

SURFnet

**Wi-Fi-as-a-Service
Innovation Partner**

TENDER

COMPETITIVE DIALOGUE
PROCEDURE

QUALIFICATION DOCUMENT

Version 1.0

September 2014
SURFnet BV
Utrecht, the Netherlands
2014/S xx-xxxxxx

Important notice

This Qualification Document defines the basis on which SURFnet will select Candidates for the Bidding Phase of the Innovation Partner for the Wi-Fi-as-a-Service tender. In order to provide an indication of the products and services that SURFnet wishes to procure, chapter 1 of this document includes various statements, estimates and projections with respect to the future Invitation to Tender, the Dialogue Phase and the Bidding Phase as currently foreseen by SURFnet. Therefore, apart from Chapters 3-5, the information set forth in this document is likely to vary – and SURFnet reserves the right to deviate from this document in the actual Invitation to Tender.

Glossary

Procedural terminology	Definition
Bidding Phase	Phase of the Tender Procedure in which the Tenderers submit Proposals and awarding takes place.
Candidate	An organisation that submits a Qualification Submission document. A Candidate can be a Consortium.
CE(S)T	Central European (Summer) Time
Consortium	A group of organisations within the meaning of article 4 of the EU Directive 2004/18/EC.
Contract	Mutually accepted agreement between Contractor and SURFnet concerning the equipment and services to be provided, laid down in a document signed by both parties.
Documentation	All documents released or exchanged between SURFnet and Candidates/Tenderer under this Tender Procedure, including but not limited to this Qualification Document, Qualification Submission, Invitation to Tender, the Proposal, any Contract resulting from this Tender Procedure.
Institution	An organisation, typically an educational or research organisation that is connected to SURFnet's national research and education network in the Netherlands.
Innovation Partner	The Tenderer that will be awarded the Contract.
Invitation to Tender	Invitation to Tenderers to submit a Proposal for the awarding of a Contract.
Invitation to Dialogue	Invitation to Tenderers to discuss the requirements, financial and legal terms in more detail with the SURFnet.
Participant	A member of a Consortium.
Qualification Document	This document.
Proposal	Tender submitted by a Tenderer during the Bidding Phase of the Tender Procedure.
Qualification Phase	Phase of the Tender Procedure in which Candidates will provide information to qualify for the Bidding Phase.
Qualification Submission	Requested documentation handed in by a Candidate to qualify for the Wi-Fi-as-a-Service tender during the Qualification Phase.
Question and Answer process	The period during which Candidates can state questions and to which SURFnet will respond.
Tenderer	A Candidate who qualifies for the Bidding Phase and is invited to submit a Proposal.
Tender Procedure	This competitive dialogue procedure for the selection and awarding of a Contract.
WaaS (Wi-Fi as-a-Service)	The envisioned managed Wi-Fi service which SURFnet intends to offer to Institutions.

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1 Introduction

SURFnet is searching for a partner who will work closely with SURFnet on the design, development, building, delivery and maintenance of a Wi-Fi-as-a-Service environment for its connected Institutions, as an extension of the current National Research Infrastructure in the Netherlands. Throughout the duration of the contract, SURFnet and the Innovation Partner will work together to create an innovative centrally managed Wi-Fi service providing eduroam services and wireless access to the SURFnet network for SURFnet's connected Institutions. The specific technical, legal and financial issues with respect to the envisioned managed Wi-Fi service and partnership will be discussed with the Tenderers in this tender procedure.

The aim of the tender is to award a Contract to an Innovation Partner.

1.1 About SURFnet

SURFnet operates and innovates the national research and education network in the Netherlands, serving approximately 190 institutions¹ and 1 million users in higher education and research. SURFnet is a subsidiary (operating company) of the non-profit foundation SURF, which is a joint platform where Dutch research universities, universities of applied sciences and research institutions work together to develop ICT innovations. Representatives of these institutions are active in the SURF holding Board and Council of Representatives. SURFnet ensures that researchers, teachers, and students can work together simply and effectively with the aid of ICT. It therefore promotes, develops, and operates a trusted, connecting ICT infrastructure that facilitates optimum use of the possibilities offered by ICT. SURFnet puts in a sustained effort to continuously improve the ICT infrastructure and to develop new applications and services for its users. Hence, it is the driving force behind ICT-based innovation in higher education and research in the Netherlands. Furthermore, SURFnet collaborates with its international peers and operates as one of the global leaders among research and education networks worldwide.

SURFnet has executed several multiyear innovation projects in the past, funded by the Dutch government. Each project resulted in a new generation of the SURFnet network. The SURFnet7-network is the latest SURFnet-network generation. SURFnet7 is a fixed, non-wireless, network which consists of 11,000 km of fibre optic cables in the Netherlands. It delivers point to point and internet access bandwidth up to 100 Gbit/s. The Institutes are connected to this network, but are still individually responsible for their own campus network(s) and hence their Wi-Fi networks. Together with the Institutes SURFnet explores the possibilities and the benefits of extending the SURFnet portfolio to hybrid fixed/wireless services. WaaS is one of the main innovations on the SURFnet roadmap.

SURFnet believes in the power of collaboration in delivering innovations. Therefore, integration and innovation partners are encouraged to constantly improve and further develop the solutions that they provide. SURFnet challenges the market and organizations to develop new systems, services, and business models, and to conform to open standards. SURFnet tests new applications, and achieves results through services, showcases and partnerships.

¹ See: <http://www.surf.nl/en/about-surf/subsidiaries/surfnet/about-surfnet/connecting-to-surfnet/connected-institutions/index.html>

1.2 About Wi-Fi-as-a-Service (WaaS)

Wi-Fi access, in particular in combination with the use of eduroam² has become an essential service within the Institutions who are connected to SURFnet's network infrastructure. As a consequence of this development, along with the rapid technological developments in the field of wireless communication, both the administrative burden and the expertise needed to guarantee the availability of a Wi-Fi network have increased significantly. Some Institutions lack the expertise and financial strength for high upfront investments to organize their Wi-Fi network in a good manner. At the same time, the lifecycle for the procurement of new Wi-Fi hardware is getting shorter, while at the same time the demand for flexibility, functionality and capacity is increasing.

