

# Tender Document

**SUNET Tender for a  
Mobile Device and Desktop Synchronization Service**

## Table of Contents

Invite to submit a tender .....	3
General information on this Public Procurement.....	3
Public procurement – chosen procedure.....	3
The contracting authority.....	4
Contract terms.....	4
Contract period and renewal .....	4
Timing.....	4
Clarification of the tender documents during the tender period.....	5
Tender Opening .....	5
Reply requirements.....	5
Evaluation of tenders .....	6
Secrecy .....	6
Contract award decision .....	7
Stand still period and Contract.....	7
Service Requirements .....	9
1. Legal.....	9
2. Platforms and formats.....	9
3. Security and Access Control .....	10
4. Integration.....	11
5. Network and Storage .....	11
6. Other.....	12
Appendix 1: Tender reply form.....	13
Financial.....	13
Shall requirements.....	14
Should requirements.....	17
Descriptions.....	19
Signature.....	19
Appendix 2: Network Locations .....	20

## ***Invite to submit a tender***

Based on your request to participate and the pre-qualification procedure you are hereby invited to submit a tender for the SUNET Mobile Device and Desktop Synchronization Service.

## ***General information on this Public Procurement***

The scope of this public procurement is to purchase a Mobile Device and Desktop Synchronization Service for the Swedish research and higher education community. The service is going to be made available to both the employees of the community as well as students. The potential number of users exceeds 600000, but SUNET is not able to guarantee the level of purchase at this time. The contract period will be 24 months. SUNET has the opportunity to renew the contract for an additional period of 12 months. SUNET must notify about such a renewal at least six months before the initial contract period expires.

## ***Public procurement – chosen procedure***

The procedure chosen for this procurement is the Restrictive procedure in accordance with Chapter 4, Section 1 of the Swedish Act (2007:1091) on Public Procurement (“LOU”). Restrictive procedure is implemented in two stages. The first stage has included an invitation in which the Candidates have been given the opportunity to submit a request to participate and their request have been tested against pre-qualification criteria set out in the invitation. The pre-qualified Candidates have in this later stage been invited to submit a tender on conditions set out in this document – the tender document.

The notice about the invitation to submit a request to participate was submitted to TED on the 23<sup>rd</sup> of September 2011. The last day for submittal of requests to participate was the 26<sup>th</sup> of October 2011. Invitation to tender and this tender document have now been sent out to the Candidates who have been pre-qualified in accordance with the requirements set out in the invitation to submit a request to participate.

### ***The contracting authority***

The contracting authority is:

SUNET

Tulegatan 11

113 53 STOCKHOLM

SUNET:s contact person:

Hans Wallberg

Address:

SUNET

Tulegatan 11

113 53 STOCKHOLM

e-mail: [hans.wallberg@sUNET.se](mailto:hans.wallberg@sUNET.se), phone: +46(0)705455938

### ***Contract terms***

The agreement between the parties *shall* largely be based on the standard contract from IT & Telekomföretagen (IT & Telekomföretagen is a trade association whose members are companies from the IT and telecom sector) called Cloud Computing Version 2010 and Cloud Computing Special Conditions. A copy of these contract terms in full is attached.

### ***Contract period and renewal***

The contract period *shall* be 24 months. The contract is expected to commence directly after it has been signed. SUNET *shall* have the opportunity to renew the contract for an additional period of 12 months. SUNET must notify about such a renewal at least six months before the initial contract period expires.

### ***Timing***

Replies shall be submitted to SUNET, no later than 17:00 UTC, Tuesday the 17th of January 2012.

Replies shall be sent by email to: [tender-sync2011@sUNET.se](mailto:tender-sync2011@sUNET.se) , or delivered in 3 paper copies to:

SUNET

C/O NORDUnet

Tulegatan 11, 2tr SE-113 53 Stockholm Sweden

Replies not received before the end of the deadline will not be considered.

