Global Education Access Framework Buyer’s Guide

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Contents

1. Scope of the Framework ................................................................. 3
2. Benefits of using the Framework .................................................. 3
3. Who can use the Framework? ....................................................... 3
4. Duration of the Framework ............................................................ 4
5. Compliance Under EU Procurement Rules ................................... 4
6. Suppliers on the Framework ............................................................ 5
   Supplier Contact Details ............................................................... 5
7. How the Framework operates .......................................................... 5
8. Evaluation Criteria ........................................................................ 6
9. Terms and Conditions ................................................................... 6
10. Placing and order for services under this Framework ................... 6
11. Running a mini-competition under this Framework ....................... 7
12. Contacting Jisc Services Limited in connection with the Framework .......................... 7
13. Annex 1 – Supplier Solution Overviews ....................................... 8
   Alibaba Cloud .............................................................................. 8
   China Unicom ............................................................................. 8
   Cloud CoCo .............................................................................. 8
   Singtel ..................................................................................... 9
   Teneo ..................................................................................... 9
1. Scope of the Framework

A managed service providing secure and high-performance connectivity for students accessing UK Virtual Learning Environments (VLEs) and other relevant content on a global basis.

Due to the unique network situation in China, two separate lots have been created, Lot 1 covers connectivity for end users in China whilst Lot 2 covers solutions for other overseas locations.

2. 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).
- The terms and conditions of the Agreement have already been established. There is no need for Buyers to negotiate on contract terms with suppliers. A Buyer may wish to attempt to negotiate these if they do not meet their exact requirements.
- Although the basic contract terms will have been established a mini-competition enables the Buyer to refine their exact requirements.
- Maximum pricing has been agreed via the Framework, mini-competitions may open provide the scope for more competitive offers where the requirements are different from those used to determine the original choice of preferred supplier.
- 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, as well as being able to tailor requirements.
- 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 (we would, however, strongly encourage purchasers 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).

3. Who can use the Framework?

This Framework agreement is being established to support Jisc Services Limited’s (JSL) customers and other organisations in purchasing a suitable solution that allows their remote users outside the UK to access teaching and learning contents hosted in the UK or in the cloud. These organisations will primarily be members of Jisc and/or those providing or supporting education in the UK.

Many of the bodies below are also 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 access many of JSL’s services 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 hosting arrangement.

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 Network Connection Policy, services may also be provided to the wider public sector and associated bodies who are providing public services other than those relating to education or research, e.g.
blue light services, legal 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. GÉANT may also use this framework. 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.

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

- https://www.lupc.ac.uk/member-list
- 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
- https://www.supc.ac.uk/about-us/our-members/our-members
- http://www.geant.net/About/Pages/home.aspx
- https://www.heanet.ie/about

### 4. Duration of the Framework

The Framework will run for an initial term of two years commencing on 4 September 2020, with the possibility of two extensions for a further year each (i.e. 2 + 1 +1) subject to requirements and performance review by Jisc.

### 5. Compliance Under EU Procurement Rules

This Framework was advertised in OJEU on 29 June 2020 under number 2020/S 123-302670 and tendered using the unrestricted procedure.
6. Suppliers on the Framework

The Framework has been separated into two Lots and we have produced table of suppliers under each Lot, with the preferred supplier on each Lot identified.

In line with the procurement activities we have undertaken, in our assessment the top ranked solutions in each lot provide the least level of risk exposure to your organisation. Other solutions on this framework provide different levels of functionality. When you are running a mini-competition do take into consideration your appetite to risk, assess how the solutions meet your requirements in line with your risk appetite and asses if you need to implement any other security controls in order to satisfy your accepted level of risk.

<table>
<thead>
<tr>
<th>Global Education Access Framework</th>
<th>Suppliers</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Lot 1 – China</strong></td>
<td>• Alibaba Cloud (preferred supplier)</td>
</tr>
<tr>
<td>A managed service providing secure and high-performance connectivity for education and research users accessing UK Virtual Learning Environments (VLEs) and other relevant content from China.</td>
<td>• China Unicom (Europe) Operations Limited</td>
</tr>
<tr>
<td></td>
<td>• Cloud CoCo Limited</td>
</tr>
<tr>
<td></td>
<td>• Singtel</td>
</tr>
<tr>
<td></td>
<td>• Teneo Limited</td>
</tr>
<tr>
<td><strong>Lot 2 – Global</strong></td>
<td>• Cloud CoCo Limited (preferred supplier)</td>
</tr>
<tr>
<td>A managed service providing secure and high-performance connectivity for education and research users accessing UK Virtual Learning Environments (VLEs) and other relevant content from any remote location other than China.</td>
<td>• China Unicom (Europe) Operations Limited</td>
</tr>
<tr>
<td></td>
<td>• Singtel</td>
</tr>
<tr>
<td></td>
<td>• Teneo Limited</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Supplier Contact Details</th>
<th>Buyer Email address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alibaba Cloud</td>
<td><a href="mailto:jisc@alibabacloud.com">jisc@alibabacloud.com</a></td>
</tr>
</tbody>
</table>
| China Unicom            | liy514@chinaunicom.cn  
                          | zhuyi29@chinaunicom.cn |
| Cloud CoCo              | SGLA@cloudcoco.co.uk |
| Singtel                 | patrick.gorey@singtel.com |
| Teneo                   | BAyres@teneo.net |

7. How the Framework operates

For both Lots there will be a Preferred Supplier out of the Suppliers on each lot. The Preferred Supplier will be the Supplier awarded the highest tender score at the establishment of the Framework.

