



**File Sync and Share Service
Buyer's Guide**

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1. What is the File Sync and Share Service

The file sync and share service provides a dynamic purchasing system (DPS) framework allowing a number of suppliers to offer cloud based data storage services which include the ability to share files by the exchange of hyperlinks and for data owners to synchronise files across multiple devices so as to have their data available anywhere at any time.

The service requirement was divided into four lots.

Lot 1 is the basic service described above and any supplier must qualify for Lot 1 to be admitted to the DPS. Suppliers may in some cases offer enhanced facilities under this Lot, such as guaranteed back up. They may then offer services under three further Lots as follows:

Lot2 requires that all cloud stored data must reside within the EEA and allow data owners to fulfil their Data Protection obligations under the various regulations and Acts.

Lot3 offers encryption of files with the keys held and controlled by the data owner. (Note that a number of suppliers offer encryption under Lot 1 where the supplier manages the keys) In some cases suppliers may offer this service using a third party specialist partner.

Lot4 offers the potential for single sign on integration through SAML and/or Access Management Federation standards.

The full details of each supplier's offer (which may be enhanced from time to time) can be found on the Janet website at <https://community.ja.net/groups/file-sync-and-share>

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 an indicative tender to the contracting authority which complies with the specification. An indicative tender is a tender prepared by a supplier seeking admission to a DPS. The tender 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 File Sync and Share Service?

The File Sync and Share Service will enable Janet(UK) and its customers to easily purchase value for money and technically sound cloud storage and file sharing and synchronization capability. 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, Janet(UK) will enforce a number of financial and technical entry requirements that any supplier must fulfill before joining the DPS to ensure reliable and consistent service with good performance through close integration with the Janet network.

The entry requirements will include but not be limited to:

- Demonstration of financial stability
- Peering with the Janet network (or with other European NREN and through GEANT)
- Compliance with the requirements set out in Lot I

The new services will include but not be limited to:

- Cloud storage (which will not include automatic back up in all cases)
- The ability to share files with any collaborator or partner through the simple exchange of hyperlinks
- The ability to store all commonly used file types
- The ability to synchronise files across a wide range of devices such as desktop computers, tablets and smart phones from a wide range of suppliers.

4. Who can use the File Sync and Share Service?

The scope covers purchases by Janet(UK), Higher Education institutions, Further Education and Specialist Colleges and Research Council establishments in the UK, members of the Purchasing Consortia, publicly funded schools and by any other bodies whose core purpose is the support or advancement of further or higher education or of research.

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 DPS 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>

Many of the UK bodies above 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://supc.procureweb.ac.uk/about-us>

<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>

<http://www.wfepc.com/english/>

5. How does the File Sync and Share Service operate?

Janet(UK) will submit all Simplified Contract Notices (see 5.1) on behalf of itself and its customers. Subsequent mini-competitions will be published by Janet(UK) or its customers via the Janet(UK) DPS portal.

Janet(UK) and its customers are under no obligation to call off any requests from the Service once it is established.

5.1 Simplified Contract Notice

When there is a requirement from either Janet(UK) or one of its customers for File Sync and Share Services Janet(UK) will advertise the intention in the Supplement to the Official Journal of the European Union using a Simplified Contract Notice specifically designed for DPS. The Simplified Contract Notice will allow at least 15 days from the date of the despatch for additional Bidders interested and not yet admitted onto the DPS to submit an Indicative Tender. The Simplified Contract Notice is not the invitation to tender for the contract, simply a means of ensuring that any Bidder not on the DPS is able to join in time to be involved in the mini-competition process.

Janet(UK) will evaluate all Indicative Tenders it receives and admit to the DPS any new Bidder which meets the requirements as described in Section 9.

5.2 Mini-competition

After the steps in section 5.1 have concluded, a mini-competition will be run by the customer referred to in the Simplified Contract Notice.

Mini-competitions will be published via the Janet(UK) DPS 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 individual customer will decide on the outcome of the mini-competition and which Supplier is awarded the contract.

5.2.1 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 Janet(UK) 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 Janet once an order is placed?

Contract Award Notices from Simplified Contract Notices must be submitted on a quarterly basis by the Janet 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 Janet 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@ja.net and inform the team of the supplier that the mini-competition has been awarded to together with the amount paid. To assist the Procurement team it would be appreciated if the Subject field of the email was "Janet Purchasing File Sync and Share Service award details".

7. What is the duration of the File Sync and Share Service?

The initial term of the Service is from 31 March 2014 to 30 March 2016. Janet(UK) may extend the service for up to a further two years (one year plus one year) subject to satisfactory performance.

8. Was the Janet File Sync and Share Service tendered under EU procurement rules?

Yes, the notice was advertised in OJEU on 25 February 2014 number 2014/S 039-064752 and tendered using the open procedure. A copy of the contract notice is available on the Janet web site at:

<https://community.ja.net/groups/file-sync-and-share>

The Indicative Tender document is available at:

<https://community.ja.net/groups/file-sync-and-share>

9. What are the technical requirements for admittance onto the Service?

All of the requirements below must be met by the Bidder, for each Lot it wishes to offer. To meet these requirements the Bidder 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.

