

APPENDIX 2

LOT 2: INTERNET CONNECTIVITY AND E-MAIL SERVICES

A. TECHNICAL SPECIFICATIONS

EXISTING SYSTEMS

Internet:

Fiber connection with guaranteed symmetrical data transmission speed min 100 Mbps. The service provides Bit rates: for domestic data traffic – up to 100 Mbps, for data traffic to/from abroad – up to 50 Mbps

Internet access point interface – Ethernet 100Base-T

6 fixed public IP addresses

24 x 365 service monitoring and round the clock technical support

SLA: fault recovery within 2 to 4 hours, monthly service availability 99,5%, service availability and time to repair are supplied and supported on a 7x24 basis, SLA on packet delivery in percentage terms (99,9%)

E-mail services:

The mail-flow to BEREC Office Internal mail server (Exchange 2010) by opening the required ports for SMTP and remote access.

Data Network environment:

1 server; MS Small Business Server

2 multi-functional printers

Cisco ASA 5500 router, 2 Cisco Switches

Gigabit LAN

One server room

Number of users: 35

Place of delivery:

All the required services must be delivered at the BEREC Office in Riga, Latvia.

1. INTERNET CONNECTIVITY

The scope of work in the proposed Tender includes; providing continuous access to Internet resources in Latvia and abroad with no change for the amount of sent/received data Bit rates for domestic data traffic min. 100 Mbps (1:1) guaranteed symmetric, for data traffic to/from abroad min. 50 Mbps (1:1) guaranteed symmetric

The scope of the work includes supply, installation and commissioning of related hardware and software for setting up Internet connection at the BEREC Office site in Riga.

The scope of work also includes configuration of all related hardware and software including any training to BEREC Office IT, if required. The ISP shall accomplish any jobs, services that are not mentioned above but are required for completion of project, without any extra charges for completeness of the work under contract. Please note that the price quoted would include conveyance and any other incidental charges.

New public range of 6 IP addresses. The new IP address range must be an independent range fully assigned to BEREC Office. A remote access and assistance for any needs should be available during the normal working hours.

Propagation of the existing DNS service transfer (berec.europa.eu) from the actual 6 IP address range to the new 6 IP address range must be done in less than 150 hours. The existing 6 IP addresses will not be closed before the propagation to the new IP addresses is 100% complete;

All Internet connections must be done through a proxy server which will log all users' activity. These logs must be available on request of the BEREC Office.

The bidder should preferably have bandwidth from more than one International Internet Gateways for higher redundancy.

A connectivity router including installation and configuration: The contractor must fully manage the router and the connectivity

The bidder must be in a position to offer guaranteed uptimes and SLA. The bidder must commit uptime and other SLA parameters. The SLA should be part of the proposal.

Service availability: The availability of the service must be greater than 99,5% within 12 months period to the BEREC Office server room in Riga. The downtime provoked by those interventions not requested by the BEREC Office will be taken into account to calculate the availability rate; only the downtime provoked by scheduled interventions requested by the BEREC Office will be excluded;

Availability (uptime) statistics for the ISP's network, response times in case of failure, network management facilities and customer support and a compensation model for downtime or non-delivered performance should also be described in the offer.

Network management: The provider must proactively manage and monitor the Internet service and/or any related connectivity services and hardware and this 24h/24, 7d/7;

Incident Management: Guaranteed Resolution time must be maximum 8 hrs. after the incident occurs; this includes a full 100% connectivity and its related services up and running again, as well if needed a full hardware replacement. The last known up and running configuration must always be applied to any incident management resolution.

Hotline Service: The provider must offer a hotline with helpdesk for support reachable 24h/7d;

Help Desk System: The provider must give BEREC Office an access to their Help Desk System to record incidents and follow resolutions;

Reporting: The contractor should provide reports about the utilization and the availability of the services. This should be available in electronic form;

Service Review Reports & Software

A. The bidder shall provide following reports on the web for reviewing service parameters.

- (i) Actual bandwidth
- (ii) Summary of usage weekly, monthly & quarterly.
- (iii) Monthly network bandwidth availability

B. The bidder shall provide web based interface capable to provide the following information and functionality at the server administrator level in BEREC Office, Riga

- User activity log
- Maintaining the list of denied sites

Exit Management: An exit mechanism is foreseen to ensure the handover of the Internet connectivity services at the end of the Contract without impact on the services or service level degradation. This handover procedure shall be an integral part of the service provision. No additional cost for the BEREC Office shall result from this handover procedure. The Contractor commits itself to handing over any relevant information to a potential future Contractor in order to ensure a smooth transition and the business continuity.

2. E-MAIL SERVICES

BEREC Office has Microsoft Small Business Server 2011 (SBS).

Contractor should enable the required traffic to the SBS by opening the necessary ports on its router. Also for remote access. Berec Office is hosting its own firewall. BEREC Office will use Microsoft Online Forefront Endpoint for Exchange Services for spam filtering and antivirus protection.

B. FINANCIAL OFFER

The maximum budget available for the entire duration of the contract is **EUR 60 000**.

- Prices must be based on proposed discounts from your official price lists. Prices proposed shall include all types of costs to be borne for the performance of the framework contract. Tenderers are requested to provide prices for all services and supplies they tender for.
- Amounts must be quoted **in EUR and LVL**. Prices must be fixed amounts and be calculated exclusive of all duties and taxes, with separate indication of VAT.
- Prices in the financial proposal will be considered as future reference for contract prices.
- Tenderers are requested to complete the cost table below:

Service	Unit	Price in LVL	Price in EUR
Installation fee	service		
Monthly fee for guaranteed symmetrical fiber connection min 100 Mbps	month		
Email services (for 35 users)	month		
Fees for Support and Maintenance - 24 x 365 service monitoring and round the clock technical support (incl. Hotline Service & Help Desk System)	month		