

# **ANNEX A.1 – TECHNICAL SPECIFICATIONS**

## **Provision of Internet, Voip & Mobile Services**

**F-SE-14-T07**

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# 1 Technical specifications

## 1.1 Objectives

The Council adopted a Regulation establishing the European Union Agency for Fundamental Rights (16241/06) In December 2003, the European Council agreed to extend the mandate of the European Monitoring Centre on Racism and Xenophobia, established by Regulation (EC) No1035/97, and transform this Centre into the EU Agency for Fundamental Rights (hereafter referred as “the Agency”). The seat of the Agency will remain in Vienna (Austria).

The objective of the Agency will be to provide the relevant institutions, bodies, offices and agencies of the Community and its Member States implementing Community law with assistance and expertise relating to fundamental rights in order to support them when they take measures or formulate courses of action within their respective spheres of competence to fully respect fundamental rights. The Agency became operational on 01 March 2007.

The Agency intends to sign three (3) framework contracts for the Provision of Internet, VoIP & Mobile Services as described in the present document.

## 2 Title of the Contract

The title of the contract is “**Provision of Internet, VoIP & Mobile Services**” and it is divided into the following three (3) Lots:

*Lot 1 – Internet services*

*Lot 2 – VoIP telephony*

*Lot 3 – Mobile telephony*

## 3 Required services

The services required are organized in 3 separate Lots. Tenderers may decide to apply for one, two or all Lots. If a tenderer opts to provide offers for more than one Lot then the tenderer needs to prepare a separated offer including all requested documents and annexes for each Lot.

The purpose of this invitation to tender is to award a maximum of three (3) Framework Contracts in cascading order per Lot. Contract duration will be four (4) years, with a possibility of extensions to five or six years.

## **4 Overview of current situation**

### **4.1 Existing infrastructure**

#### **4.1.1 Internet services**

The Agency has currently established an internet connection of 12Mbps with a backup line of 4 Mbps.

#### **4.1.2 VoIP telephony**

FRA's voice communication solution is based on MS Lync 2013 directly connected to a SIP trunk in a redundant design. User are communicating by soft and hard clients as well as mobile clients. The current SIP trunk is connected to the FRA CISCO ASA cluster. Current bandwidth used for PSTN calls is 4 Mbps with a backup of 1 Mbps

#### **4.1.3 Mobile telephony.**

The Agency has activated 20 SIM (Nano, Micro and Standard) cards under the current Framework contract.

## **5 Service requirements**

### **5.1 LOT 1 Internet connectivity and Internet VPN connectivity**

#### **5.1.1 Requested services**

The Agency requires low-latency Internet access for the following purposes:

- To allow users on the LAN to access the internet for Web browsing;
- To allow sending and receiving of e-mails via SMTP;
- To allow public to access the internet site and other internet based information services;
- To deploy VPNs to allow connections with remote locations.

Due to the nature of these services, 24x7 availability is crucial.

The tenderer is requested to provide a full open Internet access with no filtering/QoS of any kind.

#### **5.1.2 Bandwidth**

The contractor must provide the possibility to start logically at 30 Mbps. It must be scalable to 54 Mbps in steps 8 Mbps on demand at any given time. This connection must provide access to the public internet without any port or service limitation.

### 5.1.3 Local Loop

The Contractor shall be responsible for the delivery of the Local Loop. The cost related to this shall be included in the financial offer of the tenderer and shall not be indicated separately.

The tenderer shall provide information on network latency to main European hubs as well as information concerning packet loss within its network.

### 5.1.4 Business continuity

In order to comply with the Agency's business continuity standards, the tenderers shall provide the above mentioned back-up Internet connection based on a different, redundant hierarchical network topology or a different provider. Tenderers shall provide evidence of their capacity to ensure that in case of a fault in the primary Internet connection a back-up Internet connection will continue to work. Tenderers shall also describe how an automatic and seamless switch to the back-up connection will be implemented in case of unavailability of the primary connection

### 5.1.5 IP subnet

Provision of a public /26 IPv4 network. The new IP address range must be an independent range fully assigned to FRA.

### 5.1.6 DNS services

The contractor shall offer DNS services for the FRA external domain. The contractor shall provide access to a management tool where FRA can enter, update and delete DNS entries for its domain fra.europa.eu.

### 5.1.7 SMTP backup queue

The contractor shall provide a backup queue for FRA emails in cases where FRA's emails system might not be available.

### 5.1.8 Backup Internet connection

Copper connection shall have a speed of minimum 12 Mbps in upload and minimum 12 Mbps in download. In cases where the primary internet connection is not available the system shall switch to the backup line automatically. The backup line needs to provide the same services as the primary line.

### 5.1.9 Reporting

The provider must provide reports about the utilization and the availability of the services. This should be available in electronic form.

### 5.1.10 DSL internet service

A separate DSL internet service with a minimum download capacity of 8 Mbit/s might be requested.

### 5.1.11 Service level agreement

A Service Level Agreement (SLA) shall form a part of the Contract. The tenderer shall include in their offer a draft SLA which shall include at least the following:

#### 5.1.11.1 Roles and responsibilities

It shall include contact persons of the Contractor and the Agency, clearly identified with their names, email addresses, and telephone numbers. The selected Contractor shall provide at least one contact person as the account and service manager, who shall act as an interface for all contractual, technical and operational matters. The Agency shall provide at least one contact person as the administrative and service manager, who will be the interface for all technical and operational matters.

#### 5.1.11.2 Helpdesk

Helpdesk services which shall have the following characteristics:

- 24h/7 availability of a dedicated telephone customer service accessible from all over the world which shall be able to communicate in English language,
- Helpdesk support to be provided during office working hours from 8h00 to 19h00.
- The support for the equipment managed exclusively via the Helpdesk.
- Maintenance/repair/replacement service which must be available during normal working days for the hardware/devices supplied by the Contractor.

#### 5.1.11.3 Service availability and metrics

All the service properties concerned by this SLA refer to the availability of the network in terms internet services.

The Agency is expecting to receive internet services at a minimum of 99.85% each month (target value: less than 1 hours network down-time per month = maximum 1 hours network down-time allowed).

#### 5.1.11.4 Quality of the billing and invoicing

This aspect shall measure the quality of billing and the frequency and timeliness of the invoicing. Invoices shall be delivered by regular post and via e-mail or via website download on a monthly basis.

The Billing report shall contain all the details of the consumption with clear indication of the item

#### 5.1.11.5 Interruption of the service (non-compliance)

In case of a non-compliance with any of the target values set out in the SLA attributable to the Contractor, the Agency may request the Contractor to reduce the related monthly fee or, as appropriate, the amount due for the

service concerned, indicated in the related monthly invoice, proportional to the number of days on which the non-compliance occurred during that month.

**5.1.11.6 Force majeure:**

Whenever a service interruption cannot be prevented (i.e. by installing redundant equipment) nor foreseen by any means, this shall be considered as "Force Majeure".

**5.1.11.7 Planned interventions**

Planned interventions are not considered as outages. However, as the term itself implies, they must be planned upfront.

**5.1.11.8 Incident Management:**

Guaranteed Resolution time must be maximum 8hrs 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.

**5.1.12 Consultancy services:**

The contractor may be called to provide consultancy in the areas covered in this Lot. The consultants will be assigned tasks such as design, implementation and administration of solutions.

**5.1.13 Migration of services:**

The Agency has currently in place a contract for internet services. To ensure the seamless migration of these services from the current provider to the selected Contractor the tender shall include detailed migration plans for both the running-in and running-out phases of the Contract. In particular, tenderers must ensure the following:

**5.1.13.1 Running-in phase:**

An effective and smooth migration of all the settings installed by the current Contractor (i.e. connectivity, numbering) to the selected Contractor and a seamless portability/migration of the current numbering.

