



NRK MA2403/11E

**Framework agreements for
Cloud Computing Services**

BASIS FOR QUALIFICATION

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Attachment 1 – Self declaration on wages and working conditions

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Attachment 3 – Calling and minutes RFI Cloud Services 120207

1. Introduction

Norwegian Broadcasting Corporation Ltd., subsequently named NRK, invites you to participate in a restricted tender process and qualify for offering framework agreements for delivery for Cloud Services for deploying various NRKs web services.

1.1 Procurement purpose

The purpose of this Contract is to establish framework agreements with several providers of Cloud Computing Services (CCS) to help the Customer to improve the experience for end users in consuming web services. At the same time NRK needs to produce these services as cost effective and professional as possible in today's market. NRK believes that the best way to obtain this is goal by exploring the typical solutions described as "Platform as a Service".

NRK seeks partners to help us provide a service portfolio which will cover our future demand for distributed web services to the end users mainly in Norway. NRK regards these services to include such as easy deployment, automatic capacity scaling based on time scheduling or user demand, server and services monitoring, content integrity and security and disaster recovery. NRK emphasis that the required offerings would consist of reselling standardized CCS as well as value added services on top of these.

Normally NRK staff will be "self-going" and responsible for deployment, change management and the Suppliers would only provide the CCS and tools to deploy, tune, monitor and maintain the applications from NRK's site in Oslo.

Services that will use the CCS in the initial phase would be applications like media players for content and services and web services which need extra capacity.

The provided services needs services to be cost effective with easily adoption to new platforms and devices, new user habits and new ways to present this type of content.

The Suppliers must be able to provide a high level Mean time between failures (MTBF) and SLA's including; delivery support, technical insight, network capacity and statistics in addition to the web distribution. Specific details of requirements will be given in the Tender documents to those who qualify for participation.

1.2 Vision

NRK's core activity is production and distribution of broadcasts and programmes in various forms of publication, including web.

Over the next few years NRK will focus strongly on expansion of both volume and technical quality with regard to web services within interactive forms of publication.

NRK's vision regarding the collaboration with the providers is for them to be able to:

- Adjust costs for the operation to the actual degree of utilisation of the infrastructure.
- Help us handle a high amount of users on our web services based in Norway and provide a service for users outside Norway.
- Offer a flexible solution for hosting of web services.
- Provide a seamless integration to NRKs deployment tools, and development tool Microsoft Team Foundation System
- Automatic instance creation and deletion from NRKs deployment and development tools

- Offer a metering solution that enables us to see how our services perform.
- Be at the forefront when in development CCS of web services on the Internet.
- Offer a partnership that enables proactive troubleshooting and improvement of NRK's web services.

1.3 The assignment in brief

NRK seeks CCS partners to help us provide a distribution portfolio which will cover several high volume .NET services to the end users, based both in Norway and abroad.

NRK is currently standardizing on the following technologies, Microsoft .net and SQL, Sun Java and/or PHP. Currently www.nrk.no handles approx. 5 000 000 hits on a daily basis. This traffic increases with a rate of 20 - 30% on a yearly basis. Furthermore NRK also develops new services which can largely influence the need for more capacity.

Services that will use the CCS are NRKs largest web services, primarily running on .NET platform.

The Provider's task is to:

- Deliver a flexible platform for hosting .NET
- Deliver a flexible platform for MS SQL databases
- Deliver a flexible platform for distributed caching
- Deliver a flexible platform for hosting static content
- Deliver a flexible platform for hosting virtual servers (e.g.. VMware or Hyper-V)

1.4 Success factors

Below is a list of bullet points, known as our success factors, which in one way or another symbolise our view of an effective collaboration with the providers.

General

- The Provider helps NRK to reduce its costs related to incidents by suggesting changes or improvements.
- The Provider keeps up-to-date on the latest technical developments within its field and actively notifies NRK of new trends or breakthroughs.
- The Provider maintains its promised availability and never has to pay any fines to NRK.

Work processes

- The Provider has a clear, documented work process that is used for the collaboration with NRK.

