?**

YES/NO (Mandatory)

2.2.9. **Does the service support 802.1p (QoS)?**

YES/NO (Mandatory)

2.2.10. **Does the service support 802.1q (VLAN tagging)?**

YES/NO (Mandatory)

2.2.11. **Does the service support 802.3as (Frame expansion)? (5 points)**

YES/NO

2.2.12. **Does the service support Jumbo frame? Up to what size? (5 points)**

YES/NO (details if yes)

2.3. 1 Gigabit Ethernet services (35 points)

2.3.1. **Give all the locations/area in France (cities over 20,000 inhabitants and Nord department datacenters) where the services can be delivered. (6 points)**

2.3.2. **Describe your 1Gbps Ethernet offer. (2 points)**

(Maximum 5 pages)

2.3.3. **Do you support the E1G-S-1, E1G-D-1, E1G-D-2 services? (8 points)**

E1G-S-1: YES/NO (Mandatory),

E1G-D-1: YES/NO (Mandatory),

E1G-D-2: YES/NO (8 points).

2.3.4. What connectors are supported for the E1G services LNI? (2 points)

At least one must be supported (mandatory).

Physical connector	Yes/No
SC	YES/NO (1 point)
LC	YES/NO (1 point)

2.3.5. Compatibility of the LNI for the E1G services? (2 points)

The LNI must at least be compatible with IEEE 802.3z 1000BASE-SX interface (mandatory).

Standards: IEEE 802.3z.

GBIC	Wavelength (nm)	Fibre Type	Core Size (Micron)	Modal Bandwidth (MHz/km)	Cable Distance	YES/NO
1000BASE- SX	850	MMF	62.5	160	220 m	YES/NO (Mandatory)
	850	MMF	62.5	200	275 m	YES/NO (0.5 point)
	850	MMF	50.0	400	500m	YES/NO (1 point)
	850	MMF	50.0	500	550 m	YES/NO (0.5 point)
	850	MMF	50.0	2000	2000 m	YES/NO (Mandatory)

2.3.6. Do you commit to extend the list of supported interfaces as technology evolves? (2 points)

YES/NO

2.3.7. List all known issues and incompatibility of the service. (3 points)

(Maximum 3 pages)

2.3.8. **Does the service support full-duplex operations?**

YES/NO (Mandatory)

2.3.9. **Does the service support 802.1p (QoS)?**

YES/NO (Mandatory)

2.3.10. **Does the service support 802.1q (VLAN tagging)?**

YES/NO (Mandatory)

2.3.11. **Does the service support 802.3as (Frame expansion). (5 points)**

YES/NO

2.3.12. **Does the service support Jumbo frame? Up to what size? (5 points)**

YES/NO (details if yes)

2.4. 10 Gigabit Ethernet services (35 points)

2.4.1. **Give all the locations/area in France (cities over 20,000 inhabitants and Nord department datacenters) where the services can be delivered. (6 points)**

2.4.2. **Describe your 10Gbps Ethernet offer. (2 points)**

(Maximum 5 pages)

2.4.3. **Do you support the E10G-S-1, E10G-D-1, E10G-D-2 services? (8 points)**

E1G-S-1: YES/NO (Mandatory),
E1G-D-1: YES/NO (Mandatory),
E1G-D-2: YES/NO (8 points).

2.4.4. **What connectors are supported for the E10G services LNI? (2 points)**

At least one must be supported.

Physical connector	Yes/No
ST	YES/NO (0.5 point)

SC	YES/NO (0.5 point)
LC	YES/NO (0.5 point)
Other	Detail (0.5 point)

2.4.5. **Compatibility of the LNI for the E10G services? (2 points)**

The LNI must at least be compatible with IEEE 802.3z 1000BASE-SX interface (mandatory).

Standards: IEEE 802.3z.

