



## **Telephony Purchasing Service Buyer's Guide**

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## **1. What is the Telephony Purchasing Service**

The Telephony Purchasing Service will enable Jisc Customers to purchase telephony services from suppliers that have been approved to join the Telephony Purchasing Service.

Higher and Further Education organisations, along with schools and Local Authorities have indicated they have a requirement to purchase a range of telephony services including IP based SIP trunks over their Janet connections and require zero rated call costs within the telephony package that they purchase. Separate organisational level procurements are not able to capitalize on the cost savings that can be realized through an aggregated approach.

## **2. What is a DPS?**

A Dynamic Purchasing System (DPS) is a completely electronic system which may be established by a contracting authority to purchase commonly used goods, works or services.

Benefits of a DPS include:

- Reduced timescales for procurements
- Ease for procurers and providers as it is entirely electronic
- Allowing new providers to join at any time which ensures ongoing competition and gives immediate access to innovation in the market which means that:
  - The market place can remain competitive in terms of cost and quality
  - Prices can remain current
  - Innovative providers are able to join.

A DPS must be open though its duration for the admission of any economic operator (“supplier”) which satisfies the selection criteria specified by the contracting authority and submits a Pre-Qualification Questionnaire (PQQ) to the contracting authority which complies with the specification. A PQQ is prepared by a supplier seeking admission to a DPS. The PQQ sets out the terms on which the supplier would be prepared to enter into a contract should they be awarded a contract under the DPS.

## **3. What is the scope of the Telephony Purchasing System?**

The Telephony Purchasing Service will enable Jisc Services Limited and its customers to easily purchase value for money and technically sound Telephony services and associated equipment, that has been checked and tested in combination with the potential customer's network. The DPS will enable new suppliers with new technologies to enter the DPS throughout the lifetime of the DPS.

To ensure maximum benefit for its customers, Jisc Services Limited will enforce a number of financial and technical entry requirements that any supplier must fulfill before joining the DPS to ensure reliable and consistent integration with the Janet network.

The entry requirements will include but not be limited to:

- Direct connectivity to Janet to ensure maximum service quality;
- Agreement to provide diligent pre-install testing to ensure customer's infrastructure is capable of delivering telephony services;
- Zero rated call costs between any telephony services purchased from a supplier, including any combination of mobile and fixed line devices;
- The ability to deliver telephony services over the Janet network without the requirement for network Quality of Service.

The new services will include but not be limited to Session Initiation Protocol (SIP) trunking connectivity, hosted Private Branch Exchange (PBX) solutions, fixed and mobile call charges, line rentals and ISDN connectivity.

#### **4. Who can use the Telephony Purchasing Service?**

The scope covers purchases by Jisc Services Limited, Higher Education institutions, Further Education and Specialist Colleges and Research Council establishments in the UK, Schools and Local Authorities, and by any other bodies whose core purpose is the support or advancement of further or higher education or of research.

Many of the above bodies are members of higher and further education purchasing consortia. These are independent organisations that provide a wide range of collaborative purchase agreements to their member institutions through consensus and the common desire to maximise their purchasing power in the market place. Any member of one of these consortia will be eligible to purchase from this Service by virtue of its membership, as will members of any other similar purchasing consortium in higher or further education that might be formed during the lifetime of the Service.

Membership lists for existing higher and further education purchasing consortia may be found at:

<http://www.lupc.ac.uk/list-of-members.html>

<http://www.supc.ac.uk/engage/our-members/our-members>

<http://www.nwupc.ac.uk/our-members>

<http://www.neupc.ac.uk/our-members>

<http://www.hepcw.ac.uk/files/2016/01/HEPCW-Members1.pdf>

<http://www.apuc-scot.ac.uk/#!/members>

[http://www.collegeswales.ac.uk/en-GB/our\\_members-7.aspx](http://www.collegeswales.ac.uk/en-GB/our_members-7.aspx)

#### **5. How does the Telephony Purchasing Service operate?**

Mini-competitions will be created by Buyers and published by Jisc Services Limited or its customers via the Jisc e-tendering portal.

Jisc Services Limited and its customers are under no obligation to call off any requests from the Service once it is established.

Jisc Services Limited will evaluate all PQQs it receives and admit to the DPS any new Bidder which meets the requirements as described in Section 9.

##### **5.1 Mini-competition**

The Buyer will make available to suppliers all the mini competition documentation. A mini-competition template has been developed which can be used by Buyers as part of the process.

Mini-competitions will be published via the Jisc e-tendering portal. All Suppliers accepted onto the Service when the mini-competition is issued will be notified of the opportunity and will be eligible to respond. The customer will set the timescales for suppliers to respond. The minimum timescale for return is 10 days. The individual customer will decide on the outcome of the mini-competition and which Supplier is awarded the contract. This decision will be communicated to the Supplier via the Jisc e-tendering portal.

##### **5.1.1 Evaluating Mini-Competitions**

Mini-competitions will be evaluated on either:

- the Most Economically Advantageous Tender taking into account price, quality and delivery elements as highlighted in the individual mini-competition specification, or;
- lowest price only. This may include an E-Auction. This will be clearly detailed on the individual tenders.

Electronic auctions will be used if Jisc Services Limited or its customer deems this to be the most appropriate method of tendering. Guidance will be provided as part of the mini competition process. Electronic auctions will be conducted on ability to meet the specification and then the lowest price.

## **6. What must the customer tell Jisc Services Limited once an order is placed?**

Contract Award Notices must be submitted on a quarterly basis by the Jisc Procurement Team. The team will publish a Contract Award Notice in the Supplement to the Official Journal of the European Union following the establishment of the Service. The Jisc Procurement Team will publish further Contract Award Notices in three month intervals detailing the outcome of the mini-competitions.

Individual customers must therefore email [procurement@jisc.ac.uk](mailto:procurement@jisc.ac.uk) and inform the team of the supplier that the mini-competition has been awarded to together with the total contract award value. To assist the Procurement team it would be appreciated if the Subject field of the email was "Telephony Purchasing Service award details".

## **7. What is the duration of the Telephony Purchasing Service?**

The initial term of the Service was from 4<sup>th</sup> January 2016 to 3<sup>rd</sup> January 2018. Jisc Services Limited extended the framework for a further two years, to 3<sup>rd</sup> January 2020.

## **8. Was the Telephony Purchasing Service tendered under EU procurement rules?**

Yes, the notice was advertised in OJEU on 20<sup>th</sup> November 2015 number 2015/S 225-409797 and tendered using the open procedure. A copy of the contract notice is available on the Jisc web site at: <https://community.jisc.ac.uk/system/files/222/Published%20Contract%20Notice.pdf>

## **9. What selection criteria has been assessed for suppliers who have been accepted on to the Service?**

The following Pre-Qualification sections have been responded to satisfactorily by all suppliers accepted on to the Telephony Purchasing Service:

- Company Resources
- Grounds for mandatory rejection as set out in Regulation 57(1) of the Public Contracts Regulations
- Grounds for discretionary rejection as set out in Regulation 57(8) of the Public Contracts Regulations
- Financial and Economic Standing
- Auditing and Quality Assurance
- Contract Termination

Buyers can request details of PQQ responses provided by suppliers successfully accepted on to the Telephony Purchasing Service via email ([procurement@jisc.ac.uk](mailto:procurement@jisc.ac.uk)).

## **10. What are the technical requirements for admittance onto the Service?**

All of the requirements below must be met by the suppliers accepted on to the Telephony Purchasing Service. To meet these requirements the supplier may, if it wishes, subcontract the provision of services relating to these requirements. The supplier responding will be the single point of contact for contractual purposes.

<b>Detailed Technical Requirements</b>		<b>Mark</b>
<b>1.</b>	The Bidder must confirm that it has achieved Janet Connected status (signed the Janet Connected Agreement and have resilient connectivity in place). A scanned copy of the signed signature page must be submitted with the PQQ response (see Section 1.4 of this document); or  The bidder must confirm that it has achieved Janet Telephony Reseller status and the services to JSL and its customers will be provided through a Janet Connected Service Provider (signed the Janet Telephony Reseller Agreement). A scanned copy of the signed agreement must be submitted with the Indicative Tender response.	Pass/Fail
<b>2.</b>	The Bidder must be able to deliver telephony services to Janet customers over existing Janet Infrastructure without the need for network quality of service. In some cases the customer part of the network path may have the ability to deploy network quality of service techniques.	Pass/Fail
<b>3.</b>	The Bidder must confirm that it is able to provide SIP Trunking Services.	Pass/Fail
<b>4.</b>	The Bidder must confirm that it is able to provide PSTN connectivity facilities.	Pass/Fail
<b>5.</b>	The Bidder must confirm that it is able to provide ISDN circuits.	Pass/Fail
<b>6.</b>	The Bidder must confirm that it is able to provide mobile telephony services.	Pass/Fail
<b>7.</b>	The Bidder must confirm that it will carry out a full site survey, to ensure appropriate network performance and capacity before any telephony service is delivered to a Janet customer.	Pass/Fail
<b>8.</b>	Where any network performance or capacity issues have been highlighted during pre-installation testing the bidder must commit to notify the organisation responsible for that element of the network.	Pass/Fail
<b>9.</b>	The Bidder must commit to zero rate all call charges between any telephony devices (mobile and fixed line) purchased by a customer from the Bidder.	Pass/Fail
<b>10.</b>	The Bidder shall state how it will provide hosted PBX services in both and ISDN and IP environment.	Pass/fail

**Pricing**

<b>Pricing</b>		<b>Mark</b>
<b>11.</b>	The Bidder must provide a mechanism to provide indicative pricing within 2 working days (Monday – Friday except UK Bank Holidays) for the services listed below; this may be in the form of price lists or through email contact: <ul style="list-style-type: none"> <li>• SIP Trunks</li> <li>• ISDN Circuits</li> <li>• Mobile telephony voice and data Line Rental</li> <li>• Call charges per minute for voice (outside of the packaged solution)</li> <li>• International roaming charges for voice, SMS, MMS and data</li> </ul>	Pass/Fail
<b>12.</b>	Where applicable the bidder shall provide costs relating to the provision of hosted PBX services, including as a minimum per port costs.	Optional

**11. Are there terms and conditions that must be used?**

Each Bidder will be required to sign the Janet Connected Agreement/ Telephony Reseller Agreement with an authorised signature and include a copy of the signed agreement as part of its Indicative Tender. This agreement is between the Bidder and Jisc Services Limited. **Individual orders with customers will use the selected supplier's terms and conditions unless specific terms are provided as part of the mini competition process.**

**12. Are there any additional steps for above threshold orders?**

There is no obligation to undertake a “standstill” period although there may be some benefits of doing so. A Buyer has the option to include a standstill period if it so wishes, but this is not mandatory.

**13. What should the Customer remember when running a mini-competition?**

- EU Treaty-based principles including equal treatment, transparency and non-discrimination still apply to mini-competitions and resulting call off contracts;
- The mini-competition process does not create any contractual obligations but a call-off does. By placing a call-off contract with a supplier through the DPS the Customer is making a commitment to purchase the specified goods/services from that supplier;
- By running a mini-competition the Customer is allowed to define its requirements within the basic structure of the DPS prior to making a call off, but the Customer can't change the scope. This service can't be used to purchase anything other than a broad range of Telephony services and associated equipment as indicated in section 3;
- Focus the mini-competition award criteria on the actual requirement (i.e. the service the Customer requires, delivery timescales etc.). The Customer is not permitted to evaluate suppliers on selection criteria: personal situation of the candidate or tenderer, economic and financial standing, technical capability and experience because these have already been evaluated by Jisc Services Limited prior to being accepted onto the DPS;
- Set reasonable timeframes for responses that reflect the complexity of the requirement. The minimum timescale for return is 10 days;
- The customer will award the mini-competition taking into account price, quality and delivery elements as highlighted in the individual mini-competition specification, or lowest price only.

Lowest price only mini-competitions may include an E-Auction. This will be clearly detailed on the individual tenders.

**14. How does a Customer contact suppliers?**

Customers should contact suppliers via [service@ja.net](mailto:service@ja.net)

**15. How does a Customer contact Jisc Services Limited in connection with the service?**

Queries should be directed to [service@ja.net](mailto:service@ja.net).

**16. How does a Customer provide feedback about a supplier?**

Any comments should be raised directly with the supplier contact, and [service@ja.net](mailto:service@ja.net) should be copied so that the Telephony Service Manager can check to ensure that it is resolved.

**17. Can I buy any other equipment via this Dynamic Purchasing System, e.g. video equipment?**

No. Customers can purchase a broad range of Telephony services and associated equipment. No other equipment can be purchased through the Dynamic Purchasing System (DPS).