

## Networking - HE, Supply & Services (HENSS) (ITS2004 NE)

### SUMMARY

**Start date:** 1st October, 2018

**End date:** 30th December, 2022

**OJEU Number:** 23/10/2017 <https://www.delta-esourcing.com/respond/F49N9V5F9D>

**Lead Consortium:** NEUPC

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**Website:**  
<https://www.hecontracts.co.uk/agreements/554>

160922 An interim 3 month extension has been requested, to allow for finalisation of the re-procurement for HENSS2. To date, Softcat, CDW, XMA, Boxxe, DTP, Stone, Waterstons, European Electronique, Logicalis, Insight Direct, CircleIT, 4C, PTS, CAE have returned signed copies. Rest reminded and expected shortly.

Insight have acquired PCM, for which a Novation has been completed (Lot 4).

A request will shortly be made asking for volunteers for the Tender Working Party for the re-procurement, if you wish to join the TWP in the mean-time please email Paul Eagleton [p.eagleton@neupc.ac.uk](mailto:p.eagleton@neupc.ac.uk)

### SCOPE

The scope of the Higher Education Networking Supply & Services (HENSS) framework is for the provision of services and equipment which will include, but not be limited to the supply, installation, storage, maintenance, and repair of Networking Equipment and Networking Consultancy provision. This framework consists of four lots to provide a complete provision of network equipment, network services and Network Consultancy.

Networking services include any or all aspects of Networking, including design, equipment, storage, implementation, maintenance and repair, training, through to final disposal. Consultancy includes all aspects of networking consultancy which must be provided from an independent perspective.

It is not the intention of this framework to provide either Equipment storage or Equipment disposal as a stand-alone service, as these services are intended to be part of the lifecycle project through for example purchase, storage, implementation, support and maintenance, and disposal of kit. Maintenance as a service only is included within the scope of this tender for lots 2 & 3.

The Framework Agreement has been let in four Lots as described below;

#### Lot 1 Networking Equipment only.

Covering any or all aspects of Networking Equipment. Included in this remit are the following networking equipment items; Gateways, Routers, Switches, Bridges, Hubs, Repeaters, Multilayer switches, Bridge Routers, Proxy Servers, Firewalls, Network address translator, ISDN terminal adapter, network interface controller, wireless network interface controller, network monitoring systems, CWDM optical platforms, DWDM optical platforms, IP Video Products, IP Security Systems, Wireless Client Adapters, Protocol Converters, Ethernet adaptors, Network Management Platforms, Network Access Control, IP Telephony Products, Load Balancing Equipment (e.g. F5), Traffic Shaping equipment, Deep Packet Inspection equipment, Optical Fibre Equipment (e.g. Optical Fibre Taps), SFP interface modules (Fibre or copper) and Wireless Infrastructure. This list is not exhaustive, all wired and wireless networking equipment is included within the remit.

#### Lot 2 – Small to Medium Networking Projects – Up to £1,000,000 in value .

Covering any or all aspects of Networking, including equipment, design, implementation, storage, maintenance, training, through to final disposal. <£1m.

#### Lot 3 - Large Networking Projects – In excess of £1 million in value.

Covering any or all aspects of Networking, including equipment, design, implementation, storage, maintenance, training, through to final disposal. >£1m.

#### Lot 4 Consultancy.

Suppliers who can assist institutions in all aspects of networking consultancy from an independent perspective. This is expected to be the lowest spend area lot. To ensure transparency & segregation of duties, this Lot is not open to suppliers successfully appointed to Lots 1, 2 or 3.

### AGREEMENT BENEFITS

- The framework, as proposed, provides the availability of a full range of Networking equipment and services required for the HE environment as given as a priority by the TWP.
- The framework provides access to key suppliers in the respective market and a vast array of manufacturer partners.
- Sustainability and CSR issues considered in the evaluation.
- MI reporting at consortia level will be direct and so within control, improving savings reports for members.
- Direct control of contract management and reviews at consortia level.
- The full cashable benefits have yet to be determined but initial benchmarking shows this framework is at minimum comparable to any alternative in terms of cash savings and will provide a more structured cost saving approach in the additional lots compared to its predecessor. Equipment discounts in the region of 70% are offered through this framework.
- Maximum day rates allowable provide additional value for money and control.
- A rigorous evaluation has been carried out, ensuring suppliers are high quality.
- A significant amount of equipment costing is available for benchmarking purposes via NEUPC.
- Suppliers have signed up to additional call off KPIs within the call off Contracts, Suppliers must be prepared to meