

Telephony Purchasing Service

Buyer's Guide

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1. What is the Telephony Purchasing Service?

The Telephony Purchasing Service is an OJEU compliant Dynamic Purchasing System (DPS) which has been set up by Jisc Services Ltd (JSL) to enable our members and Customers to purchase telephony services from Suppliers that have been approved to join the service.

Higher and Further Education organisations, along with schools and Local Authorities have indicated they have a requirement to purchase a range of telephony services including IP based SIP trunks over their Janet connections and require zero rated call costs within the telephony package that they purchase.

2. What is a Dynamic Purchasing System?

A DPS is similar to a framework, it is a completely electronic system which is established by a contracting authority (JSL) to purchase commonly used goods, works or services.

Benefits of using a DPS include:

- Reduced timescales for procurements
- Buyers have access to more Suppliers than they would ordinarily
- Ease for Buyers and Suppliers as it is entirely electronic
- Allowing new Suppliers 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 Suppliers can join at any point

A DPS must be open though its duration for the admission of any Supplier which satisfies the selection criteria specified by JSL and submits a Request to Participate (RTP) to JSL which complies with the specification. An RTP is prepared by a Supplier seeking admission to a DPS.

3. What is the scope of the Telephony Purchasing Service?

JSL has established a DPS that will enable Jisc and its customers to easily purchase value for money and technically sound Telephony services and solutions that have been checked and tested in combination with the potential customer's network.

To ensure maximum benefit for its members and customers, JSL has enforced a number of financial and technical entry requirements that every Supplier must fulfil before joining the DPS to ensure value for money as well as reliable and consistent integration with the Janet network that meets the needs of the Buyers.

The entry requirements include but are not be limited to:

- Direct connectivity to the Janet network to ensure maximum service quality, or a reseller who will provide the services through a Janet Connected service provider
- Agreement to provide diligent pre-install testing to ensure customer's infrastructure is capable of delivering telephony services

- Zero rated call costs between any telephony services purchased from a Supplier, including any combination of mobile and fixed line devices
- The ability to deliver telephony services over the Janet network without the requirement for network Quality of Service
- The supply of mobile telephone services either as a direct MVNO/MVNA or as a 3rd party Supplier
- The ability to design, supply and maintain new PBX platforms, be it hosted or on premises

The following capabilities are desirable:

- Managed services for PBX, hosted and mobile platforms as needed
- The ability to provide professional services for telephony solution design and deployment

The services include but are not limited to Session Initiation Protocol (SIP) trunking connectivity, Private Branch Exchange (PBX) solutions, hosted PBX solutions, landline and mobile call charges, line rentals and ISDN connectivity. The scope also includes aggregated mobile services procured by groups of organisations.

4. Who can use the Telephony Purchasing Service?

The scope of the DPS covers purchases by JSL, Jisc and its members and customers, including purchases by Higher Education institutions, Further Education and Specialist Colleges and Research Council establishments in the UK, and also by any other organisations connected to the Janet network, including Local Authorities, Regional Broadband Consortia, or other bodies whose core purpose is the support or advancement of further or higher education or of research. Many of the above organisations are members of higher and further education purchasing consortia. These consortia are independent organisations that provide a wide range of collaborative purchase agreements to their member institutions. 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 framework.

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

<https://www.lupc.ac.uk/member-list>

<https://www.supc.ac.uk/about-us/our-members/our-members>

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

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

<http://www.hepcw.ac.uk/members/>

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

5. How does the Telephony Purchasing Service work?

When a Buyer has a telephony requirement, a mini-competition will be published via the e-tendering portal (run by JSL). All Suppliers already accepted onto the Service when the mini-competition is issued will be notified of the opportunity and will be eligible to respond.

The Buyer running the mini competition will decide on the outcome and which Supplier is awarded the contract.

JSL or its members and customers are under no obligation to call off any requests from the Service once it is established.

5.1 Preparing your tender documents

A mini- competition template has been developed by us which contains mandatory information and suggestions on the questions you might want to include.

We offer technical (telephony@jisc.ac.uk) and procurement (procurement@jisc.ac.uk) support for creating your mini-competition, just get in touch. We ask that you contact us when you are considering using the service so we can give any feedback on your documents early on in the process.

You will need to decide how you wish to evaluate your mini-competition, 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 and will need to be specified in your tender documents.

Electronic auctions will be used if JSL or the Buyer 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.

Once your mini-competition document is final the JSL procurement team publish it via the Jisc e-tendering portal. All Suppliers accepted onto the Service when the mini-competition is issued will be notified of the opportunity and will be eligible to respond. Although you will set the timescales for Suppliers to respond, the minimum timescale for return is 10 days and we would recommend longer where possible.

Any clarifications will be handled by Jisc procurement via the e-tendering portal.

