**Asia-Pacific Common Regional VPN**

**Template for Sealed Tender Users’ requirements**

**“HOW TO” – 21/03/14**

This guidance is made to help Pioneer States of CRV project to draft the Sealed Tender provisions.

Each requirement shall use the verb “SHALL”.

To expedite the definition of requirement, all requirements should be handled through the proposed spreadsheet.

Each one of the columns of the spreadsheet is defined as follows:

**Reference:** gives a unique reference to each one of the provisions (requirements or information Statements). References are automatically generated in the spreadsheet.

**Category**

Technical (T) requirements or information statements may belong to following categories:

* **Volumetry**: CRV Pioneers to state here Requirements or Information Statements about current and future type and volume of operational data to be conveyed at a particular date (example: 2016), documented as a flow matrix. Current bandwidths are given as Information Statement, whilst future volume needs may be given as Requirement or Information Statement.
* **Routing and delivery:** CRV Pioneers to state here Requirements or Information Statements about routing policy/delivery commitment expected from the Service Provider
* **Users’ Interface**: CRV Pioneers to state here Requirements or Information Statements about technical interface between the Service Provider and User's side
* **RCP- availability**: CRV Pioneers to state here Requirements or Information Statements about required availability, concerning or not a specific type of application data, expected from the Service Provider, expressed as a formula, and which is to be measured between two or more interfaces with user ("end-to-end" from the Service Provider's perspective)
* **RCP- continuity**: CRV Pioneers to state here Requirements or Information Statements about required continuity, concerning or not a specific type of application data, expected from the Service Provider, expressed as a formula, and which is to be measured between two or more interfaces with user ("end-to-end" from the Service Provider's perspective)
* **RCP- integrity**: CRV Pioneers to state here Requirements or Information Statements about required integrity, concerning or not a specific type of application data, expected from the Service Provider, expressed as a formula, and which is to be measured between two or more interfaces with user ("end-to-end" from the Service Provider's perspective)
* **Safety**: CRV Pioneers to state here Requirements or Information Statements about safety, as derived from a higher level safety case
* **Security**: CRV Pioneers to state here Requirements or Information Statements about security expected from the Service Provider. Note that any security provision expected from another Party, if any, should not be stated here, but in the DOA.
* **Priority handling**: CRV Pioneers to state here Requirements or Information Statements about policies and mechanisms for handling priorities of application data transportation, so as to prevent any congestion, or in case of actual congestion. This may apply to network resources reservation or delaying/discarding of data according to pre-established policies. A major example is the use of Class of Services and Quality Of Service.
* **Monitoring**: CRV Pioneers to state here Requirements or Information Statements about the monitoring facilities/service expected from the Service Provider, or interface with users' monitoring facilities.
* **Billing**: CRV Pioneers to state here Requirements or Information Statements about the billing facilities/service expected from the Service Provider, or interface with users' billing facilities, if any.

Service (S) requirements or information statements may belong to following categories:

* **Implementation management**: CRV Pioneers to state here Requirements or Information Statements about how the Service Provider shall handle creation, testing, migration, upgrades, termination of any service
* **Performance Management** (review, troubleshooting, decision making): CRV Pioneers to state here Requirements or Information Statements about the management by the Service Provider of the performance of any service.
* **Configuration Management** (review, troubleshooting, decision making): CRV Pioneers to state here Requirements or Information Statements about the management by the Service Provider of the configuration of any service. *Example: quarterly review of and report on a physical configuration between two points for the purpose of preventing any common failure mode*.
* **Fault Management** (preventive maintenance, troubleshooting, decision making): CRV Pioneers to state here Requirements or Information Statements about what is expected from the Service Provider to prevent any fault to occur and after a fault has occurred.
* **Security Management** (policies enforcement, authorization, troubleshooting, decision making): CRV Pioneers to state here Requirements or Information Statements about security
* **Contract Management:** CRV Pioneers to state here Requirements or Information Statements about how the Service Provider is to handle the contract during its execution phase. This may relate to sales invoices, purchase orders or change management of the contract.

**Technical (T) - Service (S) – General (G):** CRV Pioneers to indicate here if the Requirement or Information Statement relates to Technical matters, to the Service provision by the Service Provider or to General matters. As examples: choose T for any technical requirement, choose S for a

**Requirement (R) – Optional Requirement (OR) - Information statement (IS):** CRV Pioneers to indicate here if the provision shall be considered by the bidders as a requirement (SHALL comply), as an optional requirement (Bidders to indicate if they will comply, which may give them an advantage) or as an information (no obligation to comply).

**Number:** CRV Pioneers to allocate initially numbers from 10 to 10 (example: 10, 20, 30 etc) to ease future insertion of provisions

**Wording of Information Statement or Requirement**: the Information Statement or Requirement itself

**Note:** complements the Information Statement or Requirement itself. If it complements a requirement, the note has also a status of requirement, and likewise if it complements an Information Statement the note has a status of information as well.

**External reference (annex, attachment, etc**): indicates whether there is and where to find an external reference. If it complements a requirement, the external reference has also a status of requirement, and likewise if it complements an Information Statement the note has a status of information as well.

**Questions / Comments:** tracks questions and comments from CRV Pioneers during the CRV review process

**Reply / Comments**: tracks replies and comments from CRV Pioneers during the CRV review process

**Status of wording (draft/final):** tracks the status of wording regarding the RFI process

**Will be published in RFI (yes/no):** tracks if the item should be part of RFI documents or not

**Feasibility assessment (OK/Partial/NOK):** in case it was published in RFI, gives the feedback from bidders

**Amendment needed after RFI? (yes/no):** tracks if some rewording is needed considering the feedback from bidders

**Final Wording (after RFI)** the Information Statement or Requirement itself, after being reworded according to RFI’s feedback

**Note:** complements the Information Statement or Requirement itself, after being reworded according to RFI’s feedback. If it complements a requirement, the note has also a status of requirement, and likewise if it complements an Information Statement the note has a status of information as well.

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