### ***Clarification of the tender documents during the tender period***

If the tender document is unclear or if some of the required criteria is deemed unreasonable, excessive or limiting the competition in any respect, it is important that the SUNET: contact person is contacted as early as possible so that any misunderstandings can be avoided.

All questions regarding the procurement, contract documents or tender *should* be asked via e-mail to: tender-sync2011@sunet.se no later than 10 days before the last day of submittal of tenders. Identical answers will be distributed to all candidates via e-mail no later than 6 days before the last day of submittal of tenders.

### ***Tender Opening***

The opening of tenders will be in accordance with Chapter 9 Section 7 LOU and take place at 10:00 UTC, Wednesday January 18<sup>th</sup> 2012 at:  
Tulegatan 11, 2tr SE-113 53 Stockholm Sweden

### ***Reply requirements***

The Supplier shall reply to all 4 elements in the Tender Reply Form.

- Financial
- Shall requirements
- Should requirements
- Descriptions

The Tender *shall* be valid until March 31<sup>st</sup>, 2012.

The Contract is expected to be completed during February 2012.

## ***Evaluation of tenders***

The tender evaluation will be based on a points system for both financial and technical criteria as specified in the tender reply form.

The contract award criteria will be “the most economically advantageous tender”

The overall evaluation weights are:

Financial 60%

Based on the overall cost of service, with a specific penalty relating to network cost, if the network connectivity requirement (point 5.1) is not fulfilled, as this will mean additional unknown IP Transit cost for SUNET.

Technical 40%

The technical requirements includes a series of shall requirements that disqualifies the Candidate if not fulfilled and a number of should requirements and descriptions, that earns points if fulfilled.

All requirements will be converted to a point score, with 100 points as the maximum achievable, as described in the tender reply form. The tender with the highest point score will be awarded the contract

## ***Secrecy***

All documents submitted to SUNET is considered incoming document under the Freedom of Press Act Chapter 2 § 6. Under this law, Swedish citizens have the right to inspect public documents. This also means that the Tenderer is unable to recover a tender in original.

The Swedish Secrecy Act (2009:400) (“SSA”) regulates issues concerning document privacy and confidentiality. During a public procurement an absolute secrecy applies until the contract award decision is made public according to Chapter 19 § 3 SSA. This means that all data e.g. on the number of tenders, the content of the tenders and information about the Tenderers are secret until the contract award decision has been made public or the public procurement is completed in any other way. The Tenderer may, under certain circumstances, claim continued secrecy after

this period according to Chapter 31 § 17 of the SSA. The assessment of continued secrecy can only be made by SUNET. However, it is possible for a Tenderer to make a request for continued secrecy in the tender. By this the Tenderer informs SUNET how the Tenderer has assessed the material. Such information may also be helpful for SUNET:s oncoming decision on the continued secrecy. Such a request from the Tenderer for continued secrecy shall be in writing and contain:

- a request that the document shall be kept confidential
- a specification on what parts of the document that are subject to the request.
- a specification on the damage that may occur if the information is disclosed.

Such information which the Tenderer would like to keep confidential should be collected in a separate annex, which easily can be separated from the rest of the tender. It should be noted that a request for continued secrecy will not automatically lead to such a decision by SUNET. Such a request is rather an information for SUNET:s future assessment on the matter. Therefore SUNET cannot guarantee that a document will not be disclosed and the Tenderers should also be informed that a decision on continued secrecy by SUNET can also be altered after an appeal and a court decision that a document should be disclosed.

### **Contract award decision**

After SUNET:s evaluation of the tenders a contract award decision will be communicated with the Tenderers. In this decision information will be given on what tender that has been considered the most economically advantageous one according to the tender document and thus has been awarded the contract. Contract award decision will be communicated with the Tenderers and the contact person specified in their tender. Along with the contract award decision a procurement protocol on the evaluation will also be distributed according to Chapter 9 § 12 LOU.

