

Aanbesteding SURFnet8 Photonic Layer
Aanbestedende Dienst: SURFnet B.V.
Referentie:

Omschrijving:

SURFnet is searching for a Partner that can provide a solution for the SURFnet8 photonic layer. The aim of the Tender Procedure is to award a Contract to a Partner that can provide the requested hardware, software and support.

For the next generations of the SURFnet network, SURFnet requires a new photonic layer. This Tender aims to renew the bandwidth providing photonic layer, which is used for SURFnet's domestic services and potentially the Cross Border Fiber (CBF) systems.

The scope of the Contract for delivering the SURFnet8 photonic layer consists of;

1. Hardware, i.e. the physical equipment including installation related materials;
2. Software and licenses (including software interfaces (APIs)) for planning, performance monitoring, troubleshooting, fault detection, provisioning, security and accounting, automation, and programmability;
3. Layer 0 and layer 1 control plane functionality;
4. Training and periodic training sessions for current staff and staff to be hired in the future, and external personnel;
5. A migration scenario from our existing Ciena CPL and DWDM layer to a new solution. This may include field service support and the provision of temporary hardware;
6. High level design activities for migration, introduction of new features or equipment, and complex changes;
7. M&S (Maintenance and Support). SURFnet will stock its own spares;
8. Installation and de-installation procedures for equipment and software;
9. Delivery and setup of a test bed.

Toelichting:

Dear Madam/Sir,

Please find herewith the answers to the additional questions received so far, concerning the SURFnet8 Photonic Layer tender. Insofar this information notice contains modification and/or additions to the Request for Proposals Document and/or previous information notices (Nota van Inlichtingen), the text in this notice prevails. Please take note of this document in preparing your response.

Kind regards,

Jac Kloots
SURFnet

Nr:

Categorie Contractvoorwaarden

Betreft Contract

Vraag

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SURFnet released new set of answers to vendors' questions. In some cases SURFnet accepts comments to the contract - Annex F – and, in consequence, the contract should be changed to include accepted comments. Will SURFnet issue the updated version of the contract or each vendor should track history of answers and make changes by his own?

Antwoord

Vrijgegeven: 25-08-2016

SURFnet will issue an updated version of the contract before the final deadline of the publication of clarifications on 1 September 2016.

Nr:

Categorie Eisen en criteria

Betreft MR 64 Annex_E_SLA_requirements paragraph 2.2

63

Vraag

a. What kind of support is requested from us 1st, 2nd line?

b. What line of support from Surfnet, the SURFnet NOC, and/or other representatives of SURFnet, will contact our TAC?

Antwoord

Vrijgegeven: 25-08-2016

a. Partner is not required to directly interact with customers of SURFnet. SURFnet, SURFnet NOC, and/or other representatives of SURFnet will contact Partner's support organization after SURFnet internal analysis and discussion. Tenderer must provide a proposal containing a description of the solution to this requirement. In case Tenderer wishes to introduce different lines of support as part of its proposal then Tenderer must clearly define these.

b. SURFnet has not defined a specific line of support. SURFnet, SURFnet NOC, and/or other representatives of SURFnet will contact Partner's support organization after SURFnet internal analysis and discussion. Tenderer must provide a proposal containing a description of the solution to this requirement. In case Tenderer wishes to introduce different levels of support as part of its proposal then Tenderer must clearly define these.

Nr:

Categorie Eisen en criteria

Betreft MR 64 Annex_E_SLA_requirements paragraph 2.3

64

Vraag

Are we requested to deliver the part (logistic) and Surfnet (etc.) installs or do we have to place/install it?

Antwoord

Vrijgegeven: 25-08-2016

Tenderer is requested to deliver the part. SURFnet will place the part into the (spare) warehouse, and install it into the network when needed.

Nr:

Categorie Eisen en criteria

Betreft MR 64 Annex_E_SLA_requirements paragraph 2.5

65

Vraag

Can you describe defect: business impact (Critical) or non- business impact (minor). Please Clarify

Antwoord

Vrijgegeven: 25-08-2016

Defect means any error or other deficiency as a result of which a Service/Equipment/Software is unsuitable for or not in conformity with its Intended Use. Partner must provide a proposal containing a description of the solution to this requirement. In case Tenderer wishes to introduce different levels of impact as part of its proposal then partner must clearly define these.

Nr:

Categorie Eisen en criteria

Betreft MR 64 Annex_E_SLA_requirements paragraph 2.6

66

Vraag

Is this for all problems (critical and minor) and does the yearly target of 90% rule apply here too?

Antwoord**Vrijgegeven:** 25-08-2016

Yes, this SLA requirement applies to all problems. SURFnet does not differentiate between critical and minor problems. SURFnet does not specify a "yearly target of 90% rule" in this requirement.

Nr:**Categorie** Annex_G_MR_AR_input_form.doc**Betreft** MR 43

67

Vraag

Do we need to quote the hardware for teh LCT?

Antwoord**Vrijgegeven:** 25-08-2016

Only if a conventional and generally available laptop, running MS-Windows, MAC-OSX or Linux, can perform as an LCT (Local Craft Terminal), the LCT does not have to be quoted.

Nr:**Categorie** Bestek/beschrijvend document**Betreft** MR 62

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Vraag

" MR 62: Pre- and post-sales design activities

The cost associated with pre- and post-sales activities, including but not limited to high-level de-sign activities as part of the migration, introduction of new equipment and features in the future, and complex network changes, shall be included in the maintenance and support cost of the optical network."

Could you please elaborate on what could be included ('including but not limited to')? Our understanding is that this relates to the sale/procurement activity only and not to low level design or methods of procedure for implementation. Is this accurate?

Antwoord**Vrijgegeven:** 25-08-2016

When SURFnet orders new technology, equipment, and software from vendor, SURFnet wants to be able to implement this in its network without any additional cost directly related to the introduction of the purchases into the network (as described in MR 39). SURFnet requires Vendor to supply design practices, architecture recommendations and high-level design, on request both before and after sale. SURFnet is responsible for low-level design tasks.

Nr:**Categorie** Bestek/beschrijvend document**Betreft** MR74

69

Vraag

'Tenderer offers remote support during field service activity during the entire migration.'

Can you please clarify your view of remote support?

a. Does this mean that SURFnet executes the migration of the branch and the tenderer has an engineer on call to support if any issues are encountered?

b. Or does this mean that the tenderer provides an engineer to be the technical lead during the migration of these remaining branches and drive each migration activity whilst remotely logged in to the network and SURFnet provide engineers in the field?

Antwoord**Vrijgegeven:** 25-08-2016

SURFnet's view is as follows:

SURFnet would like to understand the working of the equipment and is eager to operate the equipment as fast as possible and with minimal risk of network outage. For these reasons SURFnet requires training (See MR 65), remote and field service assistance during migration of the first three branches, and remote support during the remainder of the migration. SURFnet aims to be able to perform the migration steps independently as early as possible executing the migration. The speed at which SURFnet can perform changes on its own depends on factors such as quality of training and documentation, stability of the NMS and control planes, steepness of learning curves, and the quality and availability of procedures. In the ideal situation SURFnet can execute migration of branches completely on its own, after the third branch ("option a" would suffice); in the worst case scenario migration of branches will need constant assistance from Tenderer's remote support (closer to "option b").