10GBase	Wavelength (nm)	Fibre Type	Core Size (Micron)	Modal Bandwidth (MHz/km)	Cable Distance	YES/NO
10BASE- SR	850	MMF	62.5	160	26 m	YES/NO (0.2 point)
	850	MMF	62.5	200	33 m	YES/NO (0.2 point)
	850	MMF	50.0	400	66 m	YES/NO (0.2 point)
	850	MMF	50.0	500	82 m	YES/NO (0.2 point)
	850	MMF	50.0	2000	300 m	YES/NO (Mandatory)
10GBase-LR	1310	SMF	G.652	-	10 km	YES/NO (0.4 point)
10GBase-LRM	1310	MMF/SMF	62.5	500	220 m	YES/NO (0.2 point)
	1310	MMF/SMF	50.0	400	100 m	YES/NO (0.2 point)
	1310	MMF/SMF	50.0	500	220 m	YES/NO (0.2 point)
	1310	MMF/SMF	G.652	-	300 m	YES/NO (0.2 point)

2.4.6. **Do you commit to extend the list of supported interfaces as technology evolves? (2 points)**

YES/NO

2.4.7. **List all known issues and incompatibility of the service. (3 points)**

(Maximum 3 pages)

2.4.8. **Does the service support full-duplex operations?**

YES/NO (Mandatory)

2.4.9. **Does the service support 802.1p (QoS)?**

YES/NO (Mandatory)

2.4.10. **Does the service support 802.1q (VLAN tagging)?**

YES/NO (Mandatory)

2.4.11. **Does the service support 802.3as (Frame expansion). (5 points)**

YES/NO

2.4.12. **Does the service support Jumbo frame? Up to what size? (5 points)**

YES/NO (details if yes)

2.5. Architecture and resiliency (75 points)

2.5.1. **Network architecture (75 points)**

2.5.1.1. *Describe your network architecture and how you ensure resiliency. (10 points)*

(Maximum 5 pages)

2.5.1.2. *Give the five longest periods of "downtimes" for the E100M-S-1, E1G-S-1, E10G-S-1 services over the last 12 months. (30 points)*

E100M-S-1 (10 points)

E1G-S-1 (10 points)

E10G-S-1 (10 points)

2.5.1.3. Explain the reasons of the outages. (9 points)

(Maximum 1 page per service)

2.5.1.4. Describe the technology used for the hardware and software elements of the proposed network. (2 points)

(Maximum 5 pages)

2.5.1.5. Is there any single point of failure in the solution proposed to deliver the services? (10 points)

YES/NO (details in maximum 1 page)

2.5.1.6. Explain how you intend to deal with service failures. (5 points)

(Maximum 3 pages)

2.5.1.7. Do you have a Business Continuity Plan (BCP) for the services proposed? (5 points)

YES/NO (if yes details in maximum 3 pages)

2.5.1.8. If you have a BCP, how do you test it? (4 points)

(Maximum 5 pages)

2.6. Contract Management and Service Level Agreement (110 points)

2.6.1. **Contract Management (12 points)**

2.6.1.1. Have you provided an “order form” and “acceptance form” template conforming to the specifications drawn up in **Error! Reference source not found.**?

YES/NO (Mandatory)

2.6.1.2. Minimum duration of the specific agreement? (4 points)

Should be no more than 6 months

2.6.1.3. Minimum duration of a renewed specific agreement? (4 points)

Should be no more than 3 months

2.6.1.4. *Maximum time for the termination of a specific agreement? (4 points)*

Should be no more than 60 working days

2.6.1.5. *Can you behave as a Single Supplier Interface concerning ordering, deployment, maintenance, support and services for the Agency? (Even and especially in the case that subcontracting is used).*

YES/NO (Mandatory)

2.6.2. **Monitoring & Reporting (10 points)**

2.6.2.1. *Do you have out-of-band monitoring / management of the NTE?*

YES/NO (Mandatory)

2.6.2.2. *Do you proactively monitor all the network elements related to the services including NTE 24h/7d? Provide details on the tools and the monitored parameters.*