Incidents

- The Provider can independently, rapidly and without involvement from NRK handle all possible types of incidents or more serious problems with the cloud service solution. The Provider keeps NRK's central IT support and the supervisor for the agreement at NRK informed of the progress of troubleshooting work for on-going problems.

1.5 General information about NRK

Norwegian Broadcasting Corporation Ltd., subsequently named NRK, is the public broadcasting corporation in Norway with main responsibility to produce and distribute radio or television programs for the entire Norwegian population. NRK also delivers a comprehensive portfolio of Internet, mobile and text-TV content. Presently NRK employs approximately 3,500.

NRK has a nationwide activity, including 12 regional offices and is the country's largest media company.

NRK is one of Norway's largest web content Suppliers with services such as nrk.no, yr.no and ut.no

For more information about the activities please visit www.nrk.no

1.6 NRK current internet structure

NRK's internet service, www.nrk.no is one of the largest Norwegian content sites on internet Norway. Weekly up to 2,5 million unique users generate up to 65 million page hits and still growing.

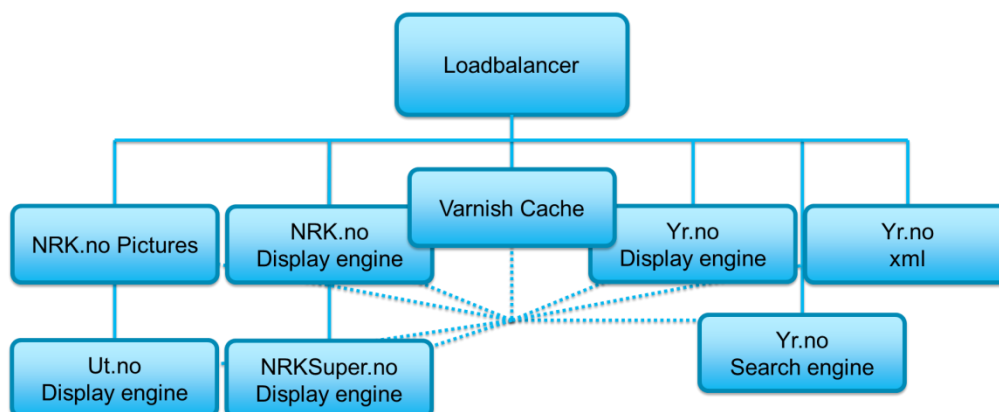
NRK offers the end-users both live and on-demand content in varying formats.

In January 2010, up to 500 000 unique weekly users played about 1 500 000 programs on our on-demand service. In total there are about 80.000 clips in storage and we are producing 150-400 new clips per day.

NRK recognizes the increasing demands from the public and needs future-proof solutions that will be able to handle this.

Technically these are the main elements in the current NRK setup.

Visual overview



Servers

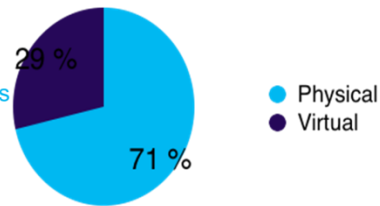
Currently NRK runs 1500+ servers and 400+ DMZ servers at its premises.

The distribution could best be described accordingly:

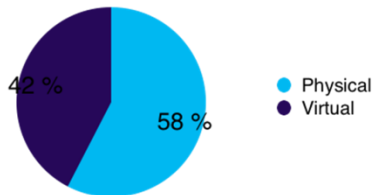
Servers

- Collection of Physical and Virtual servers
- Focus on virtualising serverfarm

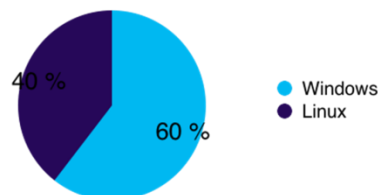
Total Server HW



DMZ servers



DMZ virtual OS



1.7 Acquisition form and type of procedure

This public procurement is conducted in accordance with the Norwegian Act on public procurement of 16. June 1999 and the Regulations on Public Procurement No. 402 of 7.4.2006 as a: Restricted procedure, in accordance with FOA section I and III - over of the EU threshold values. Suppliers are expected to have the necessary knowledge of the public procurement regulations.