**5.1.13.2 Running-out phase:**

An effective and smooth migration of all the settings installed during the implementation of the Contract (i.e. connectivity, numbering, etc.) to an eventual new Contractor.



## **5.2 LOT 2 VoIP telephony**

### **5.2.1 Requested services**

The tenderer shall provide a SIP trunk solution which enables the FRA staff to establish and receive PSTN phone calls via MS Lync 2013 from and to any destination worldwide. The offer must include all required works, installations, network services and equipment required to provide the SIP trunk service as described. The required primary bandwidth shall cover a minimum amount of 90 simultaneous PSTN calls using codec G.711. A backup line shall cover minimum 35 simultaneous PSTN calls using codec G.711

### **5.2.2 Compliance requirements**

The requested SIP trunk service shall be in compliance or fully compatible with the requirements set down by Microsoft.

The successful tenderer shall provide the required equipment (gateway, session border control etc.) in compliance with the requirements set down by Microsoft for MS Lync 2013 in the following link: <http://technet.microsoft.com/en-us/office/dn788945>

### **5.2.3 Number plan**

Preserve the existing numbering plan: The short 5 digit number 01/58030 in the FRA Headquarters Vienna must be ported from the current contractor.

### **5.2.4 Service Level Agreement**

A Service Level Agreement shall be part of the Contract. The tenderer shall include in their offer a draft SLA which shall include at least the following:

#### **5.2.4.1 Service availability**

The availability of the service must be greater than 99,95% within 12 months period to the FRA computer room located on the 3rd floor. The downtime provoked by those interventions not requested by the Agency will be taken into account to calculate the availability rate; only the downtime provoked by scheduled interventions requested by the Agency will be excluded;

#### **5.2.4.2 Incident Management:**

Guaranteed Resolution time must be maximum 8hrs;

#### **5.2.4.3 Hotline Service:**

The provider must offer a support service-desk reachable 24h/7d;

#### **5.2.4.4 Reporting:**

Detailed statistics of outgoing calls by zone. The last three digits of reported phone numbers must be masked.

### **5.2.5 Tariffs**

VoIP service as flat rate without additional charges. A detailed analysis of the amount of placed calls and destination zones covering the period 01.01.2013 – 31.12.2013 can be found in article 7.2.

### **5.2.6 Consultancy services:**

The contractor may be called to provide consultancy in the areas covered in this Lot. The consultants will be assigned tasks such as design, implementation and administration of solutions.

### **5.2.7 ISDN and Analog telephony services**

The Agency may request a low volume of ISDN or analog telephone lines for services such as fax, video conferencing etc.

### **5.2.8 Migration of services:**

The Agency has currently in place a contract for fixed telephony services via a SIP trunk. To ensure the seamless migration of these services from the current provider to the selected Contractor the tender shall include detailed migration plans for both the running-in and running-out phases of the Contract. In particular, tenderers must ensure the following:

#### **5.2.8.1 Running-in phase:**

An effective and smooth migration of all the settings installed by the current Contractor (i.e. connectivity, numbering) to the selected Contractor and a seamless portability/migration of the current numbering.

#### **5.2.8.2 Running-out phase:**

An effective and smooth migration of all the settings installed during the implementation of the Contract (i.e. connectivity, numbering, etc.) to an eventual new Contractor.

## **5.3 LOT 3 Mobile telephony**

### **5.3.1 Mobile voice services**

Traffic description:

- National traffic (Austria):
  - o Mobile-to-fixed calls originating from the Agency's GSM phones to Austrian fixed numbers,
  - o Mobile-to-mobile calls originating from the Agency's GSM phones to any Austrian mobile numbers.
  
- International traffic (other countries):
  - o Mobile-to-fixed calls originating from the Agency's GSM phones to any other country fixed numbers.
  - o Mobile-to-mobile calls originating from the Agency's GSM phones to any other country mobile numbers.
  
- Roaming-in traffic: received calls by the Agency's GSM phones while abroad.
  
- Roaming-out traffic: originated calls from the Agency's GSM phones while abroad.

### **5.3.2 Mobile Data service**

3G data connection is increasingly important for the staff members while on mission. Along with the possibility to use their mobile handset to check e-mails and send/receive attachments, the Agency's staff must be able to use 3G data connection with PC laptop using either their handset or a USB 3G data modem.

All data connections should allow at least the traffic on the following protocols:

- HTTP/HTTPS
- SMTP
- POP3
- IMAP
- IPSEC
- VoIP
- FTP

The list of allowed protocols should be open to new additions that could be requested by the Agency during the implementation of the Contract, based on new connectivity needs that the Agency might have.

The tenderers shall specify the allowed and not-allowed protocols.

### **5.3.3 Management portal**

The contractor shall provide an online management portal providing the following services:

- SIM card activation / deactivation

- Tariff adaptation per SIM card
- Access to detailed electronic invoice data and volume statistics.

#### **5.3.4 Access to SIM cards**

At the start of the contract the selected contractor shall provide a set of 10 standard, 10 micro and 15 nano SIM cards free of charge. Additional SIM cards shall be provided free of charge upon request within max. 5 business days.

#### **5.3.5 Data access USB sticks**

The tenderer shall include in their offer a 3G/4G PC-Data connection kit which shall support, the proposed 3G/4G data technology standard (UMTS, HSDPA/HSUPA, LTE)

#### **5.3.6 Service Level Agreement**

A Service Level Agreement shall be part of the Contract. The tenderer shall include in their offer a draft SLA which shall include at least the following:

##### **5.3.6.1 Service availability**

The availability of the service must be greater than 99,95% within 12 months period. The downtime provoked by those interventions not requested by the Agency will be taken into account to calculate the availability rate; only the downtime provoked by scheduled interventions requested by the Agency will be excluded;

##### **5.3.6.2 Incident Management:**

Guaranteed Resolution time must be maximum 8hrs;

##### **5.3.6.3 Hotline Service:**

The provider must offer a support service-desk reachable 24h/7d;

##### **5.3.6.4 Reporting:**

Detailed statistics of outgoing calls by zone available online. The last three digits of reported phone numbers must be masked. The statistics must be available in electronic form for further analysis.

#### **5.3.7 Tariffs and zones**

Invoices must be issued on a monthly or quarterly basis in a paper format. The connection details of the phone calls should be partially masked. The contractor provides access to all connection details in electronic form upon request. The tenderer shall provide prices based on the services described below. For all other services available on the official price list, the tenderer shall provide a discount in percent applicable to his official price list.

## Voice

The Agency is looking for a flexible and evolving tariff scheme based on a “concentric circles” approach and on the fleet-to-fleet concept. The Agency considers four (4) different zones:

1. The “Headquarters zone” (HQ) represents the “home” of all SIM cards. Within the Headquarter zone, traffic must be handled with a flat-fee scheme. The HQ zone is Austria.
2. The “EU-28” zone is composed of the 28 EU countries. The tariffs are expected to be as much uniform as possible: same tariffs for all the countries and same tariffs for all hours around clock.
3. The “Fleet to fleet” zone in all cases (“Headquarters Zone”, “Preferred Zones”, or “Rest of the World”), tenderers shall propose a special price for the following traffic types:
  - a. Mobile-to-mobile calls between two GSM from the Agency’s fleet. For the “Headquarters zone” this kind of calls are encouraged to be free of charge. For the EU-28 zone tenderers shall provide a unique price for all the countries and for all hours around clock.
  - b. Mobile-to-fixed calls between the Agency’s GSM and the Agency’s fixed telephone (the fixed telephone being located in the Headquarters zone). For the “Headquarters zone” this kind of calls are encouraged to be free of charge. For the EU-28 zone tenderers shall provide a unique price for all the countries and for all hours around clock

## Mobile Data

The “Data headquarters zone” is Austria: The tenders need to include in their offer options for various flat-fee schemes based on their official price list.

The “EU-28 Data Zone”: As a minimum requirement, tenderers shall provide the service in at least the EU-28 member states. Within this zone tenderers may propose an “aggregated volume” tariff scheme or a flat-fee tariff.

The Rest of the World (ROW) zone comprises countries which are not in any of the above mentioned zones.

### **5.3.8 Reporting:**

Detailed figures on calls by country, unit price roaming in and roaming out detailed figures. The same applies to data calls.

### 5.3.9 Migration of services:

To ensure the seamless migration from the current provider to the selected contractor the tender shall include detailed migration plans for both the running-in and running-out phases of the Contract. In particular, tenderers must ensure the following:

#### 5.3.9.1 Running-in phase:

An effective and smooth migration of all the settings installed by the current Contractor (i.e. connectivity, numbering) to the selected Contractor and a seamless portability/migration of the current numbering.

#### 5.3.9.2 Running-out phase:

An effective and smooth migration of all the settings installed during the implementation of the Contract (i.e. connectivity, numbering, etc.) to an eventual new Contractor.

### 5.3.10 Consultancy services:

The contractor may be called to provide consultancy in the areas covered in this Lot. The consultants will be assigned tasks such as design, implementation and administration of solutions.

## 6 Place of Work

The place of performance of the tasks shall be the Contractor's premises or any other place indicated in the tender

## 7 Market Volume

### 7.1 LOT 1 Internet connectivity and Internet VPN connectivity

The number of users at the Headquarter is about 140 during the overall duration of the contract.

### 7.2 LOT 2 Voice telephony

The Agency has about 140 users using the Lync telephony services.

The table below provides a detailed overview of the volume of placed calls and shall tenderers help to calculate a flat rate.

Zone	Duration (hh:mm:ss)
Albania-Tirana	0:00:53
Australia-Mobil	0:02:08
Austria	282:47:03
Austria Mobil A1 Mobilkom	71:15:30
Austria Mobil Drei	13:48:14
Austria Mobil Orange	59:09:33
Austria Mobil Tele 2	15:51:35

Austria Mobil Tele Ring	16:12:35
Austria Mobil T-Mobile	39:54:51
Austria Mobil Yess	3:29:55
Belarus	0:00:28
Belgium	43:07:12
Belgium Mobil Others	41:00:15
Belgium-Antwerpen	3:17:10
Belgium-Brussels	224:30:51
Belgium-Freephone	0:16:26
Belgium-Gent	1:52:36
Belgium-Shared Cost	0:08:35
Bosnia/Herz.	0:03:33
Bulgaria	4:41:41
Bulgaria-Sofia	1:26:04
Cyprus	2:44:38
Cyprus-Mobil	0:07:32
Czech Rep.	0:11:11
Czech Rep.-Mobil O2	0:28:29
Czech Rep.-Mobil T-Mobile	0:34:18
Czech Rep.-Mobil Vodafone	0:11:31
Czech Rep.-Prag	0:41:17
Denmark	6:00:50
Denmark-Kopenhagen	10:21:59
Denmark-Mobil	4:03:28
Estonia	0:12:06
Estonia-Mobil	1:18:24
Finnland	8:11:41
Finnland-Helsinki	5:07:34
Finnland-Mobil	11:30:10
France	53:47:02
France Mobil Others	16:24:59
France-Paris	9:57:58
Germany	63:08:37
Germany Mobil Others	7:00:34
Germany-Shared Cost	2:29:29
Great-Britain	32:30:08
Great-Britain Außer-London	6:31:01
Great-Britain London	12:47:23
Great-Britain Mobil O2	1:25:34
Great-Britain Mobil Orange	1:56:48
Great-Britain Mobil Others	6:53:30
Great-Britain Mobil T-Mobile	0:30:29
Great-Britain Mobil Vodafone	2:27:05

