



# Janet txt framework Buyer's Guide

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## 1. Scope of the framework

Janet txt is a Short Messaging Service, allowing Jisc customers to manage, control and initiate one- and two-way text messaging as well as to deliver messages from a third -party software system through an intuitive and secure web-based messaging portal.

## 2. Who can use the framework

The scope of the framework covers purchases by Jisc Services Ltd (JSL), Jisc and its members. It also covers purchases by Higher Education institutions, Further Education and Specialist Colleges and Research Council establishments in the UK, and 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>

These organisations may also at their own discretion use JSL services in support of their outreach, technology transfer and associated activities in support of their missions. These activities are commonly referred to as “business and community engagement”.

Under the Janet Eligibility Policy, services may also be provided to the wider public sector and associated bodies whom are providing public services other than those relating to education or research, e.g. blue light services, Courts etc. At present these include local government authorities in England and Northern Ireland, Education Scotland, the Welsh Assembly Government and (to a limited extent) the NHS in England and Scotland.

The Services are 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. As HEAnet, the NREN of the Republic of Ireland, is connected both to Janet and is a member of the GÉANT consortium, the framework is available for use by HEAnet, its subsidiaries, member institutions and customers to include schools serviced by the HEAnet school’s network.

### 3. Duration of the framework

JSL is to provide an SMS service for the Jisc community for a period of four years starting on 1st May 2022 until April 30<sup>th</sup> 2026.

### 4. Compliance under UK procurement rules

This framework was advertised on the UK’s Find a Tender Service on 10<sup>th</sup> January 2022 under number 2022/S 000-000634 and tendered using the restricted procedure. A copy of the contract notice, contract award notice and operational requirement document is available on request from [frameworkcontracts@jisc.ac.uk](mailto:frameworkcontracts@jisc.ac.uk)

### 5. Suppliers

The framework is a multi-Supplier Framework and the first ranked Supplier on the Framework is marked “Preferred supplier”, to whom a direct award can be made.

### Supplier Contact Details

Company Name	Buyer Email Address
Commify UK Limited “Preferred supplier”	<a href="mailto:janetsupport@voodoosms.com">janetsupport@voodoosms.com</a>
PageOne	<a href="mailto:customersupport@pageone.co.uk">customersupport@pageone.co.uk</a>
Reach-Data	<a href="mailto:jisc@reach-interactive.com">jisc@reach-interactive.com</a>

### 6. Evaluation Criteria

Award Criteria	Weighting
Technical	70%
Pricing	30%

The total of the weightings should add up to 100%

## 7. Terms and Conditions

The JSL framework agreement, signed by JSL and each Supplier will govern all business conducted under the framework. A copy of the generic agreement is available on request from [frameworkcontracts@jisc.ac.uk](mailto:frameworkcontracts@jisc.ac.uk). The call-off contract between a Buyer and the selected Supplier incorporates the Supplier's terms and conditions.

## 8. How the Framework operates

The Buyer shall award the call-off contract to the Supplier who is considered to provide the most economically advantageous tender. This will either be:

i. Directly to the 1st ranked Supplier without reopening competition;

or

ii. As a result of running a mini-competition against its specific requirement with all capable Suppliers on the framework

The framework has three Suppliers, therefore option i. as described above can be utilised. If a Buyer is unsure as to which Supplier to use, they may request quotes from all Suppliers on the framework in order to distinguish which offer best meets their requirements. When reopening competition, each Buyer must use the evaluation criteria used to establish the framework (refer to Section 6). The weightings may be varied as appropriate to the requirements. To enable you to run a mini-competition, the evaluation scoring for the main criteria is available on request from [frameworkcontracts@jisc.ac.uk](mailto:frameworkcontracts@jisc.ac.uk).

## 9. Running a mini-competition under the framework

1. Establish the requirement.

2. Develop the mini-competition document.

a. Create a specification for the requirement.

b. Decide on a return date for tenders. Depending on the complexity of the requirement, Jisc recommends a minimum of 3 working days, with 3-4 weeks for more complex project work requiring a site visit prior to the Supplier's response.

3. Issue the specification to all capable Suppliers on the framework. It would be advisable to make clear in any documentation issued that you reserve the right to make no award.

4. Open tenders after the published deadline and evaluate tenders. The formula used to evaluate charges is: Lowest price/price being evaluated x % weighting agreed for the Charges. (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. However, Jisc strongly encourages Buyers to run their own credit checks at the point of use and balance any financial risk of the Supplier with the associated business risk of the purchase.)

5. Issue award or regret letters as appropriate to all bidders.

For above threshold orders: In addition to steps 1 – 4, 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 tenderer. The letter should also include a precise statement of the exact standstill period applicable. The standstill period must run for at least

ten 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).

Please note: For call-off contracts under the framework that are above the threshold, the ten-day mandatory standstill should be applied. The debrief for above threshold call-off contracts is the letter that is issued at the start of the standstill period. That letter 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.

Frameworks do not create any contractual obligations but a call-off contract does. By placing a call-off contract with a Supplier under a framework, the Buyer is making a commitment to purchase the specified goods/services from that Supplier.

## 10. The benefits of using the framework

- Frameworks 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. (However, Jisc strongly encourages Buyers to run their own credit checks at the point of use and balance any financial risk of the Supplier with the associated business risk of the purchase.)
- 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 above and elsewhere in this Buyer's Guide will help to ensure that the Buyer adheres to EU procurement legislation.

## 11. Contacting JSL in connection with the framework

Queries about the framework or feedback about Suppliers should be directed to [frameworkcontracts@jisc.ac.uk](mailto:frameworkcontracts@jisc.ac.uk)