**Appendix 3.2 – Technical Proposal Form - Lot 1 - Metropolitan Area Network (MAN) communication services**

When submitting their proposal, the tenderers shall take into account the requirements indicated in Appendix 3.1 – “Technical Specifications - Lot 1 – Metropolitan Area Network (MAN) communication services”.

Tenderers **must** provide the information on the **Mandatory** services in its technical and financial proposals and it **will be taken** into account for the evaluation.

The information on *Optional* services as offered by the tenderer in its technical and financial proposal will *not be taken* into account for the evaluation.

**Do you confirm that you have MAN infrastructure in Luxembourg and have the capability to provide the three solutions:**

* Redundant Fibre links (datalinks) and services between EIB Group’s buildings (DWDM technology)
* Internet Access Services
* Fixed Telephony Services

in order to comply with EIB Group’s requirement **to connect all existing EIB buildings in Luxembourg at once** upon signature of the Framework Agreement? (**Mandatory**)

YES/NO (Mandatory)

*<Describe or provide a reference to a separate document>*

# Redundant Fibre Services / Datalinks proposal (30 points)

Describe your proposed technical solution for Redundant Fibre Services according to requirements set up in Appendix 3.1, including how redundancy is ensured (level of high availability and fault detection mechanism): (**Mandatory**)

*<Describe or provide a reference to a separate document>*

Describe your proposed solution for Encryption of Data links: (*Optional*)

*<Describe or provide a reference to a separate document>*

# Internet Services proposal (10 points)

Describe your proposed technical solution for Internet Services according to requirements set up in Appendix 3.1, including a high-level design or topology of the internet infrastructure including the POP (Point of Presence) in each EIB DC and the PE (Provider Edge): (**Mandatory**)

*<Describe or provide a reference to a separate document>*

Describe how redundancy is ensured. Specifically, information should be provided about: **(Mandatory).**

* How the backbone network is designed with enough redundancy so that no single point of failure exists. (**Mandatory**)
* Describe the failover mechanism to guarantee high availability. (**Mandatory**)

*<Describe or provide a reference to a separate document>*

Describe your proposed subscription for primary and secondary DNS with EIB public addresses (including the number of change requests per month/year included in the subscription): (**Mandatory**)

*<Describe or provide a reference to a separate document>*

Describe your proposal for DDOS protection: (*Optional*)

*<Describe or provide a reference to a separate document>*

# Fixed Telephony Services proposal (10 points)

Describe your technical proposal for Fixed Telephony Services according to requirements set up Appendix 3.1: (**Mandatory**)

*<Describe or provide a reference to a separate document>*

Describe how how redundancy is ensured (specifically ISDN PRI service in DC1/DC2 for the main telephony lines): (**Mandatory**)

*<Describe or provide a reference to a separate document>*

Describe how you will preserve the number portability for the EIB: (**Mandatory**)

*<Describe or provide a reference to a separate document>*

Describe your approach to the outbound calls requirement as indicated in Appendix 3.1: (**Mandatory**)

*<Describe or provide a reference to a separate document>*

Describe your proposal for Toll Fraud Alerting: (*Optional*)

*<Describe or provide a reference to a separate document>*

Describe your proposal for SIP trunking in DC1 and DC2: (*Optional)*

*<Describe or provide a reference to a separate document>*

# Additional mandatory requirements (2 points)

Describe your proposal for meeting the additional mandatory requirements indicated in section 6 of Appendix 3.1: **(Mandatory)**

*<Describe or provide a reference to a separate document>*

# Security requirements (4 points)

Provide details on how you will guarantee the security of the communications inside your network in terms of:

Physical security: **(Mandatory)**

*Describe or provide a reference to a separate document>*

Network security: **(Mandatory)**

*Describe or provide a reference to a separate document>*

Network management tools: **(Mandatory)**

*<Describe or provide a reference to a separate document>*

Provide reference to your ISO2700X certifications with all necessary details to assess the validity: (*Optional*)

*<Describe or provide a reference to a separate document>*

Can you provide data integrity, confidentiality and authenticity via VPN tunnel setup on top of each link/line: (*Optional*)

