NORDUnet Media Management Solution procurement:
Invitation to Submit Outline Proposal Vol. 2

Date of Issue:	03-02-2017
Dissemination Level:	NORDUnet Public
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Definitions

Term	Definition
Bidder	A candidate (including consortia or joint venture arrangements) who submitted a response to the ITT who was selected and invited to participate in dialogue with NORDUnet
Bidder's Response Questions	Numbered question in Volume 2 of the Descriptive Document that a Bidder must answer to describe how it's Detailed Solution meets NORDUnet's Detailed Requirements
Contract Notice	Contract Notice 2016-xxx, published in the Official Journal of the European Union
Descriptive Document	A centralised procurement document that contains the Invitation to Submit Final Bids, comprising: • Volume 1 –Instructions • Volume 2 – Statement of Requirements and Questions • Volume 3 –Contact Terms and Conditions
Detailed Solution	The response to the Bidder's Response Questions set out in Volume 2 and any supporting information that represents the offer from the Bidder
Final Bid	The bid(s) prepared and submitted by each Bidder in response to the ITSFB, presented and specified during the dialogue stage and then refined as the Detailed Solution
Contracting party	NORDUnet A/S
Customer	The customer of the contracting party for example a NREN or University
PQQ	The ESPD and ITSOP
SoR	Statement of Requirements

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1 Introduction

NORDUnet is a joint collaboration by the 5 Nordic National Research and Education Networks in Denmark (DeIC), Finland (CSC Funet), Iceland (RHnet), Norway (UNINETT) and Sweden (SUNET) and operates a world-class Nordic and International network and e-Infrastructure service for the Nordic research and educational community.

NORDUnet A/S is the procuring authority and will be the contracting party that will enter into a Contract with the Bidder(s).

This document is Volume 2 of the three-volume Descriptive Document that both outlines, and is a mechanism for conducting the Media Management Solution procurement process.

Bidders should ensure that they read Volume 1 before responding to this Volume 2.

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2 Outline of the Requirement

2.1 Background

This procurement is designed to enable NORDUnet to purchase a Media Management Solution(s) that will allow NORDUnet and subsequently the Nordic NRENs to resell the solution to their connected and member organisations.

The requirements within this volume 2 have been grouped four three areas: General, Technical, Operations and Commercial and Legal.

Below numbered paragraphs with the prefix "R" denote requirements and are presented in bold; numbered paragraphs with the prefix "Q" denote questions.

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3 Solution requirements

It is ESSENTIAL that before providing an answer to the questions below Bidders have read Volume 1 and that the response to each of the Bidder's Response Questions has information relating to and are relevant to the actual proposed/offered, Detailed Solution and not to other Equipment, Software or Services the Bidder also may have available.

3.1 General requirements

R1 **The proposed Media Management Solution shall be delivered as a multi-tenant managed on-premises solution, hosted by NORDUnet.**

R2 **The proposed solution and features shall be ready for service by end Q2 2017**

Q1 Please provide an executive summary of the proposed solution.

Q2 Please provide 3 three references for similar solutions preferable for higher education, as described in section 2.2.2
For the 3 references the following must be provided:
-Name and size of organisation
-A description of the provided services and integrations
-When the service was implemented
-Contact persons for different roles, ie. Teacher, administrator and student.

3.2 Technical requirements

3.2.1 General requirements

R3 **The solution must be able to run in a standard fully virtualised XaaS (Server and Storage) environment with no dependencies on dedicated or specialised equipment.**

R4 **For migration purposes, it must be possible to automate migration of data into and export of data from the solution using open file formats. (no proprietary file formats)**

R5 **There must be no dependencies on specialised or dedicated recorders.**

Q3 Please describe the processes and architecture of the solution proposed. Please also include information about possible limitations in the solution.

Q4 Please describe how you can automate migration of data into and export of data from the solution using open file formats.

3.2.2 Data security

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R6   **The data associated with the solution shall be encrypted in transit and at rest.**

Q5   Please describe how data is encrypted and protected in the solutions.

Q6   Please describe how data and keys are handled and protected.

Q7   Please describe all other applicable security processes, practices and certifications.

3.2.3 Access control and Identity Management

R7   **The solution shall support externalized authentication using SAML2 and the SAML2int.org profile.**

R8   **The solution shall have an access control system.**

Q8   Please describe all methods for externalized authentication.

Q9   Please describe your access control mechanism and any supported integration.

3.2.4 User interface and communications

R9   **The solution shall have a responsive and accessible HTML-based user interface.**

R10 **The solution shall have an administrative interface.**

R11 **The solution shall support access from mobile devices.**

R12 **The user interface should support multiple languages.**

Q10 Please describe all functions of the user interface.

Q11 Please describe how you currently support multiple languages.

Q12 Please describe and list the currently supported mobile applications and functions, and highlight which, if any, functions in the Media Management Solution are not supported in the mobile device applications.

Q13 Please describe how the Media Management Solution can be used for webinars / MOOCs

Q14 Please describe the currently supported accessibility features.

3.2.5 Media Management functions and functionality

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R13 **The solution shall have the ability to ingest all commonly used media formats (audio and video) from mobile, PC, A/V devices and recorders/cameras.**

Q15 Please describe how you can automate migration of data into and export of data from the solution using open file formats.

Q16 Please describe the file types and formats accepted as ingest formats into the system?

Q17 Please describe the available ingest mechanisms (HTTP upload, FTP, app/in-browser recording etc.)?

R14 **The solution shall enable playback of media on all commonly used platforms – including mobile and desktop platforms.**

Q18 Please describe how you can automate migration of data into and export of data from the solution using open file formats.

Q19 Please describe current player delivery technologies – and how this adapts to different device types, bandwidths and browser versions?

Q20 Please describe your ongoing update effort/schedule in player technology to accommodate for changing device types and emerging file formats and delivery types?

R15 **The solution shall offer commonly used means of content distribution, including embed players, podcasting / XML-feeds and file downloads.**

Q21 Please describe what content distribution methods are available in the solution?

R16 **The solution shall offer detailed analytics and logging of content interactions. Analytics and logs shall be available at different aggregation levels according to user roles (e.g. sys admin, teacher, student).**

Q22 Please describe what user interactions are being logged (playback, download, delete etc.) – and at what aggregation levels these are available?

Q23 Please describe available analytics reports and features – and at what aggregation levels these are available?

3.2.6 Integrations and API

R17 **The solution shall have an API.**

Q24 Please describe which components and versions of the LTI Learning Tool Interoperability standard that are supported.

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Q25 Please describe what user interactions are being logged (playback, download, delete etc.) – and at what aggregation levels these are available?

Q26 Please describe in detail all aspects of the API, or provide a copy of you API documentation

Q27 Please describe and list all existing integrations with third party applications and systems.

3.3 Operations

3.3.1 Support and Maintenance Organisation

R18 **The Bidder shall be responsible for providing a complete solution for the support and maintenance of the solution provided, independently of the sub-contractors being used.**

R19 **The Bidder shall offer a single point of contact "Helpdesk" for reporting and updates on all issues and questions that arise during the use of the solutions provided.**

R20 **The Bidder helpdesk shall be available at least during extended CET office hours (08-19).**

R21 **The Bidder shall have 24/7 support organisation.**

R22 **When recording an incident, the determination of classification shall be at the ultimate determination of the Customer.**

Q28 Please describe your incident management process.

Q29 Please describe in detail the support process and support infrastructure that are currently in place.

Q30 Describe the different ways to report problems to your support infrastructure, e.g. phone, mail, web, etc. Please also describe how a progress of any reported issue can be monitored.

Q31 Please describe the process for communicating updates on incidents and issues to customers.

3.3.2 SLA

R23 **NORDUnet requires the bidder to provide an SLA with service credits attached to it.**

Q32 Please describe in detail the SLAs you propose for the Media Management Solution.

3.3.3 Documentation

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R24 **The Bidder shall provide a service description and all documentation in English.**

R25 **The Bidder shall have all documentation up to date and made available on line 24/7/365 for the Customer.**

Q33 Please describe how customer access documentation and your process for keeping documentation up to date.

3.3.4 Professional Services

R26 **The Bidder shall offer professional consultancy services.**

Q34 Please describe in detail the professional support services, including but not limited to:

Type or scope of services offered.

The process for the Customer to order resources, and any lead times involved for ordering and deployment.

3.4 Commercial

3.4.1 Background to the Commercial Structure

It is assumed that NORDUnet will consume a mix of the services offered. This will be reflected in the TCO model where all services will be included and weighted. Please note the provision for making consolidated volume discounts that will cover the total contract.

3.4.2 Total Cost of Ownership (TCO)

In accordance with Volume 1 Section 2.3, regarding the Invite to Submit Final Bid (ITSFB) NORDUnet will compute the Most Economically Advantageous Tender, which will include a calculation of TCO. The TCO computation method and components will be developed during the procurement process and dialogue sessions.

Q35 Please describe in detail your proposed licensing, price structure and components.

Q36 Please provide your proposed list of services, with indicative prices, including but not limited to the following components; Including both one time and recurring cost

- User licenses
- Standard packages
- Additional features and options
- Support packages
- Professional Services ie. Implementation, integrations etc.

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3.4.3 Contract Governance & Contract Template

Volume 3 contains NORDUnet's contract template.

R27 Bidders must accept the use of NORDUnet's contract template.

Other than the below mentioned benchmarking process in Para 8, Bidders may provide a maximum of 5 (five) suggested changes to the contract terms in Volume 3. Each of these 5 (five) suggestion must not in itself contain multiple suggestions.

Q37   Please provide a maximum of five suggested changes to the contract template. For each suggested change, there should be a brief justification for the suggestion. Please note that any changes to the current contract wording will be solely at NORDUnet's discretion.

Q38   The requirement for benchmarking shall be defined in Volume 3, Para 8. In case Bidders have suggestions for changes to the current wording of Para 8, please provide your approach to benchmarking during the life of the Framework Agreement. The aim is to ensure that the costs represent good value for money over its life. Changes to the current wording will be at NORDUnet's discretion. Please describe your proposal for benchmarking.

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