



## Supply & Support of Routing & Switching Equipment

### Operational Requirement

#### OJEU Contract Notice 2015/S 029-048581

This document and the information it contains are provided solely for the purpose of allowing potential Suppliers to provide a tender for the goods and services being procured. It is issued under the Restricted Procedure of the European Procurement Directive and the Public Contracts Regulations 2006.

**Responses to this Operational Requirement will only be accepted from Suppliers shortlisted to receive this procurement document. Each Supplier may only bid for the Lot(s) that it has been shortlisted against.**

**Please do not try to upload documents very close to the closing time of the procurement, because the tender boxes will be locked at 12:00 and any documents that are part way through being uploaded will be rejected.**

**A RESPONSE RECEIVED AFTER THE DEADLINE WILL NOT BE CONSIDERED.**

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## 1. INTRODUCTION

This document is the Operational Requirement (OR) for the Supply & Support of Routing & Switching Equipment.

The procurement will be managed according to the restricted procedure as specified by the Public Contracts Regulations 2006 (as amended). This document is an integral part of the restricted procurement announced by Jisc Services Ltd in the Supplement to the Official Journal of the European Union (OJEU Contract Notice 2015/S 029-048581).

**Please note that since the issuing of the OJEU notice and the ensuing Pre-Qualification Questionnaire Jisc Collections and Janet Ltd, trading as Janet(UK), has changed its name and is now Jisc Services Ltd. The contracting authority is, therefore Jisc Services Ltd.**

### 1.1 Contracting Authority

The contracting authority is Jisc Services Ltd.

### 1.2 Outline of Requirement

Jisc Services Ltd wishes to establish a Multi-Supplier framework agreement to supply and support routing and switching equipment from a number of different manufacturers.

The framework agreement envisaged 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.

The scope of the framework covers purchases by Jisc Services Ltd, 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.

The framework will run for an initial term of two years commencing on 1<sup>st</sup> October 2015. Jisc Services Limited will then have the option to extend the framework for up to two further years up to 30<sup>th</sup> September 2019.

Jisc Services Ltd will work with the Suppliers to promote the framework agreement to Buyers from framework commencement.

Jisc Services Ltd expects to execute contracts with up to three Suppliers per Lot for Lots 1 to 9, provided that there are enough capable Suppliers, and given the diverse range of OEMs that have been short listed to be on Lot 10, up to a maximum of 10 Suppliers for Lot 10.

Jisc Services Ltd wishes to establish the framework agreement with Suppliers who specialise in the supply and support of equipment via specialist channel partnership arrangements with equipment vendors, demonstrating the highest level of accreditation and the broadest range of expertise in the vendor's equipment together with the ability to demonstrate a high level of Buyer satisfaction.

This procurement is divided into ten Lots as described over the page.

**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**

**Bidders must provide a complete response for each Lot for which they have been invited to bid. Please provide a separate PDF for each Lot with responses to all MRs and IRs.**

### **A note about HP's ongoing acquisition of Aruba Networks**

**Please note that Jisc Services Ltd is aware of the announcement by HP of the signing of a definitive agreement to acquire Aruba Networks. Jisc Services Ltd understands that the transaction is expected to close during the second half of HP's fiscal year 2015, subject to customary closing conditions. HP's fiscal year ends on 31<sup>st</sup> October 2015. Until then, HP and Aruba will continue to operate as separate independent companies.**

**Jisc Services Ltd intends, therefore, to continue with the published intention of procuring Lots for both Aruba and HP. At the point of placing contracts with Suppliers a decision will be taken on the award for both Lots.**

### **I.3 Putting the Framework into Practice with the Agreed Terms**

Jisc Services Ltd will publish the outcome of the procurement and the terms of the framework agreement together with the ranking of the Suppliers in each Lot.

For Lots 1-9 there will be a Preferred Supplier out of the maximum of three Suppliers. The Preferred Supplier will be the Supplier awarded the highest tender score at the establishment of the framework.

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 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 all the Suppliers will have equal footing:

- Where there is more than one Supplier of a single proprietary product a mini competition will be run.
- 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 Supplier 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 within this OR document. The weightings may be varied as appropriate to the requirement.

## 2. PROCUREMENT PROCEDURE

The short listed Suppliers are now invited to respond to this Invitation to Tender which consists of the following documents:

- The Operational Requirement – this document in its entirety
- Annex 1 – Pricing Schedule
- Annex 2 – Evaluation Methodology and Method Statements
- Framework Agreement Terms and Conditions
- Pro Forma Services Contract Terms and Conditions

Please familiarise yourself with the entirety of the Invitation to Tender before commencing preparation of your bid.

It is a Mandatory Requirement to formally accept both the Framework Terms and Conditions and the Pro Forma Services Contract Terms and Conditions.