1.8 Announcement of the acquisition

The acquisition has been announced 14-05-2012 at www.mercell.no (reference NRK-MA2403/11E) and at www.doffin.no as well as at TED (www.ted.publications.eu.int/official).

1.9 Time plan acquisition

The acquisition is scheduled to be completed after the tentative and overall milestone schedule as given in the table below.

Milestones	Date	Time
Notification of the procurement	14.05.2012	
Confirmation of submission a request for qualification	Preferably less than 10 days after reading	
Deadline for submitting questions concerning the document: "Basis of qualification"	07.06.2012	00 am
Deadline for submitting request for qualification (30 days)	13.06.2012	10 am
Anticipated announcement of the result of the qualification to the qualified suppliers and distribution of the invitation to tender to the chosen suppliers	26.06.2012	
Deadline for submitting questions concerning the tender document	07.08.2012	10 am
Deadline for submitting tenders	13.08.2012	10 am
Awarding of contract be announced	10.09.2012	

Milestones	Date	Time
Signing of contract (after 10 days standstill)	01.10.2012	

2. Qualification requirements

This chapter contains qualification requirements for the Provider. They are regarded as minimum requirements that all must be met in order to participate in the competition.

2.1 Mandatory documentation requirements

Qualification requirement	Documentation requirements
The provider should not have tax arrears related to payment of taxes to the public.	<p>Norwegian providers:</p> <ol style="list-style-type: none"> 1. Documentation on the tax paid and the employers salaries from kemnerkontor (Norwegian form RF-1244 should be used). They must not be older than 6 months following the deadline for submission of application. If there are arrears, these must be explained. 2. Certificate on the VAT paid from skattefogdkontoret (Norwegian form RF-1244 should be used). They must not be older than 6 months following the deadline for submission of application. If there are arrears, these must be explained. <p>International providers:</p> <p>Certificates, not older than 6 months, issued by the competent authority to the effect that the provider has fulfilled his obligations relating to the payment of taxes, social security contributions and VAT. Tax certificates are issued by the chief municipal treasurer in the municipality where the provider has their head office and by the tax collector in the equivalent.</p>
The provider shall confirm that the company meets the statutory requirements in Norway within health, safety and environment (HSE) for any work performed in Norway	<p>HSE personal statement that the provider meet, at least at the time of the Contract awarding, statutory requirements in Norway within the HSE.</p> <p>The HSE personal statement can be downloaded from: http://www.anskaffelser.no/dokumenter/hms-erklaering</p>

2.2 The provider´s organizational and legal position

Personal situation of economic operators, including requirements relating to enrolment on professional or trade registers

Qualification requirement	Documentation requirements
The provider shall be a legally registered business	Certificate of professional or commercial registration as mandated by the country in which the provider is located.
The supplier shall comply with statutory wages and working conditions	Cfr. attachment. "Self-declaration on wages and working conditions"

2.3 Economic and financial capacity

Qualification requirement	Documentation requirements
<p>The provider shall have sufficient economic and financial capacity to fulfil his contractual obligations.</p>	<p>Economic and financial position must be documented with the following information:</p> <p>Latest approved financial statement with the annual report and auditor's report and any recent information of relevance.</p> <p>Solvency Assessment from a business with a license to operate a credit information bureau. The assessment must be based on the most recent annual or later financially relevant information, should provide information on credit worthiness as well as the degree of bankruptcy risk and must not be dated later than 6 months prior to the deadline for the request to participate.</p> <p>If the provider has valid reasons not to disclose/submit the requested documentation, alternative documentation may be accepted, such as guarantees from parent companies that meet eligibility requirements (it must be accompanied by documentation as requested above for parent company) or declaration from the auditor that documents the fulfillment of the requirement.</p>