Lot 1 represents the most basic facilities which would permit entry to the DPS, it is expected that Suppliers to Lot 1 will offer capabilities beyond the basic requirements, even though they may not meet the specific requirements of Lots 2 and 3 or 4. All Suppliers must show how they will prevent unauthorised access to customer data in their care.

| Lot I Basic Sync and Share | | |
|----------------------------|--|--|
| | The Supplier must provide sufficient information and confirm that it has network arrangements established as laid out in section 1.5. | |
| | The Supplier must describe how it will prevent unauthorised access to customer data in its care. | |
| | The Supplier must confirm that it is able to store all commonly used file types and objects and to display them using conventional hierarchical folder presentation through any web browser and/or their freely available client for Linux or Windows PC, Apple desktop and laptop devices, tablets and smartphones. | |
| | The Supplier must confirm that file owners may share files with collaborators who may be within the same institution, other institutions or even members of the public. | |
| | A service that restricts sharing to registered users exclusively will not be acceptable. For example a registered user of the service should be able to send a link to a file to a non registered person and for that second person to access the file without needing to register for an account. The Supplier must confirm that the service doesn't restrict sharing to registered users only. | |
| | The Supplier must confirm that users have the option to download and synchronise files and objects on their mobile devices, such as tablets, laptops, smartphones and secondary desktop machines. | |

| | | |
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| | <p>The Supplier must state whether users may rely on files being backed up within the core service offer and if so what service level guarantees are offered including (but not limited too) service availability and data durability, or whether users are expected to make their own arrangements to back up any files stored.</p> <p>The Supplier may wish to highlight key facilities offered within the service by completing the table at Appendix I</p> | |
| | <p>The Supplier must state whether version control is an integral part of the service and if not how it recommends users manage version control in a collaborative environment.</p> | |

Lot2 is designed to highlight for potential users those Suppliers whose services may be better suited to sensitive data through having facilities to guarantee that data will be held within the EEA, meet the requirements imposed by EU Data Protection Principles and offer suitable protection for IPR. Suppliers to Lot2 must already have been accepted under Lot1. The contractual arrangements for Lot2 are similar to those for Lot1.

| <p>Lot2 EEA Hosting and Data Protection issues</p> | | |
|---|---|--|
| | <p>The Supplier must confirm that it has been accepted under Lot1.</p> | |
| | <p>To qualify for this Lot any Supplier must confirm that it offers all elements of Lot1, that all data will be stored in the EEA and that it can ensure compliance with Data Protection Principles, for example compliance with the EU model clauses or equivalent and offer specified protection for IPR.</p> | |

Lot3 is aimed at services which make security of content strong, by integrating facilities which are built to the best available accepted standards. Lot3 opens the opportunity for third party specialist security suppliers to offer their services in partnership with the sync and share providers. A Supplier should only apply for Lot3 if its capability supports the continued encryption of content throughout the life cycle from point of origin, through transmission to the file sync and share storage platform in the cloud and re-transmission to a destination device. Suppliers to Lot3 must already have been accepted under Lot1. The contractual arrangements for Lot3 are similar to those for Lot1

| <p>Lot3 File Encryption and Security</p> | | |
|---|---|--|
| | <p>The Supplier must confirm that it has been accepted under Lot1.</p> | |
| | <p>The Supplier must confirm that it employs AES standards for encryption.</p> | |
| | <p>The Supplier must confirm that files can be encrypted before upload into the cloud.</p> | |
| | <p>The Supplier must confirm that files are encrypted at rest and during transmission.</p> | |
| | <p>The Supplier must confirm that encryption keys are controlled by the file owner or their administering institution</p> | |
| | <p>The following requirement is optional and will not be marked on a pass/fail basis: If the Supplier is a specialist third party encryption service it may wish to list cloud storage services with which it is compatible</p> | |

Lot4 is designed to open the possibility of users being able to authenticate on the file sync and share service using their institutional credentials. This is particularly important to simplify collaboration usage. Suppliers to Lot4 must have been accepted for at least Lot1. The contractual arrangements for Lot4 are similar to those for Lot1

| Lot4 Integrated User Authentication and Identity Management | |
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| | The Supplier must confirm that it has been accepted under Lot1. |
| | The Supplier shall confirm that it supports SAML1.1 and/or SAML2 |
| | The Supplier shall confirm that it supports federated access to its service through the UK Access Management Federation and / or the eduGain confederation. |

10. Are there terms and conditions that must be used?

Individual orders with customers will use the selected supplier's standard terms and conditions; the terms should reflect the requirements of each Lot for which the supplier has qualified.

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

Yes. Following the implementation of the remedies directive Customers must include in the letters to non-selected suppliers 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 should the Customer remember when running a mini-competition?

- Mini-competitions can only be run following publication of a Simplified Contract Notice via the Janet(UK) DPS portal (see section 5).
- 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 File Sync and Share Services and any related equipment.
- 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 Janet(UK) prior to being accepted onto the DPS.
- Set reasonable timeframes for responses that reflect the complexity of the requirement.
- 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.
- 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.

13. How does a Customer contact suppliers?

Customers should contact suppliers directly after they have [notified us](#) of their interest in using the service. Suppliers' details can be found at [this link](#).

14. How does a Customer contact Janet(UK) in connection with the service?

Queries should be directed to service@ja.net.

15. How does a Customer provide feedback about a supplier?

Any comments should be raised directly with the supplier contact, and service@ja.net should be copied so that the Cloud Service Manager or Contract manager can check to ensure that it is resolved through the service reviews with the supplier.

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

No. Customers can purchase a broad range of file sync and share services. No other equipment can be purchased through the framework.