*<Describe or provide a reference to a separate document>*

# Compliance with Service requirements (5 points)

Do you confirm compliance with the requirements set in Appendix 3.1, section 8 regarding your capabilities to support the Bank? **(Mandatory)**

YES/NO (Mandatory)

Describe your *local* support infrastructure, with a single point of contact, to support the Bank’s requirements: **(Mandatory)**

*<Describe or provide a reference to a separate document>*

Describe **your** implementation and support services in Luxembourg. These shall include at minimum Implementation services, Warranty Services and Remote Maintenance / On-site Break/Fix Services:  **(Mandatory)**

*<Describe or provide a reference to a separate document>*

DescribeyourService Model standards: **(Mandatory)**

*<Describe or provide a reference to a separate document>*

Describeyour proposed Implementation and Post-implementation services (including implementation process, services, team, project schedule, compliance with facility requirements, monitoring, reporting (including sample copies of reports) and post-implementation services: **(Mandatory)**

*<Describe or provide a reference to a separate document>*

Describeyour **continuous improvement services** (Appendix 3.1, section 8.4): **(Mandatory)**

*<Describe or provide a reference to a separate document>*

Describeyour proposal for the **additional service requirements** (Appendix 3.1, section 8.5): **(Mandatory)**

*<Describe or provide a reference to a separate document>*

# Service Level Agreement (SLA) proposal (5 points)

Do you commit to the **Minimum Service Revel requirements** **(minimum SLRs)** set out in Appendix 3.1, section 9, and the formulated therein minimum Service Level targets?  **(Mandatory)**

YES/NO (Mandatory)

Improvements to the minimum Service Level Requirements are not mandatory. However improvements proposed by the Tenderer will be taken into consideration for the evaluation of this technical award criterion.

Do your proposed service level targets for **Availability** contain any improvement to the minimum SLR values set out the Bank (including penalties)? If yes, please, describe in detail:

*YES/NO*

*<Describe or provide a reference to a separate document>*

Do you propose any improvement to the maintenance windows requirements set out by the Bank? If yes, please, describe in detail:

*YES/NO*

*<Describe or provide a reference to a separate document>*

Do your proposed service level targets for **Incident Management (Response Time, Resolution Time** contain any improvement to the minimum SLR values set out the Bank (including penalties)? If yes, please, describe in detail:

*YES/NO*

*<Describe or provide a reference to a separate document>*

Does your proposed SLA contain any further targets and/or improvements that are not covered in Section 9 of Appendix 3.1? If yes, please, describe in detail:

*YES/NO*

*<Describe or provide a reference to a separate document>*

# Service Migration and takeover from the existing service provider (4 points)

Do you agree to cooperate with other contractors? **(Mandatory)**

*Yes/No (Mandatory)*

Do you assume the responsibility for the interconnection between the EIB buildings and locations entry points and your access points? Explain in detail:

*<Describe or provide a reference to a separate document>*

Describe how you will collaborate with the **current** service provider and with the Bank to minimise the impact on the service during the migration from the current situation: **(Mandatory)**

*Yes/No (Mandatory)*

Please, describe your plan for service migration and **takeover** from the existing provider in order to comply with EIB’s requirement to **connect the existing EIB Group’s buildings and locations in Luxembourg in maximum 3 (three) months** after the issue date of the Purchase Order: **(Mandatory)**

*<Describe or provide a reference to a separate document>*

Indicate also if a shorter transition period can be guaranteed by your company:

*YES/NO <Describe or provide a reference to a separate document>*

Describe below your **exit plan**, including handover configuration documentation to the **future** service provider and decommissioning of equipment at the end of the duration of the framework agreement:

*<Describe or provide a reference to a separate document>*

Do you confirm that all costs for shutdown and decommissioning of the line/service (including any related equipment) are included in the uninstallation costs in your financial proposal? **(Mandatory)**

YES/NO **(Mandatory)**:

Do you confirm that no additional cost for the Bank shall result from the handover to the future service provider? **(Mandatory)**

YES/NO **(Mandatory)**: