

# **NORDUnet Media Management Solution Procurement Invite to tender**

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## Foreword

All costs for developing proposals and all other costs and expenses associated with the dialogue process and resulting negotiations are the exclusive responsibility of the Bidder.

Information provided in response to this procurement may be shared with any National Research and Education Network (NREN) listed in the Official Journal of the European Union (OJEU) Notice (Ref. No. 2017/S 026-046602) and/or their professional advisors. The information will be held in confidence and used solely for the purpose of this procurement and for awarding any resultant framework agreements.

The term “Bidder” will be used to describe economic operators who respond to this Invite.

# 1 Introduction

NORDUnet is a joint collaboration by the five 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 eInfrastructure services for the Nordic research and educational community.

This document form part of the procurement for a Media Management Solution, as advertised in the Official Journal of the European Union (OJEU 2017/S 026-046602).

It is anticipated that this procurement will result in the award of one or more contracts subject to Bidders meeting any minimum requirement thresholds. NORDUnet is not obligated to award any Contract(s) as a result of this procurement.

This procurement for a Media Management Solution will be managed according to the competitive dialogue procedure, as specified by the 2014/24/EU Procurement Directive. This document is an integral part of the competitive dialogue procurement announced by NORDUnet in the Supplement to the Official Journal of the European Union.

A team comprised of representatives from NRENs and NORDUnet will conduct the procurement process as the Procurement Team (PT); further detail on the future stages of the procurement process is contained in part 3 of this document.

Part 2 of this document is the Initial Information Note about the scope of requirements to be included within this procurement for all NRENs.

Part 3 and 4 provide indicative guidance on the subsequent stages of the procurement process and shortlisting process respectively.

Part 5 provides a short statement on record retention.

The ESPD as described in Annex A: ESPD form

## 2 Outline of the Requirement

This part of the document is to help potential Bidders decide whether to express an interest in the proposed contract and is referred to as the “Initial Information Note”. The procurement will be undertaken using the competitive dialogue procedure under the Procurement Directive.

### Background

NORDUnet currently operate and deliver a Media Management System Service based on the Kaltura On-Prem Edition, to the NRENs in Denmark (DeIC), Finland (CSC/FUNET) and Norway (UNINETT) and their connected institutions. For Sweden (SUNET) the Service is provided using the Kaltura SaaS Edition.

This procurement is designed to enable NORDUnet to purchase a Media Management Solution that is a managed on premise installation, that has the capability to be multi-tenant, to allow NORDUnet and subsequently the Nordic NRENs to resell the service to their connected and member organisations. The solution is to cover the full scope of the existing services as described above.

## 2.1 Solution Requirements

### 2.1.1 Services

- A standardised, modular and flexible Media Management Solution service.
- Provided as a Managed dedicated multi-tenant on premise solution.
- With the capability to run in a standard fully virtualised XaaS (Server and Storage) environment with no dependencies on dedicated or specialised equipment.
- A license grant that allow for NORDUnet supplying the service to all of the Nordic R&E community.

### 2.1.2 Professional Services

- The Bidder must have a single point of contact helpdesk.
- The bidder must have a 24/7 Support organisation.
- The bidder must be able to perform Managed upgrades and support.

### 2.1.3 Interoperability

- The solution must be able to integrate with external systems, using a well-defined API.
- The solution must support externalised Authentication and Authorisation.

### 2.1.4 Commercial

- The commercial proposal should recognise the economies of scales for purchases by NORDUnet in support of all the Nordic NRENs and their community.

### 2.1.5 Legal

- All data stored and transferred by the service shall remain the legal property of the customer and the provider shall not assert any rights over any data uploaded to the service.

## 3 Indicative Procurement Process

A three-stage procurement process is being used in accordance with the competitive dialogue procedure, as defined in the Procurement Directive article 29.

Stage One comprises the prequalification documents ESPD and ITSOP, which will be used to identify and select suitable Bidders to proceed to the dialogue Stage.

