

# ARQUS COLLABORATIVE PLATFORM TECHNICAL SPECIFICATIONS

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## 1. Background

This call for tenders responds to the needs of the Arqus European University Alliance. Arqus brings together the universities of Granada, Graz, Leipzig, Lyon 1, Maynooth, Minho, Padua, Vilnius and Wroclaw, nine longstanding comprehensive research universities who share extensive experience in joint projects and a common profile as internationalised institutions with deep regional engagement in medium-sized cities.

The principal ambition of the Arqus European University Alliance is to act jointly as a laboratory for institutional learning from which to move forward in the design, testing and implementation of an innovative model for deep inter-university cooperation.

The Alliance aims to consolidate a joint governance structure to facilitate the development of consensual joint policies and action plans, to consolidate participative structures to facilitate cross-cutting integration at all levels of the partner institutions, and to share its experience with other groupings in order to communicate the added value to be found in its model of integration.

Within this framework, it is essential for the Arqus Alliance to use ICT infrastructures to support its activities. In this context, it is crucial to have a platform, as the one defined in this call for tenders, that allows for collaboration between the Alliance members.

## 2. Purpose of the contract

This call for tenders aims to contract **licences, support service** and a **bank of consulting hours** for a collaborative platform for one year. This platform is intended to be Google Workspace for Education Plus, as it is already being used by many of the diverse university members of the Arqus Alliance. The platform must be **integrated with the EduGAIN authentication system** to allow single sign-on access from the Arqus Alliance universities joining EduGAIN.

The service to be contracted will not include the migration of content from any platform currently used by the university members of the Alliance.

### 2.1. Licences

The licences for Google Workspace for Education Plus shall be provided in a way that they can be allocated to users from the different components of the Arqus Alliance university community (i.e., teaching and research staff, administrative and support staff and students). Google's licencing model for the platform, which is based on the allocation of licences in a 1:4 ratio of staff to ~~students, must also be considered.~~ **10,000 student licences will be contracted,**



which will allow the allocation of **2,500 licences to teaching and research staff and administrative and support staff.**

Licences must be enabled to be used for a period of 1 year from the signing of the awarded contract.

The activation of licences shall not affect the functioning of the platforms currently used in the universities that already have their own licences. Transparency in this process is essential for platform access (integration with IdP) and, especially, for the storage and persistence of the data currently stored by the users of each university.

The use of licences by the university community shall not be restricted to the computer networks of the Arqus Alliance member universities, nor to the devices owned by them. Licences may be used from any device and/or location (BYOD).

## 2.2. Support service

A support service with the following features will be provided:

- It must attend to platform users in order to solve possible problems and incidents related to the use of the platform.
- It must be offered in English. Alternative languages will be valued, as long as they are official in the countries of the Alliance member universities: Spain, Portugal, Ireland, Poland, Italy, France, Lithuania, Germany and Austria.
- The service will be available 24 hours a day, 365 days a year.
- It will be implemented with a ticketing system to allow the registration and follow-up of queries and incidents.
- The maximum resolution time for incidents or queries will depend on their severity. According to this, the following levels will be established:
  - High severity (any total loss or disruption of the service): 8 calendar hours.
  - Medium severity (partial disruption of the service): 24 calendar hours.
  - Low severity: 72 calendar hours.
- Tenders must clearly state the service level agreement (SLA) for the platform maintenance service that tenderers undertake to provide. They must also include information on the categorisation to be used for incidents, according to their importance and impact, as well as their corresponding commitments in response and resolution times.



- Regarding training, the successful tenderer shall provide manuals, and contact and/or online training courses, in English, for the platform users. Likewise, it shall provide information to students about the use of the platform. This information must also be provided in English, in various support materials (e.g., manuals or video tutorials). The Arqus Alliance will make these materials available to students through its intranet.

### 2.3. Consultancy service. Bank of hours

The acquisition of licences shall include a bank of **100** consulting hours per year for aspects not covered by the support service, such as delegated administration tasks, development of functionalities for the platform, provisioning of users and their assignment to organisational units, and generation of usage reports and statistics.

## 3. Planning

The detailed project planning shall be specified in a document including a Gantt chart or any graph of a similar kind. This chart must show the different project tasks, milestones and deliverables, each one with their assigned dates and resources. The project planning shall also identify the risks associated with the project execution and the possible solutions or contingency plans foreseen to solve them.

