

**PLEASE NOTE THAT THIS CORRIGENDUM REPLACES
POINT 4.1.4. 'INTERNET CONNECTIVITY' OF ANNEX I – TENDER
SPECIFICATIONS IN ITS ENTIRETY**

CORRIGENDUM TO ANNEX I

**Provision of Internet connectivity, fixed and mobile telephony
services for the Agency for the Cooperation of Energy Regulators**

Service Contract

TENDER SPECIFICATIONS

OPEN CALL FOR TENDERS

ACER/OP/ADMIN/06/2016

Point 4.1.4. 'Internet connectivity' of Annex I – Tender specifications is replaced in its entirety by the following:

4.1.4. Internet connectivity

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

- To allow users on the LAN to access the internet for any kind of traffic;
- To allow sending and receiving e-mails via SMTP;
- To allow external access to the internet site and other internet based information services published by the Agency;
- To deploy VPNs to allow connections from/with remote locations. Due to the nature of these services 24x7 availability is crucial.

The Internet connectivity shall include:

- Backup line
- Full open Internet access with no filtering/QoS of any kind
- DNS and store-and-forward mail services

- Bandwidth

Main Internet line: Fibre optic connection with a speed of **minimum 100 Mbps in upload and minimum 100 Mbps in download**, seamlessly upgraded to a higher speed if required.

The tenderer shall include in the offer at least the following two (2) proposals:

- One (1) proposal for a higher speed for the main Internet fibre optic connection than the one described;
- One (1) proposal for a speed of **minimum 1 Gbps in upload and minimum 1 Gbps in download** for the main Internet fibre optic connection.

- Addressing

The Contractor shall allocate a public IP address range in order to facilitate autonomous routing. The Agency already has 32 IP addresses assigned by the Slovenian branch of RIPE which the Contractor shall retain for continuity reasons, to assure a safe transition of services also after the conclusion of the Contract with the Contractor.

The Contractor shall provide **additional IP addresses**, namely 16 static IP addresses and additional IP addresses as required by the Agency (see table 1 below for detailed information).

- Redundancy

All provided connections must be fully redundant, namely the redundancy for Internet connections must be at the level of network operators. All connections must be configured in a way to ensure seamless and automated failover in case of connection failure.

The service shall include the physical set-up of the connections at the Agency's premises together with necessary network equipment to properly secure the connection on the Agency's side. The provision of a redundant connection shall be considered as part of the single physical network connection and should not be counted as another connection.

- Tunneling

All connections should support the use of VPN tunnelling.

- Backbone
The tenderer shall include details of their backbone topology and peering points with the rest of the Internet.

- 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.

- Backup Internet connection
Copper connection shall have a speed of **minimum 50 Mbps in upload and minimum 50 Mbps in download**, seamlessly upgraded to a higher speed if required.

The tenderer shall include in the offer the following two (2) proposals:

- One (1) proposal for a higher speed for a higher speed for the backup Internet copper connection than the one described;
- One (1) proposal for a speed of **minimum 100 Mbps in upload and minimum 100 Mbps in download** for the main Internet fibre optic connection.

- Business continuity
In order to comply with the Agency’s business continuity standards, the Contractor shall provide the above mentioned back-up Internet connection based on a different, redundant hierarchical network topology or a different provider.

The tenderer can propose added-values services like, but not limited to, monitoring and reporting tools.

Table 1: Summary of services needed for Lot 1

No.	Services	Current quantity (in use)	Quantity to be provided by the Contractor upon the signature of the Contract	Additional quantity that may be ordered during the implementation of the Contract	Maximum quantity available under the Contract
	A	B	C	D	E = C+ D
1.	VoIP lines	140	170	155	325
2.	VoIP desk phone	135	165	140	305
3.	VoIP conference phone	5	5	15	20
4.	Analogue line	6	6	5	11
5.	Analogue phone device	4	4	5	9
6.	PoE network switch	8 (with 24 ports per switch)	10 (with at least 24 ports per switch)	5 (with at least 24 ports per switch)	15
7.	IP address	32	32	48	80
8.	Internet connectivity	2	2	2	4