For both Lot 1 & Lot 2 the Buyer shall award to the Supplier who is considered to provide the most economically advantageous tender. This will either be:

i. without reopening competition by awarding directly to the Preferred Supplier;
ii. As a result of running a mini-competition against the Buyer’s specific requirements with all capable Suppliers in that Lot.

When reopening the competition, each Buyer must use the evaluation criteria used to establish the Framework (refer to Section 8). The weightings may be varied as appropriate to the Buyers requirements.

8. Evaluation Criteria

When reopening the competition, each Buyer must use the evaluation criteria used to establish the Framework agreement. The weightings can be varied by up to 20%:

<table>
<thead>
<tr>
<th>Award Criteria</th>
<th>Default Weighting</th>
<th>Max Weighting</th>
<th>Minimum Weighting</th>
</tr>
</thead>
<tbody>
<tr>
<td>Technical</td>
<td>55%</td>
<td>75%</td>
<td>35%</td>
</tr>
<tr>
<td>Charges</td>
<td>45%</td>
<td>65%</td>
<td>25%</td>
</tr>
</tbody>
</table>

The total of the weightings should add up to 100%

9. Terms and Conditions

The JSL Framework agreement has been signed by JSL with each supplier. A copy of the blank Framework agreement used can be available on request to frameworkcontracts@jisc.ac.uk. The Framework agreement together with the supplier’s individual terms and conditions will form the basis of any call off contract a Buyer awards with either the preferred supplier on a lot or following a mini-competition.

The suppliers shall include their terms and conditions within each quote request or mini-competition.

10. Placing an order for services under this Framework

Section 7 outlines all the options available under the Framework in terms of direct appointment or mini-competition.

If the Buyer wishes to conduct a Direct Award under the Framework they can do so by raising a Request for Quote (RFQ) for an order for a service with the preferred supplier using the email addresses provided in section 6. The request should include a clear return date. JSL would recommend giving suppliers a week to respond to requests for simple orders. We would also strongly encourage purchasers 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.

If the Buyer wishes to proceed and place an order with the preferred supplier, the Buyer must use the supplier’s terms and conditions which, together with the mandatory provisions of the Framework agreement, will form the basis of the call-off contract. If there are differences between the supplier’s terms and conditions and those mandatory provisions in the Framework agreement, the mandatory provisions will take precedence.
Please ensure that for every procurement you make it clear you are using the Jisc Global Education Access Framework.

If you are interested in taking up the Global Education Access Framework or any of our international services, please complete our form with your requirements and for an initial consultation with the International Team.

11. Running a mini-competition under this Framework

1. Establish the requirement.

2. Develop the mini-competition document:
   - Create a specification for the requirement.
   - Decide on a return date for tenders. Depending on the complexity of the requirement, we would recommend a minimum of three working days with three-four weeks on more complex project work requiring a site visit prior to the supplier’s response.

3. Decide which Lot is appropriate

4. Issue the specification to all capable suppliers on the relevant Lot of the Framework agreement. It would be advisable to make clear in any documentation issued that you reserve the right to make no award.

5. 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). We would, however, strongly encourage purchasers 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.)

6. Issue award or rejection letters as appropriate to all bidders.
   - For above threshold orders: In addition to steps 1 – 6, 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 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-offs under the Framework that are above the threshold the 10 calendar -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.

7. Place an order utilising the suppliers terms and conditions. A Framework agreement has been signed with each supplier and these will take precedence over the suppliers’ terms and conditions. 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.

Please ensure that for every procurement you make it clear you are using the Jisc Global Education Access Framework.

12. Contacting Jisc Services Limited in connection with the Framework

Queries about the Framework or feedback about suppliers should be directed to frameworkcontracts@jisc.ac.uk
13. **Annex 1 – Supplier Solution Overviews**

**Alibaba Cloud**
Alibaba Cloud’s proposed solution is based on its Cloud Enterprise Network (CEN) which enables fast, stable, and compliant connectivity between China and the UK. The solution reduces packet losses and latency for students accessing from China to their institutions’ virtual learning environments, which greatly improves their remote learning experience. The solution can be easily scaled up and down to be suitable for universities with any remote learning needs. The solution further benefits from enhanced security features by incorporating Alibaba Cloud’s partner Fortinet products.

A user in China will be using FortiClient software to create a VPN tunnel (SSL or IPSec) from their client device to a Virtual FortiGate Firewall hosted in a Alibaba Cloud China region. If the user’s traffic are destined for internet resources that are external to China, it will then be routed through an IPSec site to site tunnel across the Alibaba Cloud Enterprise Network (CEN) to a Virtual FortiGate Firewall hosted in the Alibaba Cloud UK region, where Source NAT (SNAT) will be applied on the Egress interface of that firewall to the Internet or Janet/Jisc network via the Alibaba to Janet/Jisc peering.

**China Unicom**
China Unicom UniCloudWAN Express is a fully managed, content delivery and end-to-end connectivity solution, enabling an optimal access to applications and data held on-premises and on Cloud worldwide. Leveraging their SDN-optimised global private backbone, they provide institutions a one-stop communication service with guaranteed quality to seamlessly, reliably connect their end users in an agile way to learning content wherever located, and especially in mainland China. China Unicom CDN offers institutions a high-bandwidth content delivery solution over the Internet to their end users by caching the contents at globally distributed edge nodes therefore improving the network performance and user experience.

China Unicom Global is headquartered in Hong Kong, with 32 worldwide subsidiaries and over 130 global Points-of-Presence. We offer reliable cross-border telecommunication services and solutions, including connectivity, the Internet, ICT, Cloud computing, video conferencing and unified communications, content delivery and security, and mobility services.

Please find more details on UniCloudWAN here: [https://www.chinaunicomglobal.com/hk/unicloudwan](https://www.chinaunicomglobal.com/hk/unicloudwan)

**Cloud CoCo**
To enable world-class UK University education to continue to be globally accessible, CloudCoCo has collaborated with Fortinet and Alibaba Cloud to jointly create our Secure Global Learning Access (SGLA) Service. The service allows students anywhere in the world to remotely connect to digital learning resources such as Virtual Learning Environments (VLEs), participate in interactive teaching sessions via video conferencing and stream live & recorded lectures.

SGLA provides:

- Simple and easy anytime anywhere secure remote access – including compliant cross-China border connectivity via a private global network.
- Low latency experience connecting to virtual learning environments (such as Blackboard, Moodle & Google Classroom), video conferencing (such as Blackboard Collaborate & Microsoft Teams), online University resources (and embedded links), Google G Suite applications and YouTube3. Scalability from 100 to 10,000+ concurrent international student connections.
The URL for our dedicated website is:

https://cloudcoco.co.uk/sgla/

Singtel

Singtel is Asia’s leading communications technology group, providing a portfolio of services from next-generation communication, technology services to infotainment to both consumers and businesses. For consumers, Singtel delivers a complete and integrated suite of services, including mobile, broadband and TV. For businesses, Singtel offers a complementary array of workforce mobility solutions, data hosting, cloud, network infrastructure, analytics and cyber-security capabilities. The Group has presence in Asia, Australia and Africa and reaches 700 million mobile customers in 21 countries. Its infrastructure and technology services for businesses span 21 countries, with more than 428 direct points of presence in 362 cities.

The solution provided for the Global Education Framework works on an SSL solution which is covered in more detail in the links attached

The following links provide more information on the solution:


https://singaporetelecom-mid-prod1-res.adobe-campaign.com/res/singapo_mid_prod1/c131bf43d8eb8df17439aaaf6f474a42d.pdf

https://singaporetelecom-mid-prod1-res.adobe-campaign.com/res/singapo_mid_prod1/bb4cfd36104fc3baf64e3e51af1ae72c.pdf


Teneo

Some “home working” solutions do not address the core architecture issues and fail to provide users with a secure and optimised experience, often with IT support desks unable to gain visibility into the cause of any problems the home user experiences. Some current architectures are based on traditional VPN access back to the corporate network or Cloud - this architecture has number of serious limitations.

Using SD-WAN technology from Silver Peak, and Services from Teneo to design, deploy, support and optimise the solution, Tenco have created an SD-WAN “Home/Student Office” Solution which provides the home user with the same experience from a performance and security perspective as if the user was in the office or on campus.

The Home/Student Office can behave as if it were a branch office on the network, and therefore benefit the end user in a number of significant ways;

- Performance – utilising advanced path conditioning techniques, this solution mitigates problems associated with circuit issues (packet loss, delay, jitter) and latency, providing a high-quality experience over the Internet
• Visibility – information on individual user experience is gained via a centralised orchestrator which collates information on underlying circuits and the SD-WAN overlay, to help optimise the user experience, and troubleshoot issues should they occur in rapid time

• Reliability – the ability to bond multiple circuits (such as Internet and LTE) for users who need a highly available connection, leveraging all of the advanced path conditioning and path selection techniques

• Security – a zone-based firewall allowing for end-to-end network segmentation, and deep packet inspection to classify direct traffic based on chosen policies, brings a level of security to the home user far beyond traditional VPN capabilities.

The URL for our dedicated page is:-

https://www.teneo.net/uk/sdwan-home-office-solution/