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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 Web Filtering and Monitoring solutions to cover the wide and varied requirements within the education and research sector.

2. **Who can use the framework?**

The scope of the framework covers purchases by Jisc, JSL, Higher Education institutions, Further Education and Specialist Colleges and Research Council establishments in the UK 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

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

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

http://www.hepcw.ac.uk/files/2013/12/HEPCW-Members.pdf

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

The Service is also available for use by any National Research and Education Network (NREN) and the community it serves where the NREN has either a direct connection to Janet or the NREN is a member at any time during the period of this framework of the consortium that operates GÉANT. GÉANT is the pan-European research and education network that interconnects Europe’s NRENs. A list of members of the GÉANT consortium (GÉANT Partners) may be found at the URL below. HEAnet, the NREN of the Republic of Ireland, is connected both to Janet and is a member of the GÉANT consortium.

http://www.geant.net/About/Pages/home.aspx
3. How does the framework operate?

The framework has been separated into three lots:

**Lot 1: Exclusively Cloud based service**

A web monitoring and filtering solution where the architecture is exclusively cloud based i.e. no local appliances are required although an agent could be utilised.

**Lot 2: Exclusively Local Appliance based service**

A web monitoring and filtering solution where the architecture is exclusively local appliance based i.e. No cloud based elements although remote updates could be utilised.

**Lot 3: Hybrid service**

A web monitoring and filtering solution that utilises both local appliance and cloud based architecture. This includes solutions that can start with either a cloud or local appliance solution and progress to a hybrid status.

For Lots 1-3 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 (Section 4);

Or

ii. As a result of running a mini-competition against its specific requirement with all capable Suppliers in that Lot. (Section 5)

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. Please refer to the flow chart below for a simple method to deciding which method (described above) is appropriate:
4. **How do I place a simple order for services or 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 complete a direct award. The buyer should contact the necessary supplier via the details provided in section 6. The buyer is free to discuss the solution with the supplier and raise a purchase order as required. In the first contact the buyer should clearly state that they are completing the direct award via the JSL agreement and send across the relevant agreement as an attachment. This is to ensure that the supplier is clear that no further terms and conditions should be put forward and the rates should be as per their agreement.

If the buyer wishes to raise a Request for Quote (RFQ) for a simple order of equipment then the request should be sent to all capable suppliers on the chosen lot and include a clear return date, stating that any late quotes should not be considered. JSL would recommend giving suppliers a maximum of 5 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 agreement between JSL and the supplier as the basis of the contract, any lead times or expected solution go live date should be agreed with the supplier. Suppliers not chosen, in the event of a mini competition, should be sent rejection correspondence.

5. **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. Decide which Lot is appropriate.
   b. Create a specification for the requirement.
   c. Create evaluation criteria using the criteria published by JSL with any modification of the weighting. The Buyer may choose to use the JSL scoring system. This is available on the JSL web filtering web site under the framework area and the Suppliers section "View operational requirements used to determine selected suppliers". 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).
   d. Decide on a return date for tenders. Depending on the complexity of the requirement, we would recommend a minimum of 5 working days with 3-4 weeks on more complex project work requiring a site visits etc. prior to the supplier’s response. Decide who will be on the evaluation panel.
3. Issue the mini-competition document to all capable suppliers on the relevant Lot of the framework agreement.
4. Open tenders after the published deadline and evaluate tenders.
   The formula used to evaluate charges is:
   
   \[
   \text{Lowest price/price being evaluated} \times \% \text{ weighting agreed for the Charges}
   \]
5. Issue award or regret letters as appropriate to all bidders. Where a bidder has not scored full marks feedback will be required.
6. Place an order using the agreement between JSL and the selected supplier as the basis for the contract.
6. 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:

<table>
<thead>
<tr>
<th>Company name</th>
<th>Buyer Email address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Comtact Ltd</td>
<td><a href="mailto:wfm.comtact@jisc.ac.uk">wfm.comtact@jisc.ac.uk</a></td>
</tr>
<tr>
<td>BSI Group</td>
<td><a href="mailto:wfm.bsi@jisc.ac.uk">wfm.bsi@jisc.ac.uk</a></td>
</tr>
<tr>
<td>Gaia Technologies PLC</td>
<td><a href="mailto:wfm.gaia-tech@jisc.ac.uk">wfm.gaia-tech@jisc.ac.uk</a></td>
</tr>
<tr>
<td>Iboss Cybersecurity (Preferred Supplier Lot 1 &amp; 3)</td>
<td><a href="mailto:wfm.iboss@jisc.ac.uk">wfm.iboss@jisc.ac.uk</a></td>
</tr>
<tr>
<td>Insight Direct (UK) Ltd</td>
<td><a href="mailto:wfm.insight@jisc.ac.uk">wfm.insight@jisc.ac.uk</a></td>
</tr>
<tr>
<td>Pinac1 Solutions UK Ltd (Preferred Supplier Lot 2)</td>
<td><a href="mailto:wfm.pinac1solutions@jisc.ac.uk">wfm.pinac1solutions@jisc.ac.uk</a></td>
</tr>
<tr>
<td>Softcat PLC</td>
<td><a href="mailto:wfm.softcat@jisc.ac.uk">wfm.softcat@jisc.ac.uk</a></td>
</tr>
</tbody>
</table>

NB – Please note that Gaia Technologies are currently in Administration and are therefore suspended from the framework and cannot currently be approached for new business. We will update as further developments occur (21/10/19).