The responses will be evaluated against the evaluation criteria listed in section 2.4 of this document.

### 2.1 General Issues

All formal communication with Suppliers over the course of the procurement will be handled by or arranged by the procurement team at Jisc Services Ltd.

Responses to this OR will only be accepted from Suppliers that have previously submitted a response to the PQQ and have been shortlisted to receive this document. A Supplier can only respond to the Lots for which it has been shortlisted.

### 2.2 Clarifications to the requirements

Suppliers will be provided with clarification of Jisc Services Ltd's requirements in accordance with the European Directive and the Public Contracts Regulations 2006.

Any issues of clarification should be raised via the e-tendering portal at <https://tenders.ja.net>. Where issues of clarification arise which are relevant to more than one candidate, each Supplier will be notified via the portal. Any clarification request should be submitted by no later than the date given in the timetable in section 2.3, as Jisc Services Ltd cannot guarantee to respond to any requests submitted after this date.

### 2.3 Timetable

The steps and timetable for this procurement are as follows:

Activity	Date
Issue of the Invitation to Tender consisting of this Operational Requirement and the Terms & Conditions	15 <sup>th</sup> May 2015
Deadline for raising clarifications	19 <sup>th</sup> June 2015
Return of Operational Requirement responses	26 <sup>th</sup> June 2015
Selection of preferred Suppliers	31 <sup>st</sup> July 2015
Contract placed with preferred Suppliers	end August 2015
Framework commencement date	1 <sup>st</sup> October 2015

Jisc Services Ltd reserves the right to vary this timetable if the need arises, within the constraints of the European Procurement Directive.

Jisc Services Ltd reserves the right not to award a contract.

Tenders will be expected to remain valid for six months after tender submission.

Jisc Services Ltd may invite Suppliers to attend tender clarification meetings if required.

### 2.4 Evaluation

Entrance onto the framework, and the ensuing Framework Agreement and Services Contract, will be awarded on the basis of the offers that are the most economically advantageous. The main criteria to be used in determining which offers are the most economically advantageous are detailed in the table below.

	Marking	Item
1.	Pass/Fail – Mandatory Requirements	The Supplier's ability to meet the Mandatory Requirements as defined in sections 3, 4 and 5. Tenders must satisfy all Mandatory Requirements. Failure to satisfy a Mandatory Requirement will exclude a tender from further consideration.
2.	60% of total marks.	<p><b>Technical Delivery</b></p> <p>Jisc Services Ltd's assessment of the Supplier's technical delivery 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. See below and Annex 2 for the evaluation methodology.</p>
3.	40% of total marks.	<p><b>Charges</b></p> <p><b>i) Prices and discounts 26% (IRs 64, 65, 73, 75 &amp; 77)</b></p> <p>The priced and/or discount elements relevant to the listed IRs will be scored using the following formula:</p> <p style="text-align: center;"><u>Lowest price and/or discount</u> × % available for that IR Price or discount being evaluated</p> <p>When it comes to discount the sum % of the price to be paid will be used... so, if you offer 50% discount against manufacturer's pricing under IR64 (scored at 14%) and the best discount is 55% you will score 12.6%, as per example below:</p> <p style="text-align: center;"><math>45/50 \times 14 = 12.6\%</math></p> <p><b>ii) Non-priced elements (IRs 66, 67, 68, 70, 71, 72, 74 &amp; 76)</b></p> <p>For the non-priced elements of the Charges section the IRs will be marked using the zero (0) to five (5) methodology outlined below.</p>

Each participating member of the evaluation panel will mark the Supplier's response on a sliding scale between zero (0) and five (5) – as defined by the table below – which will then be weighted as per the score listed in the evaluation criteria table (also below). The descriptor statements provided are an indicative description and a narrative statement pointing to the score will be provided for each of the sub-criteria outlined below. All of the questions will be independently marked by more than one member of the evaluation panel and moderated at an evaluation panel meeting.

## Supply & Support of Routing & Switching Equipment

Score (0 to 5)	Allocation of score
5 points	A detailed response that provides a full, direct, evidenced and relevant answer to the Information Requirement that is judged to FULLY MEET the requirement.
4 points	A reasonably detailed response that is missing only limited elements and/or evidence to the Information Requirement that is judged to ALMOST MEET the requirement.
3 points	A less detailed response that provides a broad, relevant answer but is missing a number of elements and/or evidence to the Information Requirement that is judged to PARTIALLY MEET the requirement.
2 points	A response which lacks detail in terms of evidence and relativeness to the Information Requirement that is judged to BARELY MEET the requirement.
1 point	A response that has very little detail, evidence or relevance to the Information Requirement and is judged to LARGELY NOT MEET the requirement.
0 points	A response that supplies no answer, evidence or an irrelevant response to the Information Requirement and is judged to NOT MEET the requirement.

The Evaluation Method Statements provided as Annex 2 provide further information as to the expectations for each Mandatory Requirement and Information Requirement and how the scoring descriptors above and the weightings below will be applied during the evaluation process.

Section	Weighting	Applicable IRs	% Score Available Per IR
3.2.1 Equipment Supply	20%	5	4%
		6	4%
		8	5%
		9	1%
		11	1%
		13	2.5%
		16	2.5%
3.2.2 Equipment Support	5%	17	1.5%
		18	1%
		19	1%
		21	1.5%
3.2.2.1 Help Desk	5%	24	2.5%
		26	0.5%
		28	0.5%
		29	1.5%

## Supply & Support of Routing & Switching Equipment

Section	Weighting	Applicable IRs	% Score Available Per IR
3.2.2.2 Hardware Maintenance	20%	31	1%
		34	1%
		35	6%
		37	1%
		39	1%
		41	2.5%
		43	2.5%
		45	2.5%
3.2.2.3 Software and Technical Support	5%	46	2.5%
		49	2%
		51	1.5%
53	1.5%		
3.2.3 On-site technical support	5%	55	5%
<b>4 Charges</b>			
4.1.1 Equipment pricing	20%	64	14%
		65	2%
		66	1%
		67	1%
		68	2%
4.1.2 Support Pricing	20%	70	3%
		71	2%
		72	1%
		73	4%
		74	1%
		75	2%
		76	3%
77	4%		
<b>Total score</b>			<b>100%</b>

Jisc Services Ltd may seek clarifications prior to the preferred Suppliers being selected. Once the preferred Suppliers have been selected Jisc Services Ltd will seek to confirm commitments and sign a framework agreement with the preferred Suppliers.



### 2.5 Delivery of tenders

Potential Suppliers are required to upload their response to the Jisc Services Ltd e-tendering portal by the time and date specified in section 2.3.

The documents must be provided in PDF format with the exception of the Annex I Pricing Schedule which is to be provided in Excel format. Any non-standard fonts used in submissions must be embedded in the document.

**If you are submitting a bid for more than one Lot, please provide one complete response, consisting of:**

- **one PDF per Lot with the MR and IR responses**
- **one copy of Annex I Pricing Schedule as an Excel Spreadsheet along with a PDF copy.**

Please avoid providing separate accompanying information and just provide two documents per Lot, as above.

Please do not try to upload documents very close to the closing time of the procurement, because the tender boxes will be locked at 12:00 and any documents that are part way through being uploaded will be rejected.

A response submitted after the deadline will not be considered.

### 2.6 Format of tenders

The response to the specific requirements must take the following format:

#### **A Management Summary**

This section should be a single page summary describing the main points of the bid.

#### **B Description of Services Proposed**

This section must describe the services proposed. The information required to satisfy all the specific requirements must be provided in this section.

The response must address all the requirements Mandatory Requirements (MR), Information Requirements (IR) and For Information Only (FI) detailed in all sections of this OR.

The order of replies to requirements (MR, IR and FI) must be given in the same numerical order as they are stated in this document. The reference number and the text of the requirement to which it relates must precede each response.

### 2.7 Document notation

*MR<sub>n</sub>* A mandatory requirement.

A solution that does not meet all mandatory requirements will not be acceptable.

Suppliers must confirm that it can meet the requirement. Tenders must satisfy all mandatory requirements. Failure to satisfy a mandatory requirement will exclude a tender from further consideration. If further information is required Jisc Services Ltd has asked for this in a subsequent IR.

*IR<sub>n</sub>* An information requirement

It is vital that Suppliers provide full information on specific topics. These topics are identified as information requirements. Failure in a tender to provide full, relevant information in answer to information requirements will lead to the Supplier losing marks. Assessment of the quality of the tender will be based on the responses to these requirements, and will influence the selection process.

*Fln* For Information only

Jisc Services Ltd requires this information to assist understanding, these will not be scored.

### 3. REQUIREMENTS FOR THE OFFERED SERVICE

#### 3.1 Contract Form

As detailed under Section 2, the Invitation to Tender includes the following:

- Framework Agreement Terms and Conditions
- Pro Forma Services Contract Terms and Conditions

**Please note that even if you are bidding for more than one Lot you only need to answer this section – containing MRs 1 and 2 – once.**

Jisc Services Ltd requires the Framework Agreement Terms and Conditions to be used for this service. Individual orders under the framework will use the Jisc Services Ltd Pro Forma Services Contract Terms and Conditions.

When using the restricted procedure, contracting authorities are prohibited from negotiating with bidders in respect of the agreement (typographical errors excepted). Bidders are required to confirm that if they are appointed to the framework that they will accept the terms of Framework Agreement Terms and Conditions and the Pro Forma Services Contract Terms and Conditions.

**Failure to accept these terms will result in a bidder's tender being treated as non-compliant and therefore rejected. There is no room for manoeuvre on this point and for Jisc Services Ltd to enter into negotiations on the published terms further to confirming intention to award would risk challenge from other parties.**

*MR1.....The Supplier must indicate that it will accept the terms of Jisc Services Ltd's Framework Agreement Terms and Conditions and the Pro Forma Services Contract Terms and Conditions. The Supplier must confirm that all clauses within both documents are accepted apart from those elements highlighted in yellow which are to be completed upon Award of Contract.*

*MR2.....The Supplier must confirm that if an organisation wishes to enter an agreement to use the service that the final Pro Forma Services Contract Terms and Conditions will be used in all cases.*

#### 3.2 Requirements

A Supplier must complete sections 3.2 and 3.4 – 4.2 for each Lot that it is bidding for. If a Supplier is bidding for more than one Lot and the response to a requirement in a subsequent Lot is identical to the response to that requirement in the initial Lot then please provide the answer again under your response for that Lot.

**For the avoidance of doubt – as detailed under Section 2.5, if you have been invited to submit a bid for three Lots then you need to provide three complete bids for sections 3.2 and 3.4 – 4.2.**

*MR3.....The Supplier shall state the Lot number(s) and the equipment vendor(s) for which it is tendering. Each bid – provided as a pdf for the MR and IR responses and an Excel spreadsheet for Annex 1 Pricing Schedule – should be clearly named and headed. Failure to do so may result in your entire bid being rejected.*

##### 3.2.1 Equipment Supply

*MR4.....The Supplier must commit to provide a timescale by which it guarantees to process a request for quotation. This is to consist of commitments for each stage. As a minimum an acknowledgement is to be received within four hours maximum of dispatch of the order via email. Commitments are also required in terms of maximum lead times for providing the final quotation with straight forward requirements having a turnaround of four hours maximum and a commitment of 48 hours for the most complex requirements.*

## Supply & Support of Routing & Switching Equipment

- IR5.....The Supplier shall describe the quotation process in full upon receiving a request from a Buyer indicating any factors that could cause delays. The Supplier shall describe any sign off requirements within the organisation. The Supplier should confirm that it will meet the minimum requirements outlined under MR4 and provide evidence as to the level of empowerment with the manufacturer and how this relationship – and the measures put in place by the Supplier – will ensure any potential for delays in turnaround of the quotation process will be mitigated. **(4%)**
- IR6.....Extending on IR5, the Supplier must state the timescales that it will commit to providing a basic quotation, for example two 24-port hubs and a more complex quotation for c. £1m of backbone equipment. The complex quotation should include an associated software-based management layer with the Buyer having access to this functionality. **(4%)**
- MR7.....The Supplier must commit to provide a lead-time for delivery of equipment and associated software required for the operation of the equipment at time of the quotation.
- IR8.....The Supplier shall fully describe the order process indicating how long it will take from receipt of a purchase order (for the avoidance of doubt this is the date the purchase order or pro-forma agreement is signed) to delivery of goods to an address within the UK. If different timescales apply to different types of equipment then this should be specified accordingly. Jisc Services Ltd would expect a maximum delivery timescale of around 30-40 working days for newly manufactured items in the Far East or outside the EMEA or 5-10 working days for items that are held in stock within the EMEA. **(5%)**
- IR9.....The Supplier shall describe how it would fulfil an especially urgent requirement for equipment order and delivery, for example to meet project deadlines **(1%)**
- MR10.....The Supplier must guarantee that the equipment supplied is brand new, manufactured for use in the UK market and will be supported by the equipment vendor.
- IR11.....The Supplier shall describe the processes in place to deal with delivery of equipment that may be:
- “Dead on Arrival”
  - Incorrect
  - Shipped to the wrong address. **(1%)**
- MR12.....The Supplier must commit to provide, free of charge, advice on the features of any proposed equipment. This will help the Buyer to determine if the proposed equipment can be integrated into the Buyer’s existing network.
- IR13.....Jisc Services Ltd is keen to understand any particular areas that the Supplier specialises in. Therefore the Supplier shall provide a breakdown (in percentages) of the range of equipment it has sold in the last year **(2.5%)**:

Equipment Type (by Vendor)	Sales Breakdown (%)	All network hardware sales by OEM >2% (a separate column to be added per OEM)
High End Router		
Mid-Range Router		
Low End Router		
Fixed Configuration Switches		
Modular Switches		
All Other Equipment Within Vendor’s Product Range		

- MR14.....The Supplier must commit to provide information on any properties of its proposed equipment that may have health and/or safety implications, e.g. microwave or laser radiation or power restriction, to the Buyer at the quotation stage.