Stage Two will consist of selection of Bidders to participate in the Dialogue stage and the Dialogue stage itself. Bidders not selected for the Dialogue stage will receive a decline letter. Bidders selected will receive an Invitation to Participate in Dialogue (ITPD).

Stage Three will be the final bid, due diligence and contract production process. An ITSFB will be issued and after evaluation of responses to the final ITSFB, one or more Bidders, will potentially be awarded a contract, subject to any clarifications being satisfactorily resolved. This will include ensuring previously submitted answers are still correct.

A timetable of the procurement process is outlined in Table 3.1 below. NORDUnet reserves the right to alter the timetable at any time. To assist with planning, the dialogue sessions will be scheduled in alphabetical order of Bidder name.

To aid planning, it is proposed that all dialogue sessions will be face to face, and held in NORDUnet's office in Copenhagen, Denmark.

**Media Management Procurement**

NORDUnet Copenhagen Office adresse:  
Kastruplundgade 22,1  
2770 Kastrup

Where a Bidder qualify to participate in dialogue sessions a NORDUnet contact that can assist with hotel bookings at discounted rates and other logistic issues will be made available to you.



Stage	Event	Date	Number of Bidders
One	OJEU Notice published	03 February 2017	∞
	ESPD and ITSOP forms published	12:00 GMT 03 February 2017	
Two	Videoconference briefing for all bidders	12:00 GMT 17 February 2017	Max 5
	ESPD and ITSOP response deadline	12:00 GMT 10 March 2017	
	Decline letters and ITPD notice issued	17 March 2017	
	Videoconference briefing for Bidders invited to participate in dialogue Dialogue – 1 day per Bidder	24 March 2017 3 April – 7 April 2017	
Three	ITSFB issued	12 April 2017	Max 5
	ITSFB response deadline	12:00 GMT 19 May 2017	
	Contract Award	31 May 2017	

Table 3.1: Procurement process timetable

Economic operators wishing to be shortlisted for participation in the dialogue and subsequent invitation to submit final bids should complete the ESPD and ITSOP documents in accordance with the instructions set out in Part 4 *Shortlisting for Competitive Dialogue*

## 4 Shortlisting for Competitive Dialogue

### 4.1 Purpose of the ESPD and ITSOP Evaluation Processes

NORDUnet invites economic operators to respond to the Official Journal of the European Union (OJEU) Notice by answering the questions set out in the ESPD Annex A to this document and submit an ITSOP Response.

The purpose of the pre-qualification and the ESPD and ITSOP evaluation processes is to assess the Responses and select Bidders to proceed to Stage Two of the procurement process, competitive dialogue.

Each Response will be checked for completeness and compliance with the requirements. NORDUnet reserves the right, at its absolute discretion, to reject any incomplete or non-compliant responses, which may prevent the Bidder from further participation in this procurement.

NORDUnet reserves the right at any stage of the procurement process, to exclude an Bidder, if it becomes aware of any omission or misrepresentation in the Bidder's ESPD Response.

NORDUnet reserves the right to seek independent third-party advice and assistance to validate information submitted by Bidders or to assist in the evaluation process.

NORDUnet reserves the right to conduct site visits, hold interviews and request presentations at any time during this procurement process.

**Please note: To ensure sufficient variation in the proposed solutions NORDUnet reserves the right to pre-qualify only one provider of each bespoke solution to participate in the dialogue.**

### 4.2 Responding to the ESPD and ITSOP

#### 4.2.1 Return of the ESPD and ITSOP Response

As an initial step all Bidders should express an interest by sending an email to [tender@nordu.net](mailto:tender@nordu.net) with the subject "NORDUnet Media Management Solution tender 2017" in the Subject field.

The email must contain the following;

- Bidder Company Name

**Media Management Procurement**

- Contact person, email and telephone number

In return NORDUnet will provide each Bidder access to a secure folder where the requested reply documents can be downloaded from and a separate folder where the replies can be uploaded.

In order to be considered for shortlisting, each Bidder must provide the information requested in the ESPD. The ESPD must be submitted to the supplied folder either as a PDF or as .xml. A scanned copy of the document will also be accepted.