With the advances in technology, it has become easier to manage multiple large scale Wi-Fi networks from a central location. As a result of the larger scale, cost savings can be realized. Various Institutions have therefore asked SURFnet to consider offering a service in which SURFnet takes full responsibility for both the delivery of (local) Wi-Fi connectivity and the management of the Wi-Fi infrastructure. This service (referred to as Wi-Fi-as-a-Service or WaaS) is centrally managed, and provides eduroam services with its security (and privacy) features. The service allows Institutes connected to the SURFnet network to offer Wi-Fi connectivity to students, guests and staff. The Wi-Fi sites will have similar radio planning and installation rules, and operate on the same or at least interoperable hardware. WaaS is a service, exclusively for the research and higher education community.

The basis of the architecture is that the user traffic from the Wi-Fi access points can be easily connected to the SURFnet infrastructure and that the Wi-Fi components at the various institutions can be easily managed from a central management platform, see Figure 1.

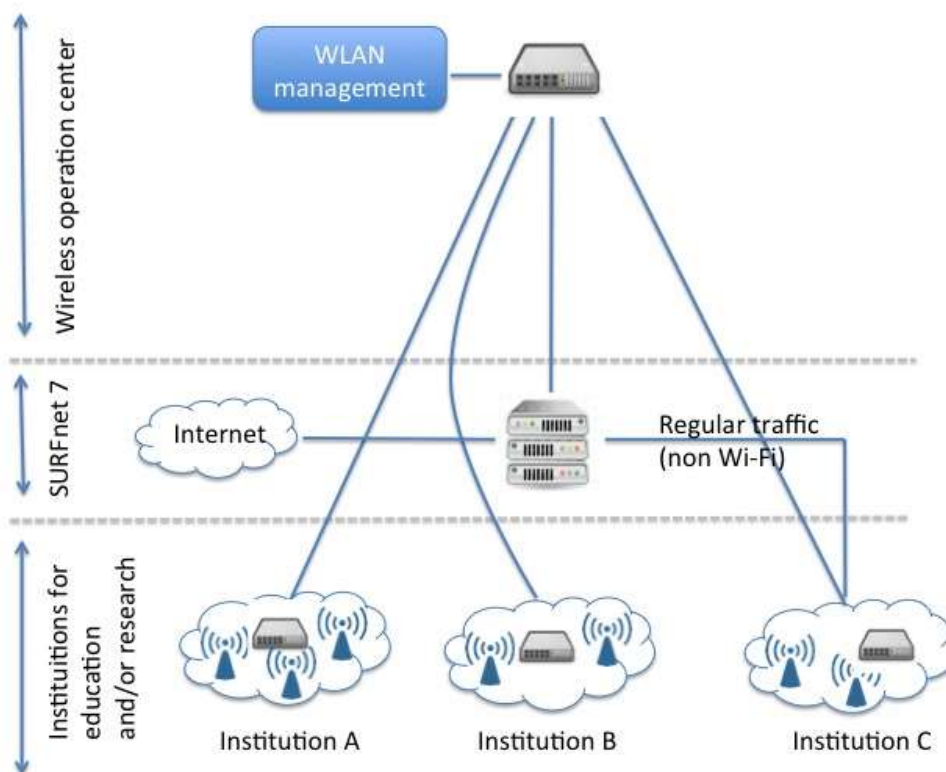


Figure 1 Conceptual schematic overview of the desired solution with centralized WLAN management.

² <https://www.eduroam.org/>

WaaS should provide SURFnet's connected Institutions the following benefits:

- A fully managed Wi-Fi network without efforts from the Institutions;
- Better price/quality ratio than today's installations as a result of economies of scale advantages;
- Lower administrative burden, reduce of FTE and/or expertise needed to support the (local) Wi-Fi network;
- Better user experience by
 - Uniform implementation of eduroam across all sites;
 - Increased flexibility and speed on the implementation of new functionalities;
 - Uniform quality of service levels with respect to the service offering of WaaS.

1.3 Envisioned main functional features of the SURFnet WaaS

The following list contains the main general and technical features to be fulfilled within the envisioned WaaS. This list gives Candidates a concise description of WaaS features that are of importance to Institutions.

General

- WaaS is a SURFnet-service, which offers multiple Institutions a centrally managed and highly scalable Wi-Fi service that is tailored to educational usage;
- WaaS provides end users excellent and trusted Wi-Fi connectivity suitable for real-time data services such as voice and video communication within the premises of the Institutions subscribed to the service;
- WaaS enables continuously implementation of new innovations and new functionalities that become available across WLAN products and that are of interest to the Institutions and/or the educational or research community.

Technical

- WaaS is based on recent standards that are certified and widely adopted (or to be adopted) by the Wi-Fi network industry such as 802.11ac and 802.1X;
- The default and uniform SSID within WaaS is "eduroam" and is used by all Institutions subscribed to the service. WaaS distinguishes and differentiates WaaS clients based on subscriber attributes by using the eduroam RADIUS infrastructure;
- WaaS supports location based services;
- WaaS provides management data (such as client information) to (third party) applications through APIs;
- WaaS builds upon existing (wired) switched and/or routed infrastructure of the Institutions and the national SURFnet-network for its upstream network traffic;
- WaaS provides sufficient information to local ICT staff (within the Institutions) to support local users with problems regarding connectivity. It enables local ICT staff to merely troubleshoot and provide first line support.

The innovative challenge of SURFnet WaaS lies in the implementation of its functional features into a single uniform service, which potentially can be offered to all of SURFnet's connected Institutions. The detailed functional features and other specifications will be discussed with the Tenderers during the Dialogue Phase of this tender.