Great-Britain Shared Cost	2:04:05
Great-Britain-Freephone	0:42:30
Greece	25:56:24
Greece-Athens	50:37:20
Greece-Mobil	21:35:08
Hungary	86:27:10
Hungary-Budapest	18:28:59
Hungary-Mobil	5:23:17
Hungary-Mobil Pannon	13:31:09
Ireland	3:26:57
Ireland Mobil	9:38:18
Ireland-Dublin	19:18:58
Island	1:08:45
Israel	0:08:56
Israel-Mobil	0:15:29
Italy	43:35:24
Italy Mobil Omnitel	40:11:12
Italy-Milan	9:00:35
Italy-Rom	4:01:27
Japan-Mobil	0:00:02
Japan-Tokio	0:08:35
Kambodscha-Mobil	0:02:40
Canada Rural	0:17:24
Croatia	1:03:43
Croatia-Mobil	0:12:28
Latvia-Mobil	2:05:15
Libanon	0:25:19
Lithuania	18:27:23
Luxemburg	25:00:55
Luxemburg-Mobil	1:03:31
Malaysia	0:03:15
Malta	1:55:40
Malta-Mobil	0:29:12
Mazedonien	0:10:12
Monaco	0:52:03
Montenegro	0:46:15
Netherlands	1:25:19
Netherlands Adam Rdam WestNL	12:50:07
Netherlands Mobil O2	10:33:59
Netherlands Premium Rate	1:38:54
Norway	0:26:34
Norway-Mobil	0:30:12
Norway-Oslo	0:13:28



Poland	17:00:09
Poland-Gdansk	0:23:41
Poland-Krakau	0:01:14
Poland-Mobil	3:45:00
Poland-Warsaw	19:37:17
Portugal	2:55:42
Portugal Mobil Oniway	17:26:10
Portugal-Lissabon	5:48:11
Portugal-Madeira	0:01:42
Romania	1:38:12
Romania-Bucharest	2:03:15
Romania-Mobil Cosmorom	0:13:24
Romania-Mobil Orange	4:32:15
Romania-Mobil Telemobil	0:02:46
Romania-Mobil-Mobifon	3:01:15
Romania-OLO	2:19:43
Russia-Moskau	0:06:57
Senegal	0:11:17
Senegal-Dakar	0:03:35
Serbia	2:07:12
Serbia-Mobil	0:23:33
Singapur	0:00:12
Slovenia	2:13:20
Slovenia-Mobil	1:21:24
Slowak Rep.	95:09:45
Slowak Rep. Bratislava	26:41:54
Slowak Rep.-Mobil	14:46:36
Slowak Rep.-Mobil Orange	29:08:44
Spain	6:12:45
Spain Mobil Others	2:36:43
Spain Shared Cost	0:37:14
Spain-Barcelona	4:37:28
Spain-Madrid	3:49:17
Sweden	0:29:16
Sweden Mobil	3:19:16
Sweden-Stockholm	9:30:17
Switzerland	16:58:09
Switzerland-Basel	0:20:22
Switzerland-Bern	0:14:01
Switzerland-Geneva	8:51:36
Switzerland-Lausanne	0:52:40
Switzerland-Zürich	1:34:11
Tonga	0:00:02

Turkey	0:18:58
Turkey-Mobil	0:01:51
Turkey-Ankara	1:45:29
Turkey-Istanbul	0:22:08
Turkey-Mobil	0:24:04
Turkey-Mobil-Avea	0:00:50
Ukraine-Kiev	0:05:19
USA	3:08:24
Cyprus	0:03:32
Cyprus-Mobil	0:09:06

### **7.3 LOT 3 Mobile telephony**

FRA has activated 20 SIM cards.

## **8 Inception meeting**

As soon as possible after contract signature the Agency will convene at the Agencies' premises an inception meeting with the contractor at its own expenses to discuss various aspects of the project's work, as addressed in the technical specifications and set out in the successful tenderer's technical offer. This is to clarify specific points with respect to issues related to the project.

The outcome of the inception meeting will be set out by the contractor in a brief Inception Report to be submitted to the Agency within 5 working days after the meeting.