2.4 Technical capacity

2.4.1 Capacity

Qualification requirements	Documentation requirements
<p>Contractor shall have adequate capacity and ability to deliver services as described in section 1.1 describing the procurement purpose in Norway and to some extent abroad.</p>	<p>Presentation of their own infrastructure / equipment as well as the appropriate resale agreements of similar services the provider could provide for the implementation of the contract.</p> <p>Description of the organizational and professional qualifications of the provider, whether it belongs to the provider itself or subcontractors/ co-operating enterprises, listing the number of personnel that can be made available for the execution of the contract; particularly for system development, adaptation, integration, implementation and technical support and maintenance of software and - if applicable - hardware.</p> <p>If the provider relies on other enterprise's capacity to meet the contractual obligations, the enclosed "Liability Statement" from the relevant subcontractor(s) shall be filled out and submitted, signed by a duly authorized representative for potential subcontractors cfr. attachment.</p>

2.4.2 References

Qualification requirements	Documentation requirements
The provider shall have a broad and extensive experience of similar/relevant contracts related to CCS deliveries	<p>Documentation of the most relevant deliveries last three years described in section 1.1 describing the procurement purpose.</p> <p>The documentation must provide for:</p> <ul style="list-style-type: none"> a) Customers' names and contact information b) Provided products and services c) Delivery scope, value and duration d) Statement of the delivery's relevance to this procurement. e) Information whether the delivery was made by subcontractors or with the support of such

3. Requirements for the application

3.1 Language

The qualifying application for this tender competition shall be written in English or Norwegian.

3.2 The structure and the content of the application

Below you will find detailed information about the documentation to be included in the application. The documents should be placed in a ring binder and separated with separator sheets numbered as indicated in the table below. Sheets should not be stapled.

Part	Description
1	<p>Signed application letter, including</p> <ul style="list-style-type: none"> a) Full name and address, and complete contact information for the supplier, including contact information for the person responsible for the application. b) Brief description of the supplier; history, markets, products and services, organization, etc. Similarly, for any main subcontractors. c) The supplier's statement for their understanding of section 5.4 below.
2	<p>Certificates and attachments as described in chapter 2</p> <ul style="list-style-type: none"> a) Certificate on the tax paid b) Certificate on the VAT paid c) HSE personal statement that the supplier meets statutory requirements in Norway d) Certificate or equivalent documentation showing that the supplier is registered in an public register in their home country e) Personal statement on wages and working conditions f) Credit-/ solidity rating and prediction for bankruptcy g) Liability statement from the relevant subcontractors presented, if applicable
3	<p>Liability statement from the relevant subcontractors presented, if applicable (section 2.4) included a description of their role/purpose or reference to where in the application it could be found.</p>
4	<p>Documentation on fulfillment of the requirements to the provider's technical and professional qualifications in the same outline as in 2.4 above. The provider must particularly ensure that the documentation requirements are sufficiently illuminated for NRK's ability to evaluate the provider's qualifications.</p>

3.3 Number of copies

The application for participation should include:

- A hardcopy, complete paper version marked "ORIGINAL"
- An unbound and unstapled hardcopy marked "COPY - READY FOR PUBLICATION", cfr. section 5.4 below.

It is emphasized that it is the supplier's responsibility to ensure that electronic documents are correctly named in accordance with the above templates and that the electronic and the paper-based copies provided are correct and coincide. If any deviations, it will be the signed paper version, which will be regarded as the binding version.

3.4 Packaging and marking

The Complete application with all documentation attached should be submitted in double and closed envelopes. The outer envelope must be labelled with the addressee and the "NRK MA2403/11E Contract for PaaS services - Application for participation. Opened only by the addressee". The inner envelope should only be marked with the sender's name and address.

The application must be packed in such a way that it is anonymous and that the application can be undisclosed until the opening.

3.5 Delivery deadline and place of delivery

The application shall be at NRK's possession no later than stated in chapter 1.6. The application shall be physically delivered to:

NRK AS
Attn: Kristen Erik Thorp / Thor Anders Mathisen
Kringkastingshuset, radioresepsjonen
Bjørnstjerne Bjørnsons plass 1
0340 OSLO
NORWAY

The application shall also be submitted electronically via the Merzell portal (www.merzell.no).

3.6 Amendments and recall

The application can be recalled or changed until the application deadline. Revocation shall be made in writing.

Changing the application is considered as a new application and shall be constructed in accordance with the requirements for the application that is stated above.