1.4 Scope of the intended Contract

The SURFnet innovation projects in the past have demonstrated the power of collaboration with suppliers. An example is the SURFnet7-network, built as part of the GigaPort3³ project. This innovative network is a continuous contributor to innovation in the Netherlands.

Continuing in the same spirit, in this tender SURFnet is looking for a creative solution by the Innovation Partner that best fits its products and procedures. The Innovation Partner is expected to meet or exceed the ambitions of SURFnet as presented in section 1.3 of this document. Given the continuous innovative nature of SURFnet's networks and continuous development in wireless technology, the Innovation Partner is expected to work closely with SURFnet in defining innovative network architectures and functionality, and/or similar solutions, throughout the duration of the partnership.

Therefore, SURFnet is searching for an Innovation Partner that should be more than being a sole installation party, maintenance organisation or solution provider. Instead, SURFnet is seeking an Innovation Partner that will take part in the development and operation of WaaS and is able to think critically and seek chances to create a world class Wi-Fi network service within the demanding (but rewarding) field of higher education and research.

The exact details of the scope, requirements, financial and legal terms of WaaS and the relationship and division of tasks between SURFnet and the Innovation Partner will therefore be topics for discussion with the Tenderers in this tender procedure.

In WaaS, the Innovation Partner and SURFnet work together on the following activities, which among others will be topics for discussion:

- Design of the network architecture of WaaS;
- Development, building and delivery of WaaS;
- Further development of the WaaS business model;
- Configuration and operational management;
- Support organisation setup and operation;
- Radio planning and verification;
- Acquisition of needed hardware, software and licences;
- Stimulation of innovative co-development of new features for the WaaS.

The result of this tender will be the awarding of Contract to Innovation Partner to cover the agreed activities. Initially, the duration of the contract period is four (4) years, but SURFnet has the option to extend the contract two (2) times with a period of one (1) year. When the contract is renewed, the commercial conditions may be revised to take into account price reductions in the market during the initial four-year period. As a first order estimation, SURFnet targets 5-10% of the educational and research Institutions to have joined within 2 years after launch of the service. As a first estimate this would comprise about:

- 10 – 20 Institutions
- 5.000 - 15.000 access points

1.5 Opportunities for the Innovation Partner

The ICT industry benefits from a flexible proving ground to test and pilot new network technologies, service architectures, and to test applications together with de-

³ <http://www.surf.nl/en/knowledge-and-innovation/innovationprojects/2009/gigaport3.htm>

manding, educated, and fault-tolerant users. For the Innovation Partner, SURFnet functions as such proving ground, where new applications can be tried out by a large group of users, with a unique opportunity to gain feasibility and validation knowledge that reduces the time-to-market of new products and services. This step between so called "beta-testing" and market introduction is generally considered very valuable by the ICT industry. The GigaPort projects and similar projects elsewhere in the world have shown that many improvements come out of this phase.

SURFnet's ambition in creating the WaaS offering is to be among the small leading group of research network projects in the Wi-Fi area globally, and to provide a unique flexible proving ground for the ICT industry in general and to the Innovation Partner in particular. SURFnet is searching for a partner who will work closely with SURFnet on the design, development, building and maintenance of a WaaS environment as an extension of the current National Research Infrastructure in the Netherlands.

The opportunities for the Innovation Partner include:

- Testing of products and services;
 - In a leading edge infrastructure;
 - In a live environment with real users' traffic;
 - With innovative applications and use cases being tested on this infrastructure;
- Scale up business within the higher education and research domain, especially if WaaS proves to be successful and a growing number of connected Institutions start to make use of the service.
- Participation in a continuously growing cluster of activities and expertise related to advanced wireless network development, leading to exceptional development opportunities for both products and staff;
- Build on the network and innovation expertise in the SURFnet team and have access to:
 - A community of early adopters and demanding, advanced users in the Netherlands and abroad;
 - Leading network researchers in the Netherlands;
- Have a showcase environment and proven business model for future clients in similar (e.g. educational, scientific research) or different (corporate) market sectors as proof of the partner's expertise in the offering of WaaS.

1.6 About the Tender Procedure

The issuing of this Qualification Document marks the start of the Tender Procedure of the Innovation Partner for the Wi-Fi-as-a-Service tender. The purpose of this Tender Procedure is to select a partner who will, together with SURFnet, design, deliver, implement and maintain WaaS as described in sections 1.2 and 1.3 of this document.

This Tender Procedure is based on a **Competitive Dialogue Procedure** consisting of a Qualification Phase for selection of Tenderers, a Dialogue Phase to discuss specific requirements, financial and legal terms for the Invitation to Tender, and a Bidding Phase where Tenderers are required to deliver their Proposals and the awarding of a Contract takes place.

The purpose of this Qualification Document is to seek submissions from Candidates for the role of Innovation Partner for the design, delivery, installation, management, maintenance and further development (innovation) of WaaS. Hence, this document provides information about the envisioned WaaS as well as the Tender Procedure itself.

SURFnet will invite a maximum of five (5) Tenderers to the Dialogue Phase and to eventually submit a Proposal (see section 2.2) for the role of Innovation Partner of WaaS.

Candidates are required to submit their Qualification Submission to the SURFnet offices in Utrecht, The Netherlands ultimately **October 29th, 2014**, 13:00 hours, CEST.

SURFnet intends to issue the draft Invitation to Tender (ITT) to the selected Candidates, after which Tenderers are invited for the first round of dialogue sessions. The planning for the Qualification Phase is provided in section 2.5.

2 Tender procedure

2.1 General

The Innovation Partner will be contracted via a **Competitive Dialogue Procedure**. The process of selecting the Innovation Partner for the SURFnet Wi-Fi-as-a-Service will comply with the Dutch 'Aanbestedingswet 2012⁴' on public procurement.