### ***Stand still period and Contract***

After communicating the contract award decision SUNET will observe the legally binding standstill period of ten days according to Chapter 16 § 6 LOU. After this a contract will be signed with the most economically advantageous Tenderer in

accordance with the tender documents and the contract award decision. However such signing of contract is dependent on that the contract award decision is not subject to an appeal under Chapter 16 of the LOU.

## **Service Requirements**

### **1. Legal**

1. All data stored and transferred by the service *shall* remain the legal property of the customer and the Tenderer *shall* not assert any rights over any data uploaded to the service.
2. All data uploaded by a user to the service *shall* (subject to customer managed access control restrictions) upon request be made available to that user or a duly designated representative of that user. This *shall* be honoured by the service for a period of 6 months beyond any termination of contract. During that period the data *shall* be made available via the existing interfaces with unrestricted access and data capacity.
3. The service *shall* comply with US-EU safe harbour requirements as described at <http://export.gov/safeharbor/>
4. If the Tenderer fails to fulfil any *shall* requirement throughout the contracted period the service can be terminated with 6-month notice.
5. The Tenderer *shall* remain responsible for that all sub-contractors, that are part of delivering the service, adhere to the same requirements as the Tenderer.

### **2. Platforms and formats**

1. The service *shall* support synchronization of files and folders between multiple concurrent clients for multiple and separate users of the service.
2. The following market leading systems and client platforms *should* be supported by the service:
  1. iOS, v5.x and later on at least iPhone and iPad
  2. Android, v3.x and later on leading tablet and phone models
  3. Windows, XP and later
  4. Mac OS, v10.6 and later
  5. New devices and versions that acquire a substantial market share (2% or more)
  6. Linux
3. The service *should* support new versions of supported devices and software within 1 month of their release-date.

4. The service *shall* offer a web interface that allows the user to upload/create, access and modify files, rights, meta-data and directories.
5. The service *shall* treat all unknown file formats as opaque files which can be synchronized between clients, and in all other ways treated in the same way as any other type of file handled by the service.
6. The service *should* provide for in-line viewing of file content for common file formats.
  1. Microsoft Word
  2. Microsoft Excel
  3. Microsoft Powerpoint
  4. Portable Document Format (PDF)
  5. Images (gif, jpeg..)
  6. Text (MIME-type text/plain)
7. The web interface *shall* work with current desktop versions of Internet Explorer, Safari, Firefox and Chrome without plugin requirements.
8. There *should* be support for mobile device browsers.
9. In addition to synchronization clients, the web interface *should* offer access to the files and directories available to a user using distributed Authoring and Versioning (WebDAV, RFC4918).
10. The service *should* support integration with 3rd party services. If supported, it *should* be possible to allow or deny such integration, per administrative domain.
11. The supplier *shall* inform the Customer, by email or other traceable communication, before new integration options are made available.
12. The service *shall* support versioning of files so that a user is able to access and revert to earlier versions of a file.
13. Users *should* be able to subscribe and receive notifications about events (subject to normal access control restrictions) in the service including modifications to files and directories.
14. The Tenderer *shall* provide a full demonstration instance for evaluation of the service.

### 3. Security and Access Control

1. The service *shall* support externalized authentication.

2. The service *should* support externalized authentication using SAML2 or OAUTH.
3. The Tenderer *shall* describe any supported mechanisms for externalized authentication.
4. The service *shall* support a group model whereby users can be organized in groups.
5. The system *shall* support an access control model, which allows restricting access to files and directories based on individual users and/or groups.
6. The access control model *shall* support read-only and read-write access to files and directories.
7. There *shall* be the ability for an admin role to have access to user accounts per admin domain.
8. All access to the service using both the web interface and the synchronization clients *shall* use protocols that employ industry standard encryption, for all communications.
9. The service *should* support TLS v1 or later for securing access to the web interface.
10. The service *shall* employ technical security controls for securing data when stored and kept at rest.
11. All data in the service *should* be maintained and stored in multiple geographical separated locations.
12. The Tenderer *should* describe how the data is stored and the relation with any 3<sup>rd</sup> party that forms part of delivering the service.

