



**Buyer's Guide for the  
Routing & Switching Services Framework**

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Document Owner: Cindy Wrapson

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### 1. What is the scope of the framework?

This framework agreement has been set up by Jisc Services Ltd, referred to as JSL throughout the remainder of this Buyer's Guide. The framework agreement is for the supply and support of a broad range of routing and switching equipment; from low end Buyer premises equipment (CPE), through to mid-range enterprise and high-end carrier class type equipment supporting up to 100 Gigabit Ethernet.

### 2. Who can use the framework?

The scope of the framework covers purchases by JSL, Higher Education institutions, Further Education and Specialist Colleges and Research Council establishments in the UK, Regional Network Operators (RNOs) and by any other bodies whose core purpose is the support or advancement of further or higher education or of research. Each of these users of the framework are referred to as Buyer in this document.

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 marketplace.

Any member of one of these consortia will be eligible to purchase from this framework 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://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>

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

<http://www.collegeswales.ac.uk/Find-a-College>

JSL provides services to many Local Authority education networks, in support of ICT provision in schools and in adult and community learning. The National Educational Network is a dedicated, educationally focused resource for teaching and learning. A number of regional networks are constituent parts of The National Education Network. These are operated by the Regional Broadband Consortia.

A full list of members of the Consortia is available at:

<http://www.nen.gov.uk>

### 3. How does the framework operate?

The framework has been separated into ten lots:

Lot 1: Supply and maintenance of Aruba equipment or equivalent

Lot 2: Supply and maintenance of Brocade equipment or equivalent

Lot 3: Supply and maintenance of Ciena equipment or equivalent

Lot 4: Supply and maintenance of Cisco equipment or equivalent

Lot 5: Supply and maintenance of Extreme equipment or equivalent

Lot 6: Supply and maintenance of HP equipment or equivalent

Lot 7: Supply and maintenance of Huawei equipment or equivalent

Lot 8: Supply and maintenance of Juniper equipment or equivalent

Lot 9: Supply and maintenance of Palo Alto equipment or equivalent

Lot 10: Supply and maintenance of other routing and switching equipment

The suppliers that were considered to provide the most economically advantageous tender for each lot are and are referred to as Preferred Supplier ranked first are:

Lot 1: Aruba – Ampito Group LLP

Lot 2: Brocade – Ampito Group LLP

Lot 3: Ciena – Logicalis UK Ltd

Lot 4: Cisco – BT

Lot 5: Extreme – Ampito Group LLP

Lot 6: HP – European Electronique Ltd

Lot 7: Huawei – Mason IT Ltd

Lot 8: Juniper – Axians Networks Ltd

Lot 9: Palo Alto – Khipu Networks Ltd

Lot 10: Aerohive – AIT Partnership Group Ltd

Lot 10: Alcatel-Lucent – Khipu Networks Ltd

Lot 10: Arista – Ampito Group LLP

Lot 10: Dell – Dell Corporation Ltd

Lot 10: F5 – Logicalis UK Ltd

Lot 10: Fortinet – Ampito Group LLP

Lot 10: Infoblox – Logicalis UK Ltd

For Lots 1-9 the Buyer shall award the call-off to the Supplier who is considered to provide the most economically advantageous tender. This will either be:

- i. Directly to the Preferred Supplier ranked first without reopening competition;  
or
- ii. As a result of running a mini-competition against its specific requirement with all capable Suppliers in that Lot.

For Lot 10 there are a total of eight proprietary products available, some of which have just one Supplier for the available proprietary products and others where there are two Suppliers:

- Where there are two Suppliers of a single proprietary product there is the option of a direct award to the Preferred Supplier ranked first or a mini competition with the other capable Supplier.
- For all proprietary products on Lot 10 where there is only a single Supplier the Buyer may make a direct appointment.
- Where the requirement can be met by more than one proprietary product on Lot 10 then all capable Suppliers will be invited to take part in the mini competition. Capable Suppliers are those judged by the Buyer to be capable of delivering their specific requirements.

When reopening competition, each Buyer must use the evaluation criteria used to establish the Framework (refer to Section 7). The weightings may be varied as appropriate to the requirement.

#### 4. What is the duration of the framework?

The framework will run for an initial term of two years commencing on 1st October 2015. JSL will then have the option to extend the framework for up to two further years up to 30th September 2019.

#### 5. Which suppliers are on each lot?

The suppliers on each lot are listed within the table over the page.

Email address contact details for each of the suppliers are listed in the table below:

Company name	Buyer Email address
ADA Networks	<a href="mailto:edu@adanetworks.com">edu@adanetworks.com</a>
AIT Partnership	<a href="mailto:customer.services@ait-pg.co.uk">customer.services@ait-pg.co.uk</a>
Alternative Networks	<a href="mailto:bid.management@alternativenetworks.com">bid.management@alternativenetworks.com</a>
Ampito Group LLP	<a href="mailto:Janetinfo@ampito.com">Janetinfo@ampito.com</a>
Axians	<a href="mailto:Juniper4edu@axians.co.uk">Juniper4edu@axians.co.uk</a>
BT	<a href="mailto:DLPF-INET-sales-education-smb@bt.com">DLPF-INET-sales-education-smb@bt.com</a>
Capita	<a href="mailto:CMITS-tenders1@capita.co.uk">CMITS-tenders1@capita.co.uk</a>
Datrix	<a href="mailto:tenders@datrix.co.uk">tenders@datrix.co.uk</a>
Dell	<a href="mailto:jisc_networking@dell.com">jisc_networking@dell.com</a>
Dimension Data	<a href="mailto:UK.BIDTEAM@dimensiondata.com">UK.BIDTEAM@dimensiondata.com</a>
European Electronique	<a href="mailto:sales@euroele.com">sales@euroele.com</a>
CDW Limited	<a href="mailto:tenders@uk.cdw.com">tenders@uk.cdw.com</a>
Khipu Networks	<a href="mailto:Sales-UK@khipu-networks.com">Sales-UK@khipu-networks.com</a>
Logicalis	<a href="mailto:Jisc.framework@uk.logicalis.com">Jisc.framework@uk.logicalis.com</a>
Mason IT	<a href="mailto:JANET@mason-it.co.uk">JANET@mason-it.co.uk</a>
Pervasive Networks	<a href="mailto:janet@pervasive.co.uk">janet@pervasive.co.uk</a>
Redcentric (Formerly Calyx Managed)	<a href="mailto:janet@redcentricplc.com">janet@redcentricplc.com</a>
Softcat Ltd	<a href="mailto:PSITQ@softcat.com">PSITQ@softcat.com</a>
Xchanging	<a href="mailto:disalessupport@xchanging.com">disalessupport@xchanging.com</a>

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Supplier	Lot 1 Aruba	Lot 2 Brocade	Lot 3 Ciena	Lot 4 Cisco	Lot 5 Extreme	Lot 6 HP	Lot 7 Huawei	Lot 8 Juniper	Lot 9 Palo Alto	Lot 10 Aerohive	Lot 10 Arista	Lot 10 Fortinet	Lot 10 Dell	Lot 10 Alcatel-Lucent	Lot 10 F5	Lot 10 Infoblox
ADA Networks						?										
AIT Partnership										?						
Alternative Networks					?			?	?							
Ampito Group	1st	1st			1st						1st	1st				
Axians								1st								
BT				1st		?										
Capita												?				
Datrix					?											
Dell													1st			
Dimension Data														?		
European Electronique						1st						?				
CDW Limited				?												
Khipu Networks	?								1st					1st		
Logicalis			1st	?											?	?
Mason IT							1st									
Pervasive Networks	?	?										?				
Redcentric (formerly Calyx Managed)		?														
Softcat Ltd													?			
Xchanging									?							

## 5.1 Vendor Mergers

### Lot 1 Aruba and Lot 6 HP

Since the implementation of the Routing and Switching Equipment framework, in September 2015 Aruba has been acquired by HPE, the company is now known as Aruba Networks. Whilst the products will be integrated from a pricing perspective and the product sets are complimentary, please note that there are still two distinct ranges in products with Aruba providing a wireless solution and HPE providing a wired solution.

Within the framework these will remain as two separate lots, identifying them as different product lines by referencing them Aruba and HPE networking.

The following scenarios are allowed under the framework

- Providing they are certified suppliers on Lot 6 can sell HPE products plus Aruba, and suppliers on Lot 1 can sell Aruba products plus HPE. However you will need to go to mini competition, should you wish to purchase in this manner.
- If you are looking for an integrated solution they are able to open a mini competition to all 6 suppliers, or place separate orders with the preferred supplier of each lot

### Lot 10 Fortinet and Lot 10 Meru

Since the implementation of the Routing and Switching Equipment framework, Meru has been acquired by Fortinet. Meru branding is now obsolete and the product is Fortinet

Within the framework those suppliers under Lot 10 Meru will move into Lot 10 Fortinet with Ampito Group remaining as the preferred supplier.

Following this change the process of buyers placing orders with the preferred supplier or opening up a mini competition remains the same.

## 6. Was this framework tendered under EU procurement rules?

Yes, this Framework was advertised in OJEU on 11<sup>th</sup> February 2015 under number 2015/S 029-048581 and tendered using the restricted procedure. A link to a copy of the contract notice is shown below:

<https://community.jisc.ac.uk/groups/supply-and-support-routing-and-switching-equipment/document/ojeu-notice>

The link to the contract award notice is shown below:

<https://community.jisc.ac.uk/groups/supply-and-support-routing-and-switching-equipment/document/contract-award-notice-routing-and>

The link to the Operational Requirement document is shown below:

<https://community.jisc.ac.uk/groups/supply-and-support-routing-and-switching-equipment/document/operational-requirement-document>

Please note that as this framework was tendered under the EU procurement rules each of the 10 lots has been subject to a fully competitive exercise and further competition is not required to satisfy The Public Contracts Regulations 2015. To reiterate, for those lots where there are less than three capable Suppliers additional competitive quotes are not required to comply with The Public Contracts Regulations 2015.

**7. What evaluation criteria/weighting was used?**

The evaluation criteria were:

	Marking	Item
1.	Pass/Fail – Mandatory Requirements	The Supplier's ability to meet the Mandatory Requirements outlined in the Operational Requirement. Tenders had to satisfy all Mandatory Requirements. Failure to satisfy a Mandatory Requirement excluded a tender from further consideration.
2.	60% of total marks.	<b>Technical Delivery</b> JSL's assessment of the Supplier's technical delivery and quality to enable it to provide the services described in the Operational Requirement on a timely basis based on the responses to a number of Information Requirements using a zero (0) to five (5) marking methodology.
3.	40% of total marks.	<b>Charges</b> <b>i) Prices and discounts 26%</b> The priced and/or discount elements were scored using the following formula:  $\frac{\text{Lowest price and/or discount}}{\text{Price or discount being evaluated}} \times \% \text{ available for that IR}$ <b>ii) Non-priced elements</b> For the non-priced elements of the Charges section responses were evaluated using a zero (0) to five (5) marking methodology.



The evaluation criteria were then weighted using the following sub-criteria:

Section	Weighting
3.2.1 Equipment Supply	20%
3.2.2 Equipment Support	5%
3.2.2.1 Help Desk	5%
3.2.2.2 Hardware Maintenance	20%
3.2.2.3 Software and Technical Support	5%
3.2.3 On-site technical support	5%
4.1.1 Equipment pricing	20%
4.1.2 Support Pricing	20%
<b>Total</b>	<b>100%</b>

The Buyer is able to vary the weightings of the published award criteria within the range of 50% and 200% (i.e. half or double their original tender weightings).

The total of the weightings should add up to 100%

The Buyer is unable to add in any additional sub-criteria.

#### 8. Are there terms and conditions that must be used?

The JSL framework agreement incorporating the pro forma Buyer contract, signed by JSL and each supplier will govern all business conducted. A link to a copy of the generic agreement is shown below:

<https://community.jisc.ac.uk/groups/supply-and-support-routing-and-switching-equipment/document/generic-routing-and-switching>

The proforma services contract in schedule 1 of the framework agreement will form the basis of any call off contract awarded. Specific details will be agreed between the supplier and the Buyer and inserted into the call off contract where indicated including into the schedules. Any further changes to the call off contract will be made in accordance with the process set out in clause 5 of the pro forma customer contract by using the Contractor's Service Order Form (to be inserted into Schedule 3 of the call off contract). A copy of the proforma services contract is embedded as a Word document below:



Routing and Switching Framework

#### 9. How do I place a simple order for equipment under this framework

Section 3 outlines all the options available under the framework in terms of direct appointment or mini competition.

If the Buyer wishes to raise a Request for Quote (RFQ) for a simple order of equipment then the request should include a clear return date and any late quotes should not be considered. JSL would

recommend giving suppliers a maximum of 3 working days to respond to requests for simple orders. The Buyer should clearly state if any weighting has changed from JSL's original weighting.

Should the Buyer wish to proceed and place an order with the chosen supplier, the Buyer must use the *Pro-forma Contract with Customers* in schedule 1 of the agreement. Suppliers not chosen, in the event of a mini competition, should be sent rejection correspondence.

**10. How do I run a mini-competition under this framework for more complex orders?**

1. Establish the requirement.
2. Develop the mini-competition document:
  - a. Create a specification for the requirement.
  - b. Decide on a return date for tenders. Depending on the complexity of the requirement, we would recommend a minimum of 3 working days with 3-4 weeks on more complex project work requiring a site visit prior to the supplier's response. Decide who will be on the evaluation panel.
3. Decide which Lot is appropriate or if a mini competition will be run across all Lots.
4. Issue the mini-competition document to all capable suppliers on the relevant Lot(s) of the framework agreement.
5. Open tenders after the published deadline and evaluate tenders. The formula used to evaluate charges is:  
Lowest price/price being evaluated x % weighting agreed for the Charges
6. Issue award or regret letters as appropriate to all bidders.
7. Place an order using the *Pro-forma Contract with Customers* in schedule 1 of the agreement, completing the sections highlighted in yellow.

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

Yes. In addition to steps 1 – 6 in section 10, following the implementation of the remedies directive Buyers must include in the letter a summary of the reasons for the rejection of the tender, the characteristics and relative advantages of the tender selected and the name of the successful tender. The letter should also include a precise statement of the exact standstill period applicable. The standstill period must run for at least 10 calendar days between the date of despatch of this information and the date on which it proposes to enter into the contract (place the order).

**12. What are the benefits of running a mini-competition?**

- Mini-competitions are faster and less onerous than a full tender process.
- There is no need to advertise the requirement in the European Journal (OJEU).
- Although the basic contract terms will have been established a mini-competition enables the Buyer to refine its exact requirement.
- Having a range of suppliers on the framework provides increased choice and competition for the Buyer and a better chance of achieving best value for money.
- JSL has already assessed the successful suppliers' capacity and capability using the selection criteria of personal situation of the candidate or tenderer, economic and financial standing, technical capability and experience.

- The terms and conditions of the Agreement have already been established. There is no need for Buyers to negotiate on contract terms with suppliers.
- Following the guidelines below and elsewhere in this Buyers' Guide will help ensure that the Buyer adheres to EU procurement legislation.

### **13. What should the Buyer 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.
- Frameworks do not create any contractual obligations but a call-off does. By placing a call-off contract with a supplier from a framework the Buyer is making a commitment to purchase the specified goods/services from that supplier.
- By running a mini-competition the Buyer is allowed to define its requirements within the basic structure of the framework prior to making a call off, but the Buyer can't change the scope of the framework. This framework can't be used to purchase anything other than a broad range of routing and switching equipment and support services.
- Focus the mini-competition award criteria on the actual requirement (i.e. the service the Buyer requires, delivery timescales etc.). The Buyer 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 at the framework selection stage.
- Set reasonable timeframes for responses that reflect the complexity of the requirement.
- Maintain confidentiality until after the closing date (i.e. ask for sealed bids from suppliers and only open bids after the tender deadline).
- The award criteria and % applied to each order must be notified to the suppliers at the mini-competition stage. The Buyer should disclose to the suppliers every question and aspect the Buyer will evaluate and what points/percentage of points are available respectively.
- For call-offs under the framework that are above the threshold the ten-day mandatory standstill should be applied. The debrief for above threshold call-offs is the letter that is issued at the start of the standstill period that includes a summary of the reasons for the rejection of the tender, the characteristics and relative advantages of the tender selected and the name of the successful tender. The letter should also include a precise statement of the exact standstill period applicable.

### **14. How does a Buyer contact suppliers?**

Buyers should contact suppliers using the email address given in section 5 of this document.

### **15. How does a Buyer contact JSL in connection with the framework?**

Queries should be directed to [frameworkcontracts@jisc.ac.uk](mailto:frameworkcontracts@jisc.ac.uk)

### **16. How does a Buyer provide feedback about a supplier?**

Any comments should be raised directly with the supplier contact, and JSL should be copied (using the email address provided under Section 15) so that the Jisc framework manager can check to ensure that it is resolved through the framework service reviews with the supplier.

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

No.

Buyers can purchase a broad range of routing and switching equipment through the framework; from low end Buyer premises equipment (CPE), through to mid-range enterprise and high-end carrier class type equipment supporting up to 100 Gigabit Ethernet. No other equipment can be purchased through the framework.