The Tender Procedure consists of three main phases:

1. The Qualification Phase in which the Candidates are selected for the Dialogue Phase;
2. The Dialogue Phase in which the Tenderers are invited to discuss the exact details of the requirements, financial and legal terms of WaaS;
3. The Bidding Phase in which the Tenderers submit their Proposal. The economically most advantageous Proposal will be awarded a Contract.

The Qualification Phase, the Dialogue Phase and the Bidding Phase are described in Sections 2.2, 2.3 and 2.4 respectively. The timetable for the Tender Procedure is provided in section 2.5.

2.2 Qualification Phase

In order to participate in the Tender Procedure a Candidate has to submit its Qualification Submission in the form of completed Annexes, including the required supporting documentation and proof, if needed. If the Candidate is a Consortium, parts of the Annexes need to be filled in by all Participants. This is further defined in section 4.1.7.

During the Qualification Phase, it will be determined which Candidates will be invited to participate in the Dialogue Phase in six steps:

1. A Candidate should submit the Qualification Submission according to the guidelines in chapter 4.
2. SURFnet will assess completeness and check that the guidelines are obeyed. If the Qualification Submission is incomplete or not according to the guidelines, SURFnet is entitled to exclude the submission unless the incompleteness may be qualified as an omission which can be remedied by additional information. SURFnet has no obligation to ask for additional information.
3. If the Qualification Submission is complete and according to the guidelines, the selection committee will apply the exclusion criteria as described in section 3.2 and determine whether the Candidate qualifies for Tendering. If any of the circumstances of the exclusion criteria apply to the Candidate or its Participants, SURFnet will exclude the Candidate.
4. For all Candidates who are not excluded in steps 2 and 3, the requirements regarding Candidate's technical and professional capacity (section 3.3) will be assessed. If the request does not comply with the minimum requirements, SURFnet will exclude the Candidate.
5. SURFnet will count the number of Candidates that qualify according to steps 1 through 4. If more than five (5) Candidates qualify, all Candidates will be assessed further.
6. SURFnet will then rank the Candidates on the selection criteria as described in section 3.4. Based upon this ranking the five (5) best ranking Candidates will be selected. These selected Candidates will be the Tenderers.

⁴ http://wetten.overheid.nl/BWBR0032203/geldigheidsdatum_20-08-2014

The Tenderers will be invited to the Dialogue Phase according to the Invitation for Dialogue that will be sent to the Tenderers only.

SURFnet reserves the right to investigate and verify correctness of information provided by the Candidates according to Aw2012, but assumes no obligation to do so. This may be done during the Qualification Phase or in a later stage. If verification demonstrates, to the opinion of SURFnet, that the information provided by the Candidate is incorrect, became incorrect, or cannot be confirmed, SURFnet will exclude this Candidate from the Tender Procedure.

2.2.1 Clarification questions

During the Qualification Phase questions for clarifications from organisations considering taking part in the tender will be answered. Clarification to this Qualification Document has to be requested via the TenderNed platform⁵ (www.tenderned.nl), or, in case the TenderNed platform fails, as a fall-back via e-mail to the tender email address (see below). Any comments regarding the procedures described in this document must also be submitted as soon as possible, but no later than the due date for questions as stated in the timetable in Section 0 in order to ensure an adequate answer and to prevent a forfeiture of rights (see Section 4.1.3).

A document that lists all questions and answers will be published without mentioning the names of the inquiring parties. Only the answers provided in that document represent SURFnet's response to the inquiring parties; answers provided in any other way will be deemed invalid.

Communication regarding this Tender Procedure will take place with the contact person (liaison) of SURFnet exclusively. Violation will lead to exclusion from the Tender Procedure.

Contact person on behalf of SURFnet is:

Mr. Maurice van den Akker
Team Manager Wirefree
SURFnet

Clarifications via the TenderNed platform: www.tendernet.nl

Tender e-mail address: waas-aanbesteding@SURFnet.nl

2.2.2 Tender-related complains

SURFnet is committed to public sector best practice. Competitive processes are governed by EU law and Dutch legislation. If you are of the opinion that SURFnet, in dealing with this tender, is not abiding by the applicable rules, you are entitled under the SURF Regulation on Handling Tender-Related Complaints 2014 to lodge an objection with the Complaints Committee via:
klachtencommissie.aanbestedingen@surf.nl

Please refer to the SURF Regulation On Handling Tender-Related Complaints:
<http://www.surf.nl/en/about-surf/contact/complaints/index.html>

⁵ Take note that (free) registration at TenderNed is required to submit questions regarding this tender. Registration is also required in case of digital submission.

2.3 Dialogue Phase

The Dialogue Phase consists of at least one round, in which Tenderers are invited to comment on a specific set of initial requirements as described in the Invitation to Dialogue. These initial requirements need to be discussed with the Tenderers in order to clarify some specific technical, legal and financial issues with respect to the envisioned WaaS and partnership.

After the dialogues, SURFnet will use the information as provided by the Tenderers and its own findings to further detail the requirements. Should information be given during the dialogue round which is confidential, the Tenderer must specifically state that the information is confidential. SURFnet will not include such information in the requirements.

If needed, a second dialogue round may take place. More information on the exact process of the Dialogue Phase will be provided in the Invitation to Dialogue.

2.4 Bidding Phase

The Bidding Phase consists of two separate steps:

1. Tendering;
2. Assessment and Awarding of Proposals.

2.4.1 Tendering

The tendering starts with sending the Invitation to Tender to the Tenderers who, based on the result of the Dialogue Phase will be able to offer a solution which fulfils the requirements as set out during the Dialogue rounds. Tendering ends at the due date for Proposals. The Invitation to Tender will include the minimum requirements and specifications of the service requested as well as the award criteria. Questions for clarification can be brought forward and will be answered without disclosing the origin of the question.

2.4.2 Assessment and awarding of Proposals

After receipt of the Proposals each Proposal will be examined and evaluated by an evaluation committee defined by SURFnet, on the basis of minimum requirements and awarding criteria, as stated in the Invitation to Tender.