MR15.....The Supplier must commit to supplying applicable item serial numbers.

IR16.....The Supplier shall describe the mechanism for supplying applicable item serial numbers, the sought for solution being a combination of both paperwork and an electronically supplied (email) detailed breakdown (spreadsheet) provided directly to the order originator. **(2.5%)**

### 3.2.2 Equipment Support

Jisc Services Ltd believes that high quality maintenance arrangements are vital for the reliable operation of the network. Timely rectification of hardware and software problems is required. Jisc Services Ltd wishes to obtain maintenance and support services that reflect this requirement.

IR17.....The Supplier shall describe the process it uses to set up support arrangements for new Buyers stating the time required for it to adopt equipment from the Buyer's network into a support schedule and be in a position to provide adequate spares to meet the SLA. **(1.5%)**

IR18.....The Supplier shall state the lead time (in working days) required for it to be able to provide the support service (from the date an order is placed) for additional equipment purchased throughout the lifetime of the contract. **(1%)**

IR19.....The Supplier shall indicate any factors that might affect the lead time in IR18 and provide an indication of the change in lead time in such cases. **(1%)**

MR20.....The Supplier must state if it is using subcontractors for elements of the support services.

IR21.....If the Supplier is using subcontractors for elements of the support services offered then the Supplier must state the name of the companies involved; how long the companies have worked with them; and the nature of the services that they provide on your behalf. Any subcontractors should be formally signed up to a service agreement to ensure the Supplier's obligations are fully met. For the avoidance of doubt, Suppliers need to provide evidence that they have full control, via agreements, with their supply chain to ensure they meet their obligations. **(1.5%)**

#### 3.2.2.1 Help Desk

MR22.....The Supplier must provide a service that offers a single point of contact for service and support queries. Support must be available 24 hours per day, 365 days per year.

MR23.....The Supplier must confirm that it is possible to report a problem by telephone and receive a fault reference number or equivalent within 5 minutes.

IR24.....The Supplier shall describe how the Help Desk service is to be implemented. In particular, if the Supplier is a reseller it shall describe which parts of the service are carried out by the reseller and which parts, if any are carried out by the equipment vendor. If some parts of the service are carried out by the equipment vendor, the Supplier shall describe at which point of the process this occurs. The preference is for tier two and three support being directly supplied by the Supplier. **(2.5%)**

MR25..... The Supplier must confirm that telephone support will be available at national call rates or lower for the duration of a contract under the framework agreement, Jisc Services Ltd would especially welcome a service that allows calls to be made free of charge.

IR26.....The Supplier shall state the call rates of the Helpdesk service number. Suppliers that offer lower call rates will score higher. **(0.5%)**

MR27.....The Supplier must confirm that the help desk will provide a range of services, including but not limited to:

- receiving reports of incidents, hardware or software related, or requests for information;
- ownership of such incidents and requests, including classification and prioritisation, and the allocation of a unique identifier, through to full resolution;
- regular Buyer updates through to final closure and written report (possibly sent by e-mail) of the cause and resolution of the incident; and
- a comprehensive, effective, documented escalation mechanism to ensure progression of each incident according to its severity.

IR28.....The Supplier shall indicate if there is any difference in operating hours regarding the help desk service for the different levels of fault repair services. **(0.5%)**

IR29.....The Supplier shall confirm its offering for remote management, diagnosis and support. This answer should be evidenced as to its effectiveness by providing statistics from its existing Buyer base over the past two years for **(1.5%)**:

- (a) the percentage of faults fixed remotely without the need for any site visit;
- (b) the percentage of faults fixed on the 1<sup>st</sup> site visit for that fault;
- (c) the percentage of faults fixed meeting the service level agreement with its Buyers;
- (d) a breakdown of calls made against equipment type, for example router and switch models.

### 3.2.2.2 Hardware Maintenance

Jisc Services Ltd will closely monitor the performance of the Supplier to ensure that all faults are resolved in a timely manner. Jisc Services Ltd expects to be able to conduct audits of spares holdings and of the Supplier's fault management process to prove that high standards of service are provided throughout the life of any support contract arising from the framework. The expectation is that best-of-breed Suppliers may be able to offer free extended warranty support against a limited range of models within the OEMs routing and switching portfolio as part of its added value offer under the framework.

MR30.....The Supplier must commit to provide a full fault repair service which will be available 24 hours per day, 7 days per week, 365 days per year.