4. NRK's processing of the applications

Received applications will be processed in accordance with the provisions set out in section 4.1 – 4.3 below.

4.1 Opening

Opening of applications will be made in NRKs premises according to the date stated in section 1.6, with at least two representatives from NRK. Suppliers will not be allowed to be present at the opening.

4.2 Evaluation of the qualifications

If the application is properly submitted it will be evaluated whether the qualification requirements are met. Applications that do not meet the qualification requirements will be rejected in accordance with the procurement regulations' provisions.

Similarly, public procurement regulations, § 20-12 will be used as a basis for assessment of the relationship of the supplier in general.

4.3 Selection of suppliers

Among the qualified suppliers, NRK will select minimum 5 suppliers who will be invited to participate in the competition and thus get an invitation to tender. Selection will be made based on an overall assessment of the suppliers, as to those that to the greatest extent meet the qualification requirements in section 2.1 **Feil! Fant ikke referansekilden.** – 2.4 above, where the technical and professional qualifications would be emphasised. NRK will also use the selection to enable good business dynamics by selecting qualified suppliers who provide different CCS tools and have demonstrated expertise in and experience with various technologies / solutions.

4.4 Number of contracts and duration

NRK will after the completion of the tender process award three (3) framework agreements.

The contract will be given for a term of 2 years, with option for 1 + 1 year.

5. Other provisions

Below you will find a set of administrative rules for the qualification phase.

5.1 Communication regarding procurement

This procurement process is managed in the Mercell portal. The suppliers will gain access through the portal to download qualification and competition documents, as well as conduct other correspondence concerning the acquisition and provide an application for participation.

Any questions regarding the basis for qualification and other matters concerning the procurement process should only be addressed through www.mercell.no. Inquiries should be marked "Case number NRK MA2403/11E". The deadline for questions is stated in section 1.9.

Other inquiries cannot be expected to be answered. Attempts to acquire information or to influence NRK's employees involved in the procurement process will lead to rejection or that the competition is cancelled.

Incoming questions will be reviewed and answered in a general and anonymous manner, and will be continuously distributed via www.mercell.no, where e-mail notification will be submitted to the

contact persons registered, not later than the date stated in section 1.9.

For questions about the use of the Mercell portal, please referred to Mercell Support on telephone +47 21 01 88 61 / +47 21 01 88 00 or e-mail: pro.norge@mercell.com .

5.2 Confirmation of intent to participate

Suppliers are asked to confirm the download of the basis for qualification, and inform whether they intend to apply for participation. This is communicated through the procurement portal www.mercell.no by using the "I want to submit an offer". Preferably less than 10 days after reading.

5.3 Corrections, addendums or change of the basis for qualification

If a supplier understands that the basis for qualification may contain errors, ambiguities or that submitted files cannot be read as expected, it is the supplier's obligation to contact NRK to get the error corrected or to clarify the possible confusion.

NRK reserves the right to make necessary changes in the basis for qualification. If needed, the deadline could be extended proportionately.

5.4 Publication and confidentiality

With reference to the regulation on public procurements (Foa) § 3-5 has new Act on the right to access to public services (Act 2006-05-19 nr 16) entered into force with effect from 1.1.2009. In pursuance to this, the public can after the Contract award, require access to, among other things, filed qualification applications and submitted tenders prepared for publication.

In order to be able to fulfil its duty of confidentiality in accordance with FOA section 3-6, NRK will require the supplier to enclose a censored qualification application, which is a copy where any trade secrets or other matters that is competition sensitive, has been removed. The suppliers are asked to note that NRK has an independent responsibility to assess the extent of information that the supplier requests to be except publication.

If the supplier does not enclose a document specifically prepared for publication, NRK will consider the original qualification document ready for publication at its own discretion.

Paper-based qualification applications and tenders will not be returned, but filed or properly destroyed.

5.5 Cost of participation in the competition

Suppliers prepare and deliver an application for participation at their own expense and risk. NRK thus assumes no financial responsibility for the invested effort or other costs in connection with the preparation of an application for participation or the participation in the competition as such.

5.6 Cancellation of the competition and complete call off

NRK reserves the right to cancel the competition if there are objective reasons for this.