Following assessment of the Proposals, SURFnet will award the Contract to the Tenderer with the economically most advantageous tender, based upon the awarding criteria.

A clarification round may be part of the awarding procedure.

2.5 Timetable

The following timetable provides information concerning the planning of the tender. From e) onwards the provided dates are indicative.

Qualification Phase:

a) Publication of Notice and Qualification Document	September 19th 2014
b) Due date for questions for clarification	October 13 th 2014
c) Publication of clarifications (earlier if possible)	October 22 th 2014
d) Due date for Qualification Submission	October 29th 2014
e) Selection of Tenderers (date indicative)*	November 6 th 2014

Dialogue Phase (all dates are indicative)

f) Sending Invitation to Dialogue	December 2014
g) Round of dialogues	January 2014

Bidding Phase (all dates are indicative):

h) Sending Invitation to Tender to Tenderers	February, 2014
i) Due date for Proposals	March, 2015
j) Announcement of award decision*	March 2015
k) Awarding of the contract	May, 2015

* Each decision concerning the selection of Candidates/Tenderers or contract award is followed by a 20 days stand still period

2.5.1 Deadline for submission of Qualification Submission

Qualification Submission must be either uploaded to the TenderNed platform or delivered at the address noted in section 4.2.3. Either way no later than the due date and time for submissions.

3 Qualification and selection of Candidates

3.1 Introduction

To assess whether a Candidate qualifies for the Wi-Fi-as-a-Service Tender, SURFnet has defined the guidelines for submission of a Qualification Submission in chapter 4. If the Qualification Submission is delivered according to these guidelines, criteria for qualification and selection will be assessed according to the procedure in chapter 2.2.

Any statement in the Qualification Submission, which turns out to be incorrect or contains promises that cannot be fulfilled, will be considered as a 'false' declaration and may lead to the exclusion of the Candidate from further participation in this Tender Procedure.

Note that at the time of awarding of the Contract, the Candidate cannot be in any of the circumstances defined in section 3.2 and must still comply with the minimum requirements defined in sections 3.3. If the Candidate is a Consortium, this means that none of the Participants of the Consortium can be in any of the circumstances defined in section 3.2 and that the Consortium (as a whole) must still comply with the minimum requirements defined in section 3.3. SURFnet will exclude the Candidate, should this not be the case.

3.2 Exclusion grounds

In the Qualification Submission, Candidate must provide a self-declaration form (see Annex B), duly signed and dated, stating that the firm is not in one of the situations as listed in article 2.86 and 2.87 of Aw2012. The Tenderer awarded with a Contract may be asked to provide documents of proof before signing of the Contract. If this Tenderer fails to provide the aforementioned document he will be excluded.

3.2.1 Confidentiality and publicity

Candidate must not share any confidential information concerning this project to third parties, except in the case of contracted associate parties, subcontractors and/or helping hands. In all cases, Candidate will be responsible for imposing the same confidentiality obligations to such third parties while Candidate holds responsibility for complete project confidentiality. Without written consent from SURFnet, no publicity is to be given to this project.

Information contained in Requests for Participation shall be deemed confidential, but shall not entitle Candidates having submitted it to any claims or property rights thereto.

3.2.2 Validity of Submission

The Qualification Submission must be valid for at least nine (9) months following submission. False information shall be treated as false declarations and will lead to the exclusion of the Candidate from further participation in this Tender Procedure.

3.3 Suitability requirements

The suitability of Candidates regarding their technical and professional ability will be evaluated and verified in accordance with the information requested in this section.

3.3.1 Financial and economic standing

Candidate must have the economic and financial capacity to carry out the Contract subject of this Tender for the whole duration of the Contract, including possible extensions.

Candidate must provide a declaration (Annex B) on its honour, duly signed and dated, stating that its enterprise complies with the following financial and economic standing:

- a) to have an overall turnover that exceeds 3 million Euro per year during the last three fiscal years (not averaged);
- b) a healthy financial and economic standing of its enterprise, guaranteeing continuity of its services for the duration of the contract and during any possible extended period;
- c) that Candidate will provide, at SURFnet’s first request, a bank statement (dating back three months at most) stating that the Candidate has sufficient financial and economic standing for the execution of the project.

Candidates that are selected for submission of a Proposal may be asked to provide documents of proof to be provided within 10 calendar days after first request, such as:

- the presentation of balance sheets or extracts from balance sheets and the profit and loss statements (copy of the audited annual accounts).

Commercial undertakings established less than three years before the date of publication of the Qualification Submission must give evidence of their financial capacity by providing equivalent documents.

3.3.2 Technical and professional capacity

Candidates must have three (3) core competences required to carry out the task involved of this Tender, as specified in the table below. Candidates must provide the evidence that demonstrate their technical and professional capacity by submitting recent references (see the form of Annex C). These are minimum requirements.

#	Core competence	What the reference must demonstrate
1	Radio planning and the design of at least two large Wi-Fi networks.	Candidate’s technical capacity of <u>Radio planning and design</u> of a Wi-Fi network with each at least 100 access points and each having at least one densely populated area (e.g. college room) capable of servicing at least one device per square meter. The radio planning and the design of the Wi-Fi networks must have been performed for an external client, not for the use of Candidate’s own organization.
2	Delivery and installation of at least two large Wi-Fi networks.	Candidate’s technical capacity in the <u>delivery and installation</u> of two Wi-Fi networks with at least 100 access points and each having at least one densely populated area (e.g. college room) capable of servicing at least one device per square meter. The delivery and the installation of the Wi-Fi net-

		work must have been performed for an external client, not for the use of Candidate's own organization.
3	Network management and network monitoring of a network infrastructure and services.	Candidate's professional capacity to <u>manage and control</u> a network infrastructure and services for an external client or clients. The network must have at least 10 different customer locations, and spoken language in communication with customers must be in Dutch, or in both English and Dutch.

Candidate must provide at least three (3) references, to demonstrate the required core competences. A reference may address one or more core competences.