IR31.....The Supplier shall provide details of the different levels of fault repair services offered. The Supplier shall also detail what added value it can provide in terms of free extended warranty support for all areas of the hardware. **(1%)**

MR32.....The Supplier must commit to meet the repair time SLA for any service that each Buyer contracts to.

Jisc Services Ltd is keen to understand the relationship between the number of spares held against the number of items installed in the network and how this may alter as changes to the network are made.

MR33.....The Supplier must warrant that the number and location of spares will be sufficient to provide the required level of support to maintain all Buyers' equipment under any call off support contract.

IR34.....The Supplier shall provide details of different locations where spares would be held within the UK and typical value of spares held at each location to enable the Supplier to meet the required SLA. **(1%)**

IR35.....The Supplier shall describe the processes in place to ensure that the correct level of spares is held for any support contract, and how this level is adjusted accordingly to meet requirements when any changes are made to the Buyer's network, for example additions, moves or removals. Any relationship between spares holding for the maintenance of other Buyers' equipment must be highlighted. **(6%)**

MR36. ....The Supplier must confirm that Jisc Services Ltd, or a party acting on the Buyers behalf, will be permitted to audit the Supplier's holding of spares at reasonable times during office hours.

IR37.....The Supplier shall state the minimum amount of notice required for arranging a visit to audit spares holdings. **(1%)**

MR38. ....The Supplier must confirm that Jisc Services Ltd or the Buyer will be permitted to audit a Supplier's ability to respond to a fault call and meet the required SLA by reporting simulated equipment failures (a test call), subject to a reasonable limit.

IR39.....The Supplier shall state the number of test calls within any year that it considers reasonable. **(1%)**

MR40.....The Supplier must commit to provide serial number information of any hardware replacements.

IR41.....The Supplier shall provide the mechanism to provide serial number information of any hardware replacements. **(2.5%)**

- MR42.....The Supplier must commit to conducting routine preventive maintenance for any equipment under contract as specified in the equipment manufacturer's documentation.
- IR43.....The Supplier shall provide details of any processes it has in place to ensure that routine preventative maintenance is dealt with accordingly. **(2.5%)**
- MR44.....The Supplier must commit to proactively provide End of Support (EoS) and End of Life (EoL) dates of any supported equipment indicating details of any replacements.
- IR45.....The Supplier shall provide details of any processes it has in place to ensure that Buyers are made aware of EoS/EoL dates and are provided with details of an upgrade path. **(2.5%)**
- IR46.....The Supplier shall provide details of its processes for dealing with quality issues of a piece of equipment, for example if the piece of equipment breaks down 3 times in the first year of its life. **(2.5%)**

### 3.2.2.3 Software and Technical Support

Suppliers must provide Buyers with full software support and will facilitate access for each Buyer to obtain patches, bug-fixes, new software releases and documentation as required. The expectation is that Suppliers will provide training and knowledge sharing for Buyers' technical staff to enable a process of continuous improvement with the Buyer support experience.

- MR47.....The Supplier must commit to provide support of any release of software for a period of at least thirty-six (36) months from the date of first commercial shipment of that release or until the next release of the software whichever is the latter, as long as it is supported by the equipment vendor. For that time period errors in that release will be corrected either by means of a patch or correction to that release, or in a subsequent release. The Supplier must also commit to providing Buyers' technical staff with training and knowledge sharing as part of its minimum service support.
- MR48.....The Supplier must commit to provide Major Release(s), Minor Release(s) and Maintenance Release(s), upon the Buyer's request.
- IR49.....The Supplier shall provide information about any mechanism that it has for keeping its Buyers informed of new software releases and the process for ensuring a process of continuous improvement with the Buyer experience via the provision of training and knowledge sharing for Buyers' technical staff. **(2%)**

Jisc Services Ltd believes that Buyers will benefit from a close working relationship with the vendor of routing and switching equipment installed on the Janet network. Jisc Services Ltd therefore expects Buyers to have direct access to the vendor's support mechanisms for reporting software problems and for advanced assistance with troubleshooting.

- MR50.....The Supplier must commit to provide Buyers with access to the manufacturer's support facility on a 24 hours per day, 7 days per week, 365 days per year basis.
- IR51.....The Supplier shall provide details of how it proposes to provide the above service. **(1.5%)**
- MR52.....The Supplier must provide, upon request, supporting electronic documentation free of charge for each software release via the manufacturer's on-line support facility.
- IR53.....The Supplier shall describe the process by which it ensures that software and documentation may be downloaded by the Buyer from the manufacturer's support facility. **(1.5%)**

### 3.2.3 On-site technical support

From time to time, Buyers may require the Supplier to carry out initial configuration and installation of equipment purchased under the framework.