#### 4. Integration

1. The service *shall* provide an application-programming interface (API) that provides authorized users with access to the features and functions provided by the service using an HTTP-based interface.

#### 5. Network and Storage

1. The Tenderer *should* be able to exchange network traffic at a location where SUNET or NORDUnet has a network presence.
2. The network capacity *should* not be restricted.

3. The network traffic *should* be exchanged at one or more of the Internet Exchange points in Appendix 2, with either the NORDUnet (AS2603) or SUNET (AS1653) network, or as a private settlement-free peering at Internet Exchange or site locations in Appendix 2.
4. Routing information *shall* be exchanged by use of BGP version 4.
5. The Tenderer *shall* describe the proposed interconnect method and location(s).
6. The Tenderer *shall* include an average storage capacity of at least 20 GByte per user account.
7. Additional storage capacity *shall* be offered at an equal or lower price.

## 6. Other

1. The service *should* provide the following additional features.
  1. Audits and logs.
  2. Lock-out of data on mobile devices.
  3. Externalization of groups (i.e. federated groups).
  4. Collaboration-features (i.e. tagging and discussions).
2. The Service *should* provide the ability to obtain reports on user resource usage for each administrative domain.
3. The Tenderer *shall* describe how usage reports are made available.

## Appendix 1: Tender reply form

### Financial

The financial evaluation is based on the total price per user account per month in a number of ranges.

The cost figure quoted per account *shall* include all cost elements.

<i>Number of User account Range</i>	<i>Cost per user account in €</i>	<i>Weight</i>
0-50.000		10
50.000 – 100.000		10
100.000 – 200.000		10
200.000 – 400.000		15
400.000 – and above		15

Multiplying the cost with the weight does the scoring.

If the network connection requirement (5.1) isn't fulfilled, 30% will be added to the score.

See example below.

<i>Number of User account Range</i>	<i>Cost per user account in €</i>	<i>Weight</i>	<i>Value</i>
0-50.000	5	10	50
50.000 – 100.000	4	10	40
100.000 – 200.000	3	10	30
200.000 – 400.000	2	15	30
400.000 – and above	1	15	15
		score	165

The Tender with the lowest score will be granted 60 points.

The other Tenderers will be granted 50, 40, 30, 20 or 10 points based on their ranking.

<i>Ranking</i>	<i>Score</i>	<i>Points</i>
1	Lowest	60
2		50
3		40
4		30
5		20
6		10
7-x	Highest	0

### Shall requirements

Type yes or no in the respective columns, indicating if a shall requirement is fulfilled or not.

If a requirement is not answered, it is regarded as not being fulfilled.

<i>Number</i>	<i>Description</i>	<i>Yes</i>	<i>No</i>
Contract terms	The agreement between the parties <i>shall</i> largely be based on the standard contract from IT & Telekomföretagen (IT & Telekomföretagen is a trade association whose members are companies from the IT and telecom sector) called Cloud Computing Version 2010 and Cloud Computing Special Conditions.		
Contract period	The contract period <i>shall</i> be 24 months.		
Contract Renewal	SUNET <i>shall</i> have the opportunity to renew the contract for an additional period of 12 months.		
Contract offer	The Tender <i>shall</i> be valid until March 31'st, 2012.		
1	Legal	NA	NA
1.1	All data stored and transferred by the service <i>shall</i> remain the legal property of the customer		
1.1	Tenderer <i>shall</i> not assert any rights over any data uploaded to the service.		
1.2	All data uploaded by a user to the service <i>shall</i> (subject to customer managed access control restrictions) upon request be made available to that user or a duly designated representative of that user.		
1.2	This <i>shall</i> be honoured by the service for a period of 6 months beyond any termination of contract.		
1.2	During that period the data <i>shall</i> be made available via the existing interfaces with unrestricted access and data capacity.		
1.3	The service <i>shall</i> comply with US-EU safe harbour requirements as described at <a href="http://export.gov/safeharbor/">http://export.gov/safeharbor/</a>		
1.4	If the Tenderer fails to fulfil any <i>shall</i> requirement throughout the contracted period the service can be terminated with 6-month notice.		
1.5	The Tenderer <i>shall</i> remain responsible for that all sub-contractors, that are part of delivering the service, adhere to the same requirements as the Tenderer.		
2	Platforms and formats	NA	NA
2.1	The service <i>shall</i> support synchronization of files and folders between multiple concurrent clients for multiple and separate users of the service.		