At least two implementation phases shall be considered in the planning:

- Phase 1: Implementation of the Workspace platform. During this phase, the organisational structure of the Arqus Alliance users will be implemented, starting from the creation of organisational units. Based on these, user provisioning will be automated to facilitate platform administration. Also, in this phase, the process of integration with the EduGAIN authentication system must be carried out to allow single sign-on access from the Arqus Alliance universities joining EduGAIN.
- Phase 2: Support and training. This phase will also make use of a bank of hours for delegated administration tasks. Overall, this second phase will last until the end of the contract, i.e., one year after its signing.

## 4. Instructions for tendering

Each tenderer shall present a single offer with only one project alternative. Tenders including different scenarios will not be accepted.



Tenders must comply with the conditions set forth in these specifications and its accompanying documents.

The documentation submitted must be written in both Spanish and English.

## 5. Content of the technical offer

As a general rule, the information presented in the technical offer must be structured in a clear and concise manner. The offer must not contain references to external documents or to annexes that are not included if these are essential to evaluate the offer. Confidential parts of the offer shall be labelled as such.

In addition, the technical offer must include the following sections and subsections. They must be clearly identified with the titles indicated below, regardless of whether the successful tenderer decides to include additional sections.

During the tender period, the University of Granada may request any clarification it deems necessary for the correct interpretation of the offer, including a complete or partial presentation of its content that may be delivered in person at the University of Granada or online, via videoconference.

### 5.1. Section I - Executive summary

In this section, the tenderer must summarize its offer, highlighting its main aspects. It shall consist of the following subsections:

1. Introduction and presentation of the company.
2. Details of the contact person.
3. Summary of the offer.
4. List of similar projects carried out by the company, indicating their financial amount, dates and beneficiary (public or private).

### 5.2. Section II – Service and support offer and planning

In this section, the tenderer must define its offer to allow the provisioning of the Arqus Alliance users of the platform and their integration with EduGAIN. This offer must also include platform licencing and support service for a period of one year from the award of the contract.

It shall consist of, at least, the following subsections:



- 1.- Proposal and description of the organisational structures of the platform, as well as its provisioning and integration with EduGAIN.
- 2.- Description of the support service offer.
- 3.- Description of the training plan for the use of the platform.

Subsection 2 must include, at least, the SLAs offered, together with the proposed proactive maintenance tasks. It must also include a description of their corresponding deliverables.

## 6. Provider requirements

**It must be ensured that platform users' data are stored within the European Union.**

The successful tenderer must be able to offer services for **Google Workspace**, in order to ensure the best possible experience regarding platform deployment and support.

The successful tenderer must also have the **Work Transformation Enterprise** specialization, which certifies a certain level of knowledge and experience in the platform. It also guarantees that the company has undergone a rigorous technical evaluation and that it employs certified experts, among other aspects. The allocation of a large number of user licenses for Google Workspace for Education Plus requires experience in large-scale platform deployment. Experience in this field will ensure that new platform features are implemented and evaluated, and that the best possible solutions are proposed. According to the provider, the Work Transformation Enterprise specialization implies a "successful implementation of G Suite for Business, including the provision of services to set up administration, technical implementation, training, processes and support".

The first meeting to coordinate the consultancy work will be held within a maximum of two weeks from the award of the contract.

## 7. End of contract

At the end of the contract period, the successful tenderer will be obliged to deliver to the Arqus Alliance all the data and information belonging to the Alliance and its member universities, including the backup copies that the successful tenderer may have generated and kept. The delivery format shall conform to internationally accepted standards, ensuring interoperability with other e-learning systems.



In addition, the successful tenderer shall make available to the Arqus Alliance the pieces of code that may have been generated from any platform development process related to the support and consultancy works performed.

## 8. Confidentiality

The successful tenderer undertakes, on its own behalf and on behalf of its employees and subcontracted third parties, to treat with absolute confidentiality all information and data belonging to the Arqus Alliance and its member universities, regardless of the reason why the successful tenderer becomes aware of this information during the execution of the works under this contract. The successful tenderer also undertakes not to use this information for any purpose other than the fulfilment of its obligations under this contract.