- MR54.....The Supplier must be able to provide configuration and/or installation on request, and deliver the service as specified on the order.
- IR55.....The Supplier shall describe how an on-site support request will be handled, for example, how the effort is estimated and the lead time required from the time when an order is placed. **(5%)**

### 3.2.4 Service Report and Reviews

- MR56.....The Supplier must provide to Jisc Services Ltd, via email, monthly or quarterly reports (as agreed with Jisc Services Ltd) on its fault management performance, including as a minimum the number and nature of the faults incurred during the period, and the time to fix after each fault was reported. The report must include faults reported by individual Buyers under the call off support contract. In some cases there may be a need for a fault report to be produced urgently upon request and the Supplier must provide this within 5 days of receiving the request.
- MR57.....The Supplier must confirm that it will participate in service review meetings at regular intervals, at least quarterly, to evaluate performance in line with Jisc Services Ltd's quality procedures. It is expected these will take place at Jisc Services Ltd offices. Jisc Services Ltd will raise concerns on behalf of the Buyers at these meetings if any complaint regarding poor service quality is received.
- MR58.....The Supplier must commit to provide Jisc Services Ltd via email, or any method determined by Jisc Services Ltd, on a quarterly basis a complete and thorough breakdown of the total business gained under the framework for the previous quarter.
- MR59.....The Supplier shall confirm that it will supply details to Jisc Services Ltd of every support call that becomes a hardware fix. The template for recording these will be provided by Jisc Services Ltd during the implementation phase of the framework with all successful bidders.

### 3.3 Framework Usage Reporting

As framework operator Jisc Services Ltd requires that any Supplier on the framework will provide quarterly reporting to Jisc Services Ltd on usage on the framework. This will be achieved via a template document issued at the commencement of the framework for Suppliers to complete and return to Jisc Services Ltd in a timely manner agreed at the outset of the framework.

- MR60.....The Supplier must commit to provide Jisc Services Ltd with quarterly reporting on usage of the framework via the template document that will be issued by Jisc Services Ltd at the outset of the framework for the Supplier to complete and return to Jisc Services Ltd in a timely manner agreed at the outset of the framework.

## 4. CHARGES

A Supplier must state its charges in sufficient detail and clarity in order to allow Jisc Services Ltd to assess the value for money of the tender response.

### 4.1 Price Proposal

- MR61.....The Supplier must provide pricing for the services specified in this OR. All prices must be provided in GBP (sterling) and be shown **without** the addition of VAT.
- MR62.....The Supplier must ensure that all charges are included in this response. Any charges not included here will be deemed to have been waived.

#### 4.1.1 Equipment Pricing

- MR63.....The Supplier must provide Jisc Services Ltd with updated manufacturer's price lists with this submission, at commencement of service and at agreed intervals during the contract term. The Supplier must also complete Annex 1 – Pricing Schedule – with the top 25 parts by total sales value (item price x 12-month volume)
- MR64.....The Supplier shall state the level of discount off manufacturer's list price for supplying equipment (including any software licenses associated with the hardware) that it is willing to commit to. If different discounts apply to different types of equipment (under this Lot) then this must be clearly indicated. The Supplier shall also state the list price, the mark-up (both in terms of percentage and amount) and the Agreement price and complete Annex 1 – Pricing Schedule. **(14%)**

- IR65.....The Supplier shall indicate any additional discounts that it is able to offer the Buyer based on the volume of orders or for individual bulk orders. The Supplier should indicate the volume level of equipment orders and the discount offered, or the number of routers and/or switches that quantify a bulk order and the discount levels attracted. **(2%)**
- IR66.....The Supplier shall suggest a mechanism to inform buyers of any promotional deals that may arise from time to time. **(1%)**
- IR67.....The Supplier shall provide details of any equipment trade-in policies that the Buyer may wish to take advantage of. **(1%)**
- IR68.....The Supplier shall provide its SLA and its offering for Service Credits for late delivery of equipment, referring to Appendix 2 of the Pro Forma Services Contract for an exemplar and the associated terms. **(2%)**

### 4.1.2 Support Pricing

The quality and value for money of equipment maintenance arrangements will be a key criterion for the evaluation of successful Suppliers. Jisc Services Ltd wishes to safely drive down the costs of hardware support for equipment that is marketed as being highly reliable.

- MR69.....The Supplier must provide its charging model for support services, including hardware and software support, different levels of services on offer if applicable.
- IR70.....Jisc Services Ltd is keen to have a support system that is flexible and easy to use particularly as items of equipment are added to and removed from support. The Supplier shall explain how it handles additions and removals from support including details of the time delay between removing items and a consequent change in charges. **(3%)**
- IR71.....The Supplier shall provide details of any difference in the support price for adding equipment to a support schedule that is purchased from another Supplier. **(2%)**

Jisc Services Ltd is interested in any innovative solutions to software support and hardware maintenance which provide Buyers with a high quality service at a reasonable and **predictable** cost.

