

# SUNET survey and course evaluation service tender Q&A's

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Q: Are all listed organisations entitled to use the service? Some of the listed organisations are not in research or education organisations. For example, there are privately owned companies like Net At Once AB and TDC Sweden AB that work with Internet access distribution and related services. In the tender document, there is no comment about reselling the services that you buy from SUNET or there is no restriction that this service is only for research and education organisations? Is it possible to add this type of restriction in the agreement?

A: The inclusion of the mentioned companies is an omission from our side, due to the fact that they are operating the network on behalf of some of our customers (already mentioned in the list). Those can be disregarded.

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Q: The tender document claimed that the price shall be based on the total price per "user account" per month. The term "users account" is used for both respondents and users (people who have the right to create and manage surveys). How is "users account" calculated? When an organization subscribes to the Service via SUNET, should we count all registered students and staff as "Users Account" or should we only count those who are registered as respondents/users in the system?

A: By users accounts we mean active users that can log in to the system. This also means that students that have completed their studies shall not be counted. Both Students and staff shall be counted as user accounts, as described in the tender reply form regarding financial information "A minimum of 20% of the users shall be able to create surveys given the offered price." Those 20% of the users are the ones that shall be able to create and manage surveys.

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Q: What is intended by "standard collaborative features" and how they are meant to be used in the system.

A: By standard collaborative features we mean aspects such as tagging, commenting and other forms of annotations aimed at supporting collaborative workflows around surveys and other objects in the system.

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Q: Can it be assumed that the term TLS means Transport Layer Security.

A: Yes, that is correct.

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Q: In "General information on this Public Procurement" on page 3 it states that "The service is going to be made available for purchase by all SUNET Connected organizations". Are we as a supplier the ones to provide the service directly, or is it SUNET the service provider? If SUNET provides the service, should this be done at a self-cost price or is it planned to take into consideration that it also can generate profits for SUNET?

A: SUNET will be the contracting party and will be the one that provides the service to the Universities. The intention is to provide the service as close to self cost as possible.

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Q: In the procurement document there is no statement on end customer support. Is it SUNET or the supplier who will provide support?

A: We will leave it up to you to suggest options, but we assume that the end user support will be done according to the SUNET project model, as described at the SUNET web page <http://www.sunet.se/Om-sunet/Strategiskt-arbete.html>.

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Q: In the procurement document there is no plan for training of the end user. Is it SUNET or the supplier who will provide training?

A: We will leave it up to you to suggest models for training.

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