Regarding the ITSOP please refer to the ITSOP itself and the instruction in Vol. 1.

### 4.3 Bidder Briefing Session

NORDUnet will conduct one single briefing session for all Bidders as a web conference at 12:00–13:00 GMT on 17<sup>th</sup> February 2017. A recording of the briefing will be made available.

The purpose of the briefing session is for NORDUnet to explain the dialogue process and to check that each Bidder understands the overall procurement process. The agenda for the briefing session will be as follows:

- Introductions
- Presentation from NORDUnet
- Q&A session.

Participation details are as follows:

**NORDUnet web conferencing meeting facility**

Join from PC, Mac, Linux, iOS or Android: <https://nordunet.zoom.us/j/8804330816>

Or iPhone one-tap (US Toll): 16465588656,8804330816# or 14086380968,8804330816#

Or Telephone: Dial: +1 646 558 8656 (US Toll) or +1 408 638 0968 (US Toll) +358 800 102 188 (Finland Toll Free)

Meeting ID: 880 433 0816

International numbers available:

[https://nordunet.zoom.us/join?m=s4B8oYHq\\_xJHPPIoB-nK123DPme5Ano6](https://nordunet.zoom.us/join?m=s4B8oYHq_xJHPPIoB-nK123DPme5Ano6)

Or a H.323/SIP room system:

Media Management Procurement

H.323: 109.105.112.236 Meeting ID: 880 433 0816

SIP: 8804330816@109.105.112.236

**Please test to login before the actual meeting to rule out any issues.** The conference room will be available for testing 08:00-12:00 GMT on 17<sup>th</sup> February 2017.

For connectivity issues or other technical support during testing or the briefing meeting please contact:

Jørgen Qvist

Email: [qvist@nordu.net](mailto:qvist@nordu.net)

Mobile phone: +45-31621400

## 4.4 Clarification

NORDUnet will at this stage not enter into detailed discussions on the requirements of this procurement with individual Bidders.

Bidders may ask clarification questions up to five calendar days before the Response submission deadline. These should be submitted via email to [tender@nordu.net](mailto:tender@nordu.net) with the subject "NORDUnet Media Management Solution tender 2017" in the Subject field.

If NORDUnet considers any question or request for clarification to be of material significance, both the query and the response will be communicated, in a suitably anonymous form, in a separate clarification document, which will be available to all Bidders at <https://portal.nordu.net/pages/viewpage.action?pageId=59969340>

## 4.5 Evaluation of the ESPD Responses

### 4.5.1 Summary and Shortlisting

This process of shortlisting will involve the evaluation of both the ESPD and ITSOP responses. Please note that only Bidders that have been shortlisted based on their ESPD response will have their ITSOP response evaluated.

## 5 Record Retention

By submitting a response to this ITT, an Bidder accepts that NORDUnet will keep a copy of the response and all other documentation and correspondence received from the Bidder relating to this procurement for until 2026. NORDUnet will keep this information in order to maintain the records required for audit purposes. At the end of the ten-year period, NORDUnet will destroy any information that it holds relating to this procurement.

## Annex A: ESPD form

Please use the ESPD .xml available for download and the ESPD online tool  
<https://ec.europa.eu/growth/tools-databases/espd/welcome>

or use the pdf available for download to provide your response.

## Glossary

<b>API</b>	Application Programming Interface
<b>ESPD</b>	European Single Procurement Document
<b>FTE</b>	Full-Time Equivalent
<b>ITPD</b>	Invitation to Participate in Dialogue
<b>ITSFB</b>	Invitation to Submit Final Bid
<b>ITSOP</b>	Invitation to Submit Outline proposal
<b>LMS</b>	Learning Management System
<b>NREN</b>	National Research and Education Network
<b>OJEU</b>	Official Journal of the European Union
<b>PQQ</b>	Prequalification Questionnaire
<b>PT</b>	Procurement Team
<b>R&amp;E</b>	Research and Education
<b>TCO</b>	Total Cost of Ownership
<b>VAT</b>	Value Added Tax