<table>
<thead>
<tr>
<th>Supplier</th>
<th>Lot 1 - Cloud</th>
<th>Lot 2 - Local</th>
<th>Lot 3 - Hybrid</th>
</tr>
</thead>
<tbody>
<tr>
<td>Comtact Ltd</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>BSI Group</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gaia Technologies PLC</td>
<td></td>
<td>✓</td>
<td>-</td>
</tr>
<tr>
<td>Iboss Cybersecurity</td>
<td>Preferred</td>
<td>✓</td>
<td>Preferred</td>
</tr>
<tr>
<td>Insight Direct (UK) Ltd</td>
<td></td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Pinac1 Solutions UK Ltd</td>
<td>Preferred</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Softcat PLC</td>
<td>✓</td>
<td></td>
<td>✓</td>
</tr>
</tbody>
</table>

7. What evaluation criteria/weighting was used?

The evaluation criteria were:

<table>
<thead>
<tr>
<th>Marking</th>
<th>Item</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Pass/Fail – Mandatory Requirements</td>
<td>The bidder’s ability to meet the mandatory requirements</td>
</tr>
<tr>
<td>2. 60% of total marks.</td>
<td>JSL’s assessment of the bidder’s technical merit and quality to enable it to provide the services described in this document on a timely basis based on the responses to the information requirements.</td>
</tr>
<tr>
<td>3. 40% of total marks.</td>
<td>Charges</td>
</tr>
</tbody>
</table>
The evaluation criteria were then weighted using the following sub-criteria:

<table>
<thead>
<tr>
<th>Section</th>
<th>Information Requirements</th>
<th>Weighting %</th>
</tr>
</thead>
<tbody>
<tr>
<td>6.2.1 Filtering</td>
<td>15, 16, 17, 18, 19, 20, 21, 22, 23</td>
<td>15%</td>
</tr>
<tr>
<td>6.2.2 Monitoring</td>
<td>24, 25</td>
<td>5%</td>
</tr>
<tr>
<td>6.2.3 Device, system and browser inclusion</td>
<td>26, 27, 28</td>
<td>5%</td>
</tr>
<tr>
<td>6.2.4 Implementation Information</td>
<td>29</td>
<td>0%</td>
</tr>
<tr>
<td>6.2.5 Solution Security</td>
<td>30, 32, 33, 34</td>
<td>10%</td>
</tr>
<tr>
<td>6.2.6 Reporting</td>
<td>37, 38, 39, 40, 41, 42, 43, 44, 45, 46</td>
<td>15%</td>
</tr>
<tr>
<td>6.3 Training and Support</td>
<td>47, 48, 49, 50</td>
<td>5%</td>
</tr>
<tr>
<td>6.4 Maintenance</td>
<td>51, 52</td>
<td>5%</td>
</tr>
<tr>
<td>7 Charges</td>
<td>58, 59, 61, 62, 63, 64</td>
<td>40%</td>
</tr>
<tr>
<td></td>
<td>65, 68</td>
<td>0%</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>100%</td>
</tr>
</tbody>
</table>

8. Are there terms and conditions that must be used?
The JSL framework agreement signed by JSL and each supplier will govern all business conducted. A copy of the agreement with each necessary supplier is available on request.

9. Are there any additional steps for above threshold orders?
Yes. In addition to steps 1 – 6 outlined in section 5 (How to run a mini competition), 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).

10. What is the duration of the framework?
The framework will run for an initial term of two years commencing on 11th May 2016. JSL will then have the option to extend the framework for up to two further years up to 10th May 2020.

11. Was this framework tendered under EU procurement rules?
Yes, this Framework was advertised in OJEU on 11th February 2015 under number 2016-OJS047-078536 and tendered using the Open procedure. A copy of the contract notice, contract award notice and Operational Requirement document can be found at the bottom of the Web filtering framework (filtering, monitoring and reporting) “Suppliers” section under the framework website https://www.jisc.ac.uk/web-filtering.

Please note that as this framework was tendered under the EU procurement rules each of the 3 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.

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 Web Filtering and Monitoring solutions.
- 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 6 of this document. Supplier contact details are also available on the JSL website at:

https://www.jisc.ac.uk/web-filtering#framework

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

Queries should be directed to SecurityServices@jisc.ac.uk.

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

Any comments should be raised directly with the supplier contact using the email address in Section 6. This will automatically distribute the email to the supplier and to the necessary JSL team. This will enable the JSL framework manager to check and ensure that the issue 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 Web Filtering and Monitoring solutions through the framework. No other equipment can be purchased through the framework.