- IR72.....The Supplier shall suggest mechanisms for the regular review of charges throughout the lifetime of the maintenance contract, based on experience of product reliability. **(1%)**

Jisc Services Ltd has approached OEMs to request equipment lists in order that it can select a number of items to compare prices within a Lot. Where this information has been supplied a spreadsheet is provided to complete. Where this information has not been supplied a generic spreadsheet has been provided to complete with a variety of equipment types listed.

- IR73.....Using the charging model from MR69, the Supplier shall provide quotes for different levels of the support services for the equipment listed in the spreadsheet provided for one year, two year and three year term respectively. **(4%)**
- IR74.....Jisc Services Ltd is interested in Suppliers offering flexible payment terms/invoicing periods, eg. quarterly, bi-annually. The Supplier shall state what terms it can offer the Buyer and indicate any additional benefit/incentive, if any, for each term offered. **(1%)**
- IR75.....The Supplier shall provide details of any cancellation charges for early termination of the support services for an individual Buyer. **(2%)**
- IR76.....The Supplier shall provide their SLA and its offering for Service Credits for failure to meet SLA for equipment support, referring to Appendix 5 of the Pro Forma Services Contract for an exemplar and the associated terms.. **(3%)**
- IR77.....Using the table provided, the Supplier shall provide details of the engineer charge rate for router configuration and installation services **(4%)**:



<b>Work required</b>	<b>Total charge for the job</b>	<b>Further comments</b>
Configure a physically small (2U height) router with 4 active interfaces from a Buyer-supplied template + installation on site		
Configure a large (full rack height) router with 15 active interfaces from a Buyer-supplied template + installation on site		
Install an interface card on a physically small router described above at a Buyer's site		
Install an interface card on a large router described above at a Buyer's site		

#### **4.1.3 Price Review**

*MR78.....The Supplier must commit to participating in an annual price review each year (for both supply and support) prior to the anniversary date of the framework setup during the contract term and subject to the terms of the Jisc Services Ltd standard framework agreement.*

#### **4.1.4 Framework sustainability**

This Jisc Services Ltd Routing and Switching Framework will be sustained, in part, by means of bidder contributions as linked to Buyer adoption of this framework. This will be implemented as a management fee which will be in the form of a retrospective rebate paid to Jisc Services Ltd quarterly in arrears on all expenditure under the framework at 1.65%. This will be paid to Jisc Services Ltd within 30 days of receipt of a correctly rendered invoice. Jisc Services Ltd will carry out regular spot checks and reviews with Buyers who have access to the framework. In the event that a discrepancy between the report provided by a Supplier and the records of the Buyer are at odds then the Supplier will agree to provide the outstanding balance.

*MR79.....The Supplier must commit to paying Jisc Services Ltd quarterly in arrears, a management fee in the form of a retrospective rebate on all expenditure under the framework at 1.65%. This will be paid to Jisc Services Ltd within 30 days of receipt of a correctly rendered invoice. In the event that a discrepancy between the report provided by a Supplier and the records of the Buyer are at odds then the Supplier will agree to provide the outstanding balance.*

## **5. FREEDOM OF INFORMATION (FOI)**

While Jisc Services Ltd is not obliged to respond to any requests for information, whether under the Freedom of Information Act (the "FOIA") or otherwise (except where it has a legal obligation for other purposes), we endeavour to respond in the spirit of the FOIA, where we are reasonably able to do so, taking into account the resource implications in preparing a response.

If the Supplier considers that any information supplied in its response is either commercially sensitive or confidential in nature, this must be clearly marked and the reasons for the sensitivity given.

In such cases, the relevant material will, in respect of any request for information made by a third party to Jisc Services Ltd, be examined in the light of the exemptions provided in the FOIA. However, by virtue of its submission of a Tender, the Supplier accepts that the decision as to whether to disclose such marked parts of the Tender will rest solely with Jisc Services Ltd.

*MR80.....The Supplier must highlight any information that is either commercially sensitive or confidential in nature and reasons for the sensitivity should be given.*

MR81.....*The Supplier must provide contact details (name, telephone number and email address) of the person within its organisation that is responsible for dealing with FOI requests.*

## **6. RECORD RETENTION**

By submitting a tender response to this procurement, a Supplier accepts that Jisc Services Ltd will keep a copy of the tender and all other documentation and correspondence received from the Supplier relating to this procurement for seven years. Jisc Services Ltd will keep this information in order to maintain the records required for audit purposes. At the end of the seven year period Jisc Services Ltd will destroy any information that it holds relating to this procurement.