The references must have taken place within the last three (3) years and have started before 1 October 2014.

Candidate must explicitly describe its role in relation to each reference (see Annex C). If a reference applies to services delivered through a consortium of companies, only Candidate's own role will be taken into account in establishing its technical and professional capacity. To verify the references as valid, Candidates must supply on SURFnet's first request a declaration from the reference customer, stating that the services in the reference have actually been delivered. Take note that SURFnet may inquire directly at the reference customer contact person.

3.4 Selection criteria

Next to the minimum requirements on technical and professional ability, Candidate should also provide the following additional information, which will be used for the selection of Candidates, in case more than five (5) Candidates meet the minimum requirements:

Showcase reference as best match to WaaS

Candidate should also provide exactly one reference that best demonstrates that Candidate has the technical and professional ability to partner with SURFnet in the creation, delivery and operation of the WaaS as described in section 1.2 and 1.3. Candidate may use a free format or the form of Annex C and extend this. The customer(s) involved, the sites and the size of the network must be clearly provided. Candidates are advised to provide compact and concise descriptions in its showcase at least clearly addressing the following aspects:

- Designing, Delivery, installation and management of an highly scalable Wi-Fi service, using a centralized management platform, preferably managing multiple domains;
- The possibilities to distinguish and differentiate users based on subscriber attributes, preferably by making use of a RADIUS infrastructure. The attributes may be prescribed by the customer organization(s) that makes use of the Wi-Fi service;
- The possibilities for local ICT staff to support local users with problems regarding connectivity with and through the Wi-Fi network (troubleshooting);
- The capabilities to provide Wi-Fi clients direct access to ICT services that run within the customer's domain;
- The opportunity to scale the solution (both technically and financially) to many access points that could be located in various geographically distinct areas.

The showcase reference must still be in operation or recently ended (not before 1st June 2014). The showcase reference may also be one of the three references submitted in section 3.3.2.

The weights and the interpretation and measurement of the selection criteria are provided in Annex F.

Overview list of designed and managed Wi-Fi networks

In relation to the Candidate's technical and professional ability, Candidate should also provide an overview (project) list⁶ of designed and managed Wi-Fi networks, each containing at least 50 access points, and each still in operation or ended operation within the last three (3) years, i.e. after 1 September 2011. The format as well as an example how-to-fill-in the list is provided in Annex E. Required information includes elaboration on the following aspects:

- Size and usage of the Wi-Fi networks, expressed in number of access points (at least 50);
- Manufacturer and model/type of access point hardware;
- Sector in which the customer operates, to whom the Wi-Fi was delivered and installed. Specifically if the customer is an educational or research institute.

The weights and the interpretation and measurement of the selection criteria are provided in Annex F.

3.4.1 Selection procedure

The selection is based on a ranking per (sub-)selection criterion (a), (b), (c) and (d), see Annex F. Ranking on each selection criterion will be done by comparing Candidates per (sub-)criterion. The Candidate that has the most favourable measurement for a (sub-)criterion, according to the underlying scoring criteria, will get rank number 1, the Candidate with the next most favourable measurement will get rank number 2, until all Candidates are ranked according to the same principle. If Candidates have the same measurement for a (sub-)criterion, they will get the same rank number. From there ranking continues: e.g. 1, 1, 3, 4, etc. Candidates that have provided insufficient information for ranking will be ranked lowest. These steps will be repeated for each (sub-)criterion. Next, the rank numbers of the selection criteria will be weighted and added up, resulting in an overall sum.

The five (5) Candidates with the lowest overall sum will be selected. If this leads to more than five (5) Candidates because there are multiple Candidates in the fifth place in the ranking, then out of these Candidates the Candidate ranked best on the criterion with the highest weight will be selected. If after this step there are still multiple Candidates in the fifth place, then the Candidate ranked best on criterion with the next highest weight will be selected, and so further. If after ranking on all next criteria there are still multiple Candidates in the fifth place, then the fifth Candidate will be selected by drawing of lots.

SURFnet will inform all Candidates whether they have been selected or not. Candidates that have been selected will receive the Invitation to Dialogue. If Candidates have objections against the result of the Qualification Phase, these Candidates should submit their objections to the competent court in Utrecht, the Netherlands within 20 days after the date of their formal rejection by SURFnet. If no such proceedings are commenced on time and in this manner, a Candidate will forfeit any right to institute proceedings against SURFnet regarding the decision concerned.

⁶ This list may also include the projects as referred to by the references of Annex C.

4 Guidelines for participation

4.1 General

4.1.1 Completeness and correctness of information

The Qualification Submission must contain all requested documentation and information and any other document that the Candidate wishes to include or refer to. By submitting a Qualification Submission the Candidate agrees that SURFnet is entitled to investigate all information provided by the Candidate in its Qualification Submission, immediately or later in the course of the procedure, concerning the correctness of the information. If the Candidate refuses co-operation or provides incorrect information, SURFnet is entitled to exclude the Candidate from the Tender Procedure without further questions.

4.1.2 Confidentiality

All requests for participation will be treated confidentially.

All requests for participation and each item of the Qualification Submission sent to SURFnet is considered the property of SURFnet and will not be returned to the Candidates.

4.1.3 Errors and ambiguities

This document has been drafted with great diligence. If any errors or contradictions are observed, please contact SURFnet (see section 2.2.1) stating the possible contradictions or proposed corrections before the due date for questions as shown in the timeline in section 2.5 on penalty of forfeiture of rights. SURFnet will respond to these inputs as part of the Question and Answer process, stating whether and in what way the document shall be amended.

The technical expressions and abbreviations used in this document are considered to be known by Candidate. In the case of any ambiguity, please contact SURFnet (see section 2.2.1) stating the possible contradictions and/or proposed corrections before the due date for questions as shown in the timeline in section 2.5 on penalty of forfeiture of rights. SURFnet will respond to these inputs as part of the Question and Answer process.