<i>Number</i>	<i>Description</i>	<i>Yes</i>	<i>No</i>
2.4	The service <i>shall</i> offer a web interface that allows the user to upload/create, access and modify files, rights, meta-data and directories.		
2.5	The service <i>shall</i> treat all unknown file formats as opaque files which can be synchronized between clients, and in all other ways treated in the same way as any other type of file handled by the service.		
2.7	The web interface <i>shall</i> work with current desktop versions of Internet Explorer, Safari, Firefox and Chrome without plugin requirements.		
2.11	The supplier <i>shall</i> inform the Customer, by email or other traceable communication, before new integration options are made available.		
2.12	The service <i>shall</i> support versioning of files so that a user is able to access and revert to earlier versions of a file.		
2.14	The Tenderer <i>shall</i> provide a full demonstration instance for evaluation of the service.		
3	<b>Security and Access Control</b>	NA	NA
3.1	The service <i>shall</i> support externalized authentication.		
3.3	The Tenderer <i>shall</i> describe any supported mechanisms for externalized authentication.		
3.4	The service <i>shall</i> support a group model whereby users can be organized in groups.		
3.5	The system <i>shall</i> support an access control model, which allows restricting access to files and directories based on individual users and/or groups.		
3.6	The access control model <i>shall</i> support read-only and read-write access to files and directories.		
3.7	There <i>shall</i> be the ability for an admin role to have access to user accounts per admin domain.		
3.8	All access to the service using both the web interface and the synchronization clients <i>shall</i> use protocols that employ industry standard encryption, for all communications.		
3.10	The service <i>shall</i> employ technical security controls for securing data when stored and kept at rest.		

<i>Number</i>	<i>Description</i>	<i>Yes</i>	<i>No</i>
4	Integration	NA	NA
4.1	The service <i>shall</i> provide an application-programming interface (API) that provides authorized users with access to the features and functions provided by the service using an HTTP-based interface.		
5	Integration	NA	NA
5.4	Routing information <i>shall</i> be exchanged by use of BGP version 4.		
5.5	The Tenderer <i>shall</i> describe the proposed interconnect method and location(s).		
5.6	The Tenderer <i>shall</i> include an average storage capacity of 20 GByte per user account.		
5.7	Additional storage capacity <i>shall</i> be offered at an equal or lower price.		
6	Other	NA	NA
6.3	The Tenderer <i>shall</i> describe how usage reports are made available.		

### Should requirements

Type yes in the yes column if the respective *should* requirement is fulfilled.

