

# WAN & LAN Connectivity and Cloud Storage Request to Quote

The Hi3 Network needs WAN & LAN connectivity and cloud storage to support new digital work between three sets of moving images studios and production suites based in Maidstone, Folkestone, and Canterbury. Each of these three creative hubs will have a range of editing suites, co-working area with 5-10 workstations, and studio spaces.

## 1. Overview

### Description of Services Required:

The Hi3 network is seeking to purchase:

- A wide-area network to connect the three hubs
- A local-area networks at each hub to ensure that the individual facilities on site are able to connect to each other
- Support and maintenance of both
- Cloud Storage if available

### Quotations

Please provide us with a quotation that considers all of the requirements listed below. Where it is not possible for you to fulfil one or more of the requirements, please make it clear what you are pricing for so that we may conduct a fair evaluation.

### Please email your quotations to:

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**Extended deadline: 21 Jan, 2021**

## 2. Introduction

The Hi3 Network is a consortium consists of partners: London South Bank University (LSBU), Canterbury Christ Church University (CCCU), Maidstone Studios, Creative Folkestone, and Screen South.

The Hi3 Network vision is to increase the number of Screen Industry beneficiaries receiving a sound research and innovation support for the development of innovative products, services, and skills by the creation of three centres of excellence, called Hubs. The aim is to work as 'one linked studio' sharing resources and encouraging collaboration across the South East of England between companies working in the moving image. This could be film, television, gaming, corporate material, educational outputs, virtual production, or content for any industry.

The three hubs are in Maidstone, Folkestone and Canterbury and each hub will have a number of different facilities that need to be connected to each other but also connected to the outside world to enable live streaming and upload of content to cloud storage.

## 3. Requirements

### i. Proposed high-level solution design

Please provide quotes that enable the creation of a network similar to Appendix A. Alternative designs are welcomed and encouraged.

### ii. Current onsite connectivity

The scope of this quote should not expect to use any of the current onsite connections. Due to the nature of the Hi3 Network, this quote should propose of entirely separate CPEs to the ones currently in use.

It will be possible to make use of current fibre infrastructure between buildings on site which the local teams will assist with.

### iii. Location specifics

The three hub addresses are:

**Maidstone Hub:** Vinters Business Park, New Cut Rd, Maidstone ME14 5NZ

**Folkestone Hub:** Mill Bay, Folkestone CT20 1JG

**Canterbury Hub:** North Holmes Road, Canterbury CT1 1QU

As seen on Annexe A, CCCUs Hi3 Network LAN will connect three rooms across two buildings. Situated in Creative Folkestone's Digital Glassworks building, Screen South's Hi3 Network LAN will connect a studio on the ground floor and a coworking space on the lower level and 2 edit rooms - also in lower level. And finally, the Hi3 Network LAN will connect a coworking space on the first floor and a studio on the ground floor at Maidstone Studios.

### iv. Cloud Offer

The project needs a modular cloud offer of approx. 30TB-50TB at each of the 3 hubs (total: 90-150TB) with multiple accounts for the research projects (ca 1TB per account). If this is part of your quotation, then the offer would need to reflect the following areas:

- Account management
- Portal interface-frontend and backend
- Admin
- Security
- Backup capabilities and availability
- Number of available zones (servers) our data will be spread across
- Guaranteed Upload/download speed (traffic)
- Reoccurring costs for cloud storage, such as:
  - Download/upload costs
  - fix charges and fix cost period
  - Immediacy to alteration of contract
  - backup storage

## v. Demand and future-proofing

The intended customer base of these hubs will be educational research partnerships in the first instance, with a view to offer the facilities to external clients in the future.

Currently, we estimate that the demand will not exceed 1GB however, in the interest of future proofing, there may be demand for 10GB in the future therefore, prices should take that into account. Please explain the scaling-up process as required.

Low latency streaming from one or multiple hubs simultaneously needs to be factored into the quote.

## vi. Contact duration

The initial contract will be until the end of the July 2023. This is expected to be extended the quote should consider this date in the quotation.

## 4. Questions

### i. Delivery & Installation

#### Lead time

- What is the lead time? Please be as specific as possible. The lead time on certain items may be considerable e.g. Line Installation
- There is a desire for this installation to be completed within 3 months, please indicate whether this is possible.

#### Installation

- What is the process for installation of the WAN and LAN? Please describe the process from start to finish.
- How long will installation take?
- Will installation take place on the same day as delivery?
- Who will be managing the installation process? Is a third party involved with the delivery?
- Will this include firewall, APs, network switch, or servers?
- Where do you consider to be the endpoint of your service provision in terms of working on multiple locations?
- Do you directly offer cloud storage, do you have a prefer cloud provider or any limitations on cloud service provision that we need to be aware of?

#### Client's Responsibilities

- What parts of the installation process is the client responsible for? (e.g. provision of power, supply of manual handling equipment)
- Who from the client needs to be involved in the installation?

#### Risk Assessments

- What risk assessment will be completed by the supplier?
- What is the process for producing risk assessments?

### ii. Equipment

#### Equipment life span

- What is the lifespan of the equipment?

#### Consumables

- Are any consumables required for this purchase and are those included in the quotation?

- If yes, please provide a price list and lead times for those consumables

## Warranty

- What type of warranty is provided?

### iii. Maintenance & Support

#### Maintenance Requirements

- Is maintenance / servicing required?
- How is maintenance / Servicing provided (e.g. planned preventative maintenance, reactive maintenance etc.)?
- What will the frequency of this be?
- What are the associated costs of this and are they included in the price?

#### Support Process

- What is the call out process (How will this be done and who is involved in this process)?
- What are the response times for call outs?
- Do you have a service level agreement which describes the service standards the Consortium can expect?
- It is expected that these facilities will be in use 7 days a week, therefore, please include any out of hours support options.
- What support will be provided in the management of the firewall, if this is part of the offer?

### iv. Sustainability

- What are the biggest sustainability impacts of the equipment? (e.g. power consumption, production of waste, emissions etc.)
- How can these impacts be minimised so that the Consortium minimises its environmental impact?

## 5. Commercials

#### Terms & Conditions

- Payment plan to be determined at contract stage
- Payment terms are 30 days from date of invoice

## 6. Appendix A – Proposed High-level solution design