YES/NO (Mandatory, detail in maximum 3 pages)

2.6.2.3. *Will you proactively open a ticket in your helpdesk and inform the Agency by phone or email, in case an incident disrupting the service or degrading the performance of the service is detected? Explain. (3 points)*

YES/NO (details in maximum 2 page)

2.6.2.4. *Do you provide an on-line real time reporting of the services? Explain. (2 points)*

YES/NO (details in maximum 3 page)

2.6.2.5. *Can you send monthly incidents report? (2 points)*

YES/NO (details in maximum 1 page)

2.6.2.6. *Explain your security policy and measures with respect to physical access to the management/monitoring center and to the monitored devices. (3 points)*

(Maximum 3 pages)

2.6.3. **Support (20 points)**

2.6.3.1. *Explain how tickets can be opened in your service desk and by what means. (4 points)*

(Maximum 3 pages)

2.6.3.2. *Describe your service desk support procedure. (2 points)*

(Maximum 5 pages)

2.6.3.3. *Is your point of contact available during normal working hours (07H00-19H00), Monday-Friday?*

YES/NO (Mandatory, detail in maximum 3 pages)

2.6.3.4. *Is your point of contact available 24h/7d? (2 points)*

YES/NO

2.6.3.5. *Explain in detail how your point of contact operates when an incident related to the required services appears and/or is reported. (2 points)*

(Maximum 3 pages)

2.6.3.6. *Do you offer a Single Point of Contact (SPOC) for incidents and problem management? (2 points)*

YES/NO

2.6.3.7. *Explain the incident/problem follow-up and escalation procedures you propose. (2 points)*

(Maximum 5 pages)

2.6.3.8. *Explain how you will keep the Agency up-to-date about the incident/problem status and resolution progress. (2 points)*

(Maximum 3 pages)

2.6.3.9. *Do you provide an on-line follow-up reporting system? (2 points)*

YES/NO

2.6.3.10. Describe the disaster recovery procedures applicable in case of a major crash of the management centre of the proposed network. (2 points)

(Maximum 3 pages)

2.6.4. **Maintenance (12 points)**

2.6.4.1. Explain your policy for the maintenance of the proposed network. (3 points)

(Maximum 5 pages)

2.6.4.2. Do you agree to perform all scheduled maintenance interventions outside the normal working time (local to the location affected)? (5 points)

YES/NO

2.6.4.3. Do you agree to provide the institutions with your annual maintenance plan (maintenance windows dates) and to submit all other maintenance interventions that have an impact on the service provided to the Agency for their previous agreement at least 20 working days before the target maintenance dates? (4 points)

YES/NO

2.6.5. **Service Level Agreement (56 points)**

2.6.5.1. Have you proposed an SLA?

YES/NO (Mandatory)

2.6.5.2. What are the value proposed in your SLA? (56 points)

Availability (at least 99.5%) (10 points)	
Period (less than 1 year) (5 points)	
Restoration time (at most 6 hours) (10 points)	
Call back time (at most 1 hour) (6 points)	
Maximum time to send back a signed order form (at most 15 working days) (5 points)	
Service delivery time in France (at most 60 working days) (10 points)	

Service delivery time between France and Luxembourg (at most 120 working days) (10 points)	
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2.6.5.3. *Propose a penalty mechanism.*

YES/NO (Mandatory, detail in maximum 6 pages)

2.7. Technical annexes

The technical annexes will be part of the contract but will not be used for the evaluation of the offer.

2.7.1. **Installation and hosting**

The tenderer must include one annex including the type of equipment that will be delivered (actives and passives), their size (number of rack units) and their power supply prerequisites (number of cables, type of connector, Volt/Ampere).

2.7.2. **Proposed services**

The tenderer must include one annexe giving the details of the services proposed in the framework of this call for tenders and describes how the services will be delivered and maintained.