<i>Number</i>	<i>Description</i>	<i>Yes</i>	<i>Points</i>
2	Platforms and formats	NA	NA
2.2	The following market leading systems and client platforms <i>should</i> be supported by the service:	NA	NA
2.2.1	iOS, v5.x and later on at least iPhone and iPad		3
2.2.2	Android, v3.x and later on leading tablet and phone models		2
2.2.3	Windows, XP and later		3
2.2.4	Mac OS, v10.6 and later		3
2.2.5	Linux		1
2.2.6	New devices and versions that acquire a substantial market share (2% or more)		1
2.3	The service <i>should</i> support new versions of supported devices and software within 1 month of their release-date.		1
2.6	The service <i>should</i> provide for in-line viewing of file content for common file formats.	NA	NA
2.6.1	Microsoft Word		1
2.6.2	Microsoft Excel		1
2.6.3	Microsoft Powerpoint		1
2.6.4	Portable Document Format (PDF)		1
2.6.5	Images (gif, jpeg..)		1
2.6.6	Text (MIME-type text/plain)		1
2.8	There <i>should</i> be support for mobile device browsers.		1
2.9	In addition to synchronization clients, the web interface <i>should</i> offer access to the files and directories available to a user using distributed Authoring and Versioning (WebDAV, RFC4918).		1
2.10	The service <i>should</i> support integration with 3rd party services. If supported, it <i>should</i> be possible to allow or deny such integration, per administrative domain.		1
2.13	Users <i>should</i> be able to subscribe and receive notifications about events (subject to normal access control restrictions) in the service including modifications to files and directories.		1
3	Security and Access Control	NA	NA
3.2	The service <i>should</i> support externalized authentication using SAML2 or OAUTH.		3
3.9	The service <i>should</i> support TLS v1 or later for securing access to the web interface.		3
3.11	All data in the service <i>should</i> be maintained and stored in multiple geographical separated locations.		1

<i>Number</i>	<i>Description</i>	<i>Yes</i>	<i>Points</i>
3.12	The Tenderer <i>should</i> describe how the data is stored and the relation with any 3 <sup>rd</sup> party that forms part of delivering the service.	NA	NA
5	Network and storage	NA	NA
5.1	The Tenderer <i>should</i> be able to exchange network traffic at a location where SUNET or NORDUnet has a network presence.		1
5.2	The network capacity <i>should</i> not be restricted.		1
5.3	The network traffic <i>should</i> be exchanged at one or more of the Internet Exchange points in Appendix 2, with either the NORDUnet (AS2603) or SUNET (AS1653) network, or as a private settlement-free peering at Internet Exchange or site locations in Appendix 2.		1
6	Other	NA	NA
6.1	The service <i>should</i> provide the following additional features.	NA	NA
6.1.1	Audits and logs.		2
6.1.2	Lock-out of data on mobile devices.		1
6.1.3	Externalization of groups (i.e. federated groups).		1
6.1.4	Collaboration-features (i.e. tagging and discussions).		1
6.2	The Service <i>should</i> provide the ability to obtain reports on user resource usage for each administrative domain.		1

## Descriptions

3.3	Describe any supported mechanisms for externalized authentication.
3.12	Describe how the data is stored and the relation with any 3 <sup>rd</sup> party that forms part of delivering the service.
5.5	Describe the proposed interconnect method and location(s).
6.3	Describe how usage reports are made available.

## Signature

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Date and place

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Signature by authorized representative

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Name in print

## Appendix 2: Network Locations

### Site locations in the United States

Ashburn	Equinix Ashburn DC2 21715 Filigree Court, Building F Ashburn, VA 20147
New York	ManLan 32 Avenue of the Americas 32 Sixth Avenue New York, NY 10013

### Site locations in Europe

London	Telecity London Hex 8/9 8-9 Harbour Exchange Square London E14 9GE Great Britain
Amsterdam	SARA Science Park 121 1098 XG Amsterdam Netherlands
Stockholm	c/o NUNOC Tulegatan 11, 2tr 18635 Stockholm Sweden
Stockholm	Rålambsvägen 28 E Stockholm Sweden
Copenhagen	METROVEJ 1, 2300 KBH S. Copenhagen Denmark
Copenhagen	DTU, Bygning 304 room 062 Asmussens Allé 2800 Lyngby Denmark
Reykjavik	RHnet Equipment Facilities c/o deCODE genetics Sturlugata 8 101 Reykjavik ICELAND
Hamburg	Globalcrossing Wendenstrasse 375 – 379 1st Floor 20537 Hamburg Germany