



Web Filtering Monitoring and Reporting Framework Buyer's Guide

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1. Scope of the framework

This framework agreement has been set up by Jisc Services Ltd, referred to as JSL throughout the remainder of this Buyer's Guide. The framework agreement is for the supply and support of a broad range of Web Filtering, Monitoring and Reporting solutions under 2 Lots – predominantly cloud based or predominantly local appliance based - to cover the wide and varied requirements within the education and research sector.

2. Who can use the framework

This framework agreement is being established to support JSL's customers and other users in purchasing a Web filtering and/or Monitoring solution. These organisations will primarily be members of Jisc and/or those providing or supporting education, research or culture in the UK. The Janet Eligibility Policy outlines the types of organisation that are eligible to use the Janet network and its associated services. These can be summarised as:

- all institutions of higher or further education;
- all laboratories and other establishments of the Research Councils;
- the bodies funding higher and further education and research across the UK;
- local government authorities where these are providing broadband ICT services to schools, or commissioning these services from third parties;
- "Regional Broadband Consortia" (RBCs) and any other vehicles created by local government authorities in England to aggregate the provision of broadband ICT services to schools;
- the equivalent bodies in Scotland, Wales and Northern Ireland providing broadband ICT services to schools;
- individual schools, whether under local government control or with other governance;
- individual or groups of libraries, whether under local government control or with other governance;
- individual or groups of museums, whether under local government control or with other governance;
- any other bodies whose core purpose is the support or advancement of education or research

Many of the above bodies 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 market place. 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 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.

i the current version may be found on the Jisc community website at:
<https://community.jisc.ac.uk/library/janetpolicies/eligibility-policy>

ii 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>

3. Duration of the Framework

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

4. Compliance under EU procurement rules

This Framework was advertised in OJEU on 21 January 2020 under number 2020-OJS014-027690-en and tendered using the Open procedure. A copy of the contract notice, contract award notice and ITT document can be found at the bottom of the Web filtering framework (filtering, monitoring and reporting) "Suppliers" section under the framework website <https://www.jisc.ac.uk/web-filtering>.

Please note that as this framework was tendered under the EU procurement rules both of the Lots has been subject to a fully competitive exercise and further competition is not required to satisfy The Public Contracts Regulations 2015. To reiterate, for those lots where there are less than three capable Suppliers additional competitive quotes are not required to comply with The Public Contracts Regulations 2015.

5. Suppliers

This table shows which suppliers are capable of supplying equipment under each Lot and the preferred ranked supplier, where applicable, is marked “Preferred supplier”. Buyers using this framework are able to conduct a direct award to the preferred supplier only, in all other instances a mini-competition must be conducted.

Web Filtering Monitoring and Reporting Framework	Suppliers
Lot 1 – Predominantly cloud based	<ul style="list-style-type: none"> • Netsweeper – Netsweeper solution (preferred supplier) • Lightspeed – Lightspeed solution • Boxxe Limited – Smoothwall solution • iBoss - iBoss solution
Lot 2 – Predominantly local appliance based	<ul style="list-style-type: none"> • Netsweeper – Netsweeper solution (preferred supplier) • Pinacl – Smoothwall solution • Exponential -e – Fortinet solution • Khipu – Palo Alto solution • ePic – Barracuda solution

5.1 Supplier Contact Details

Supplier Contact Details

Company name	Buyer Email address
Netsweeper	wfm.netsweeper@jisc.ac.uk
Boxxe	wfm.boxxe@jisc.ac.uk
Pinacl	wfm.pinacl@jisc.ac.uk
Exponential-e	wfm.exponentiale@jisc.ac.uk
Khipu	wfm.khipu@jisc.ac.uk
ePic	wfm.epic@jisc.ac.uk
Lightspeed	wfm.lightspeed@jisc.ac.uk
Iboss	wfm.iboss@jisc.ac.uk

6. How the Framework operates

The framework has been separated into two Lots:

Lot 1: Predominantly Cloud based service

A web monitoring and filtering solution where the architecture is predominantly cloud based i.e. local appliances do not provide the major elements of the service although an agent could be utilised.

Lot 2: Predominantly Local Appliance based service

A web monitoring and filtering solution where the architecture is predominantly local appliance based i.e. cloud based elements do not provide the major elements of the service although remote updates could be utilised.

For Lots 1 and 2 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 ranked first without reopening competition (Section 9);
Or
- ii. As a result of running a mini-competition against its specific requirement with all capable Suppliers in that Lot. (Section 10)

When reopening competition, each Buyer must use the evaluation criteria used to establish the Framework (refer to Section 7). The weightings may be varied as appropriate to the requirement.

7. Evaluation Criteria

The evaluation of the tenders was based on the following weighting:

Marking	Item
Pass/Fail mandatory requirements	The bidder's ability to meet the pass/fail mandatory requirements
65% of total marks	The Contracting Authority's assessment of the bidder's technical merit and quality to enable it to provide the services described in this document on a timely basis based on the responses to the scored requirements
35% of total marks	Pricing

8. Terms and Conditions

Individual orders under the framework will use a simple process; both Lots will make use of bidders' terms and conditions, subject to the mandatory provisions. Bidders will however be required to sign up to a framework agreement with JSL.

9. Placing a direct award under this framework

Section 6 outlines all the options available under the framework in terms of direct appointment or mini competition.

If the buyer wishes to raise a Request for Quote (RFQ) for a simple order of equipment then the request should be sent to all capable suppliers on the chosen lot and include a clear return date, stating that any late quotes should not be considered. JSL would recommend giving suppliers a maximum of 5 working days to respond to requests for simple orders. The Buyer should clearly state if any weighting has changed from JSL's original weighting.

Should the Buyer wish to proceed and place an order with the chosen supplier, the Buyer must use suppliers T&C's as the basis of the contract, any lead times or expected solution go live date should be agreed with the supplier. 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.

Please ensure that in all instances you make it clear you are using the Jisc Web Filtering, Monitoring and Reporting framework.

10. Running a mini-competition under this Framework

1. Establish the requirement.
2. Develop the mini-competition document:
 - a. Decide which Lot is appropriate.
 - b. Create a specification for the requirement.
 - c. Create evaluation criteria using the criteria published by JSL with any modification of the weighting. The Buyer is able to vary the weightings of the published award criteria by up to 20%.
 - d. Decide on a return date for tenders. Depending on the complexity of the requirement, we would recommend a minimum of 5 working days with 3-4 weeks on more complex project work requiring a site visits etc. prior to the supplier's response. Decide who will be on the evaluation panel.
3. Issue the mini-competition document to all capable suppliers on the relevant Lot of the framework agreement.
4. Open tenders after the published deadline and evaluate tenders.

The formula used to evaluate charges is: $\text{Lowest price/price being evaluated} \times \% \text{ weighting agreed for the Charges}$

(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.)

5. Issue award or regret letters as appropriate to all bidders. Where a bidder has not scored full marks feedback will be required.
6. Place an order using the agreement between JSL and the selected supplier as the basis for the contract.

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 10 calendar days between the date of despatch of this information and the date on which it proposes to enter into the contract (place the order).

Please note: For call-offs under the framework that are above the threshold the ten-day mandatory standstill should be applied. The debrief for above threshold call-offs is the letter that is issued at the start of the standstill period that includes a summary of the reasons for the rejection of the tender, the characteristics and relative advantages of the tender selected and the name of the successful tender. The letter should also include a precise statement of the exact standstill period applicable.

11. Contacting JSL in connection with the framework

Queries about the framework or feedback about suppliers should be directed to SecurityServices@jisc.ac.uk and frameworkcontracts@jisc.ac.uk