4.1.4 Acceptance of tender conditions

By submitting a Qualification Submission, Candidate agrees to all conditions stated in this document.

4.1.5 Legal signing

The Qualification Submission must be legally signed and accompanied by a legally signed cover letter of Qualification Submission, signed by an **authorised signatory registered at the Chamber of Commerce**. In case the signatory is not registered a document must be provided proving that the signatory is authorised to represent the company. This document must be no older than 3 months. For verification purposes of the signature SURFnet may request a clear copy of the identity card or passport of the signer to be provided within 5 calendar days after SURFnet's first request.

4.1.6 Applicable law and competent court

The Tender Procedure and all Documentation are subject to Dutch law.

The competent Court of Utrecht (in the Netherlands) shall resolve all disputes arising between SURFnet and Tenderer(s) or other third parties in connection with the Tender Procedure and all Documentation.

4.1.7 Registration through a joint Proposal or sub-contracting

Companies wishing to participate in this Tender Procedure can join forces as a Consortium, or through subcontracting. Both joint submissions and subcontracting are allowed in response to this Qualification Document. This must be made clear through the self-declaration form in Annex B. Qualification Submissions may also combine both approaches.

In any case, the Qualification Submission must specify clearly whether each company involved is acting as a Participant in a Consortium or as a subcontractor (this also applies if the various companies involved belong to the same group, or even when one is the parent company of the others).

In any event, joint submissions will be treated in the same way as any other Qualification Submission, each being assessed on their own merits in relation to the criteria and the evaluation procedure set out in this document.

Joint submission

A Qualification Submission jointly submitted by a group of two or more companies is a joint submission. If awarded a Contract, the Participants of the Consortium shall be jointly and severally liable towards SURFnet for the entire duration of the Contract.

A Participant can only be part of one Consortium. If a company joins a Consortium it is not allowed to submit a Qualification Submission as (solo) Candidate, nor as subcontractor to any other Candidate.

In its Qualification Submission, the Consortium (Candidate) shall issue a statement in which it is made clear (i) how their co-operation will be organised in order to achieve the expected results (i.e. what each Participant's role will be) (ii) which Participant will be assigned to act on behalf of the Consortium and to carry out all the contacts with SURFnet. This statement shall be the basis of the agreement between Participants before they are awarded the Contract.

The joint submission has to be signed by all Participants. Alternatively, Participants may issue a power of attorney to another Participant. In that case the relevant declaration must be attached to the Qualification Submission.

The assigned Participant will be responsible for the delivery of one integral Qualification Submission on behalf of all Participants of the Consortium.

All Participants, however, must sign the Contract if awarded.

Subcontracting

Certain tasks described in the Contract may be entrusted to subcontractors, but the main contractor remains fully liable towards SURFnet for the performance of the Contract as a whole.

Accordingly, SURFnet will treat all contractual matters, including payments and liability, exclusively with the main contractor, whether or not a subcontractor performs the tasks.

Under no circumstances can the main contractor avoid liability towards SURFnet on the grounds that the subcontractor is in default.

If subcontracting is proposed the roles, activities and responsibilities of subcontractor(s) must be clearly described, and a signed letter of intent by each subcontractor stating its intention to collaborate with the Tenderer if he wins the Contract shall be included.

During execution of the Contract, the main contractor will need SURFnet's explicit authorisation to replace a subcontractor with another and/or to subcontract tasks for which subcontracting was not envisaged in the original Qualification Submission.

4.1.8 Language

English will be the working language for the entire Tender procedure. Supporting documents in Dutch language will be accepted. Dialogue sessions may take place in Dutch if all participating agree.

4.1.9 No obligation to award the Contract

Completing the procedure of this tender in no way imposes on SURFnet an obligation to award the Contract.

SURFnet disclaims any and all liability for costs or losses Candidates may incur in relation to this procurement procedure, the premature termination thereof, your participation therein, or your exclusion thereof.

4.1.10 Compensation

SURFnet shall not compensate or be liable for any compensation with respect to the issuing of Qualification Submissions. Moreover, correspondence and Qualification Submissions will not be returned.

4.1.11 Acceptance of tender conditions

By submitting a Qualification Submission, Candidate agrees to all conditions stated above and all terms and conditions as set out in this document.

4.2 Format for Qualification Submission

4.2.1 Completeness of the Qualification Submission

Qualification Submissions must contain all requested documentation and information and any other document that the Candidate wishes to include or to refer to because a Qualification Submission may be accepted or rejected without being asked for further information. The Candidate may submit its Qualification Submission digitally or on paper. The criteria for each way of submission are described below.

4.2.2 Digital submission

The address for digital submission is: www.tenderned.nl
A timely registration for TenderNed services is required.

Online help from TenderNed to submit digitally is available at their website, phone 0800-TenderNed or email sevicedesk@TenderNed.nl.

4.2.3 Paper submission: Delivery and addressing

For submission on paper the following applies:

- one complete original version (marked original)
- one integral machine-readable copy of the Qualification Submission, on CD/DVD or USB memory stick, in Portable Document Format (PDF).

The delivery of the Qualification Submission must consist of a single closed package. The package shall only show the following text:

CONFIDENTIAL
Competitive Dialogue Procedure
Qualification Phase
WaaS Innovation Partner
2014/S <fill-in tender number>
Do not open before 29th of October 2014, 13:00

For the delivery of the Qualification Submission, please note that the SURFnet offices are open during working hours, Monday to Friday (excluding Dutch public holidays) from 09:00 am until 17:00 pm Central European (Summer) Time (CE(S)T).

Qualification Submission sent by fax or e-mail or delivered to other addresses will be rejected.

The address for delivery and questions is:

SURFnet
Mr. Maurice van den Akker
Radboudburcht
Radboudkwartier 273
3511 CK Utrecht
The Netherlands
Tel. + 31 30 2 305 305
waas-aanbesteding@surfnet.nl

It is the sole responsibility of the Candidate to have the Qualification Submission delivered to SURFnet before the deadline.