5.2 Evaluating tender responses

You will decide on the outcome using the methods laid out in your mini-competition and ultimately which Supplier is awarded the contract. This decision will be communicated to the Supplier via the Jisc e-tendering portal. We ask that you provide feedback for unsuccessful Suppliers as this helps keep them engaged and improve their responses for next time.

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

The Jisc Procurement Team will publish Contract Award Notices in three-month intervals detailing the outcome of the mini-competitions.

Please email procurement@jisc.ac.uk and inform the team of the total contract award value once contracts are signed.

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

The DPS will run for 2 year(s) to 01/12/2021 with the possibility of extension for a further 1+1+1+1 years in yearly increments to 01/12/2025; providing a total possible duration of 6 years.

8. Was the Telephony Purchasing Service tendered under EU

procurement rules?

Yes, the notice was advertised in OJEU on 10th October 2019 number 2019/S 196-476134 and tendered using the open procedure. A copy of the contract notice is available on the Jisc web site at:

<https://community.jisc.ac.uk/system/files/222/Published%20Contract%20Notice.pdf>

Or email procurement@jisc.ac.uk for a copy. Due to accessibility we are unable to publish this on our website.

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

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

- Grounds for mandatory exclusion as set out in Regulation 57(1) of the Public Contracts Regulations
- Grounds for discretionary exclusion as set out in Regulation 57(8) of the Public Contracts Regulations
- Financial information*
- Insurance
- Quality Management and Information Security
- Modern Slavery
- GDPR
- Contract form and termination

Buyers can request details of RTP responses provided by Suppliers successfully accepted on to the Telephony Purchasing Service via email (procurement@jisc.ac.uk).

**JSL would encourage Buyers to run their own credit checks at the point of award.*

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

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

Detailed Technical Requirements	
1.	The Supplier must be able to deliver telephony and other appropriate services to Janet customers over existing Janet Infrastructure (Unless specified Otherwise) without the need for network quality of service (QoS). In some cases, the customer part of the network path may have the ability to deploy network QoS techniques.
2.	The Supplier must confirm that it is able to provide SIP Trunking Services.
3.	The Supplier must confirm that it is able to provide PSTN connectivity facilities.

4.	The Supplier must confirm that it is able to provide ISDN circuits.
5.	The Supplier must confirm that it is able to provide mobile telephony services.
6.	The Supplier must confirm that it will carry out a full site survey if required, to ensure appropriate network performance and capacity before any telephony service is delivered to a Janet customer
7.	Where any network performance or capacity issues have been highlighted during pre-installation testing the Supplier must commit to notify the organisation responsible for that element of the network at the earliest opportunity.
8.	The Supplier must commit to zero rate all call charges between any telephony devices (mobile and fixed line) purchased by a customer from the Supplier
9.	The Supplier must commit to zero rate (or include as part of a bundle) all UK Local, national and UK Main 4 mobile provider calls if you are providing SIP trunk services.
10.	The Supplier must confirm that it is able to provide hosted PBX services (a cloud service solution) with the option to provide the members' own SIP trunks services over the Janet network.
11.	The Supplier must confirm that it is able to provide support and maintenance for telephony systems with associated SLAs.

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

No, the DPS does not have agreed T&Cs. Buyers can choose to use the selected Supplier's terms and conditions or provide their own to be used.

Each Supplier will be required to sign the Janet Connected Agreement/ Telephony Reseller Agreement with an authorised signature and include a copy of the signed agreement as part of its RTP but this agreement is between the Supplier and JSL.

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

A Buyer has the option to include a standstill period if it so wishes, but this is not mandatory.

13. Tips for Buyers and things to remember

- This is your procurement so whilst JSL can guide and advise you it is your decision to make on what questions are included and who you award to;
- 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 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 DPS prior to making a call off, but the Buyer can't change the scope of the DPS. This service can't be used to purchase anything other than a broad range of Telephony services and associated equipment as indicated in section 3;
- Focus the mini-competition award criteria on the actual requirement (i.e. the service the 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 JSL prior to being accepted onto the DPS;

- Set reasonable timeframes for responses that reflect the complexity of the requirement. The minimum timescale for return is 10 days;
- The Buyer will award the mini-competition taking into account price, quality and delivery elements as highlighted in the individual mini-competition specification, or lowest price only.
- Lowest price only mini-competitions may include an E-Auction. This will be clearly detailed on the individual tenders.

14. How do I contact a Supplier?

Buyers should contact Suppliers via telephony@jisc.ac.uk

15. How do I contact JSL about the service?

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

How do I provide feedback on a Supplier?

Any comments should be raised directly with the Supplier contact, and telephony@jisc.ac.uk should be copied so that the Telephony Service Manager can check to ensure that it is resolved.

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

No. Buyers can purchase a broad range of Telephony services and associated equipment. No other equipment can be purchased through the DPS.