4.2.4 Format of the Qualification Submission

All Candidates are required to provide information according to a prescribed format, which is the major guideline for the submission of information. The structure for the Qualification Submission is given in Annex A.

4.2.5 Discrepancy

In case of discrepancy between the contents of the paper version and the digital version of the Qualification Submission, the paper version will prevail.

Annex A. Checklist for the Qualification Submission

All Candidates are required to submit their Qualification Submission according to the format below. Where requested in the Qualification Submission, Candidate must make use of the prescribed formats (Annexes) for delivery of requested information and re-label these accordingly. In cases where supplemental documents are requested in the Qualification Submission and/or the Annexes, Candidate should add these.

- Introductory notes or cover letter
- Annex A: Checklist (see below)
- Annex B: Self declaration form (see Annex B)
- Annex C: Technical and professional capacity; references (see Annex C)
- Annex D: Showcase reference (see Annex D)
- Annex E: Overview of designed and managed Wi-Fi networks (see Annex E)

		Checkbox
	Introductory notes or cover letter	<input type="checkbox"/>
Annex A	Checklist	<input type="checkbox"/>
Annex B	Self-declaration form	<input type="checkbox"/>
Annex C	Technical and professional ability	<input type="checkbox"/>
Annex D	Showcase reference	<input type="checkbox"/>
Annex E	Overview of designed and managed Wi-Fi networks	<input type="checkbox"/>

Annex B. Self-declaration form

This document has been added separately to the tender documents and forms an integral part of this Qualification Submission.

Annex C. Technical and professional ability

Reference #1, #2, #3 etc.		
1	Short description of the project	
2	Date	Start date:
		End date:
3	Name, address and telephone number of customer + name of contact person	Customer:
		Contact person:
4	Name and address of sub-contractor(s), associate(s) etc.	
5a	Description of the reference project in accordance with the required core competences as listed in section 3.3.2	
5b	Please check the appropriate box(es) to clarify to which of the required core competence(s) as listed in section 3.3.2 this reference complies.	<p>This project reference complies to the following core competence(s):</p> <p>1) Radio planning and the design of a large Wi-Fi network YES <input type="checkbox"/>, NO <input type="checkbox"/>, (reminder: elaborate the HD coverage)</p> <p>2) Delivery and installation of a large Wi-Fi network YES <input type="checkbox"/>, NO <input type="checkbox"/>, (reminder: elaborate the HD coverage)</p> <p>3) Network management and network monitoring of a network infrastructure and services YES <input type="checkbox"/>, NO <input type="checkbox"/></p> <p>Working language in communication with customers is: Dutch <input type="checkbox"/> English <input type="checkbox"/></p>
6	Description of Candidate's role in the project	

Candidate must repeat this format for each reference

Annex D. Showcase reference of current WaaS-like implementation

Free format.

Please use concise wording and use 4 pages or less.

Annex E. Overview list of designed and managed Wi-Fi networks

The format below is to be used by Candidate to provide a list of designed and maintained Wi-Fi networks within the last three (3) years.

Customer	Educational sector	#access Points Managed*	Hardware manufacturer	Start date, end date
Total	%			

*At least 50 access points, and then rounded to nearest twenty-five-fold.

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The table below is an example of how to fill-in the table, and an example of how the numbers will be added and calculated

Customer	Educational sector	#access Points Managed*	Hardware manufacturer	Start date, end date
Name client	No	500	Manufacturer A, type/model X/Y	1-1-2012, ongoing
Name client	Yes	250	Manufacturer B, type/model V/W	1-3-2012, ongoing
Name client	No	200	Manufacturer A, type/model X/Y	Start 1-5-2008 ended 1-1-2012
Name client	Yes	50	Manufacturer C, type/model Q/Z	1.6-2013, ongoing
Total	25%	1000		

Total managed access points: 1000

Educational: 30%

Distribution of Hardware

A: 70%

B: 25%

C: 5%

Herfindahl-index = $SUM (70\%^2 + 25\%^2 + 5\%^2) = 0,56$

Annex F. Interpretation of selection criteria

Selection criterion	Annex	Description	Scoring Criterion
Applicability of Candidate's technical and professional capabilities to Wi-Fi-as-a-Service	Annex D	Showcase reference that best matches the envisioned WaaS as described in section 1.2 and 1.3.	(a) <ul style="list-style-type: none"> • Better scalability of the centrally managed Wi-Fi network architecture and management of separate domains; • Better possibilities to distinguish and differentiate users based on subscriber attributes. The attributes can be prescribed by the customer organization(s) that makes use of the Wi-Fi service; • Better possibilities for local ICT staff to support local users with problems regarding connectivity to the Wi-Fi network (troubleshooting); • Better capabilities to give clients access to ICT services that run within the customer's domain. • More compliant to the envisioned feature list of section 1.3. Weight 40%
	Annex E	Amount of designed and managed Wi-Fi networks within the last three (3) years. - total managed access points - share of managed access points per manufacturer. - total managed access points for educational sector.	(b) Higher total number of managed Wi-Fi access points is ranked higher. Weight 20%
			(c) More diversity of manufacturers is ranked higher; lower Herfindahl-index* is better. Weight 20%
			(d) Higher ratio of access points for education sector are ranked higher. Weight 20%

* Herfindahl-Index in which M1, M2, etc. is the relative amount of managed access points per manufacturer. Total is the amount of managed access points as calculated at the first criterion (a).

$$I = \sum_{i=1}^n M_i^2$$

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Table continued

Selection criterion	Measurement	Result
Applicability of Candidate's technical and professional capabilities to Wi-Fi-as-a-Service	1) Per criterion Candidates will be compared and then ranked based as measured through the appropriate score criterion. 2) Per criterion the best Candidate will get rank number 1, second best will get rank number 2, etc., until all are ranked.	Result = 40%*Rank (a) + 20%*Rank(b) +20%*Rank (c) +20%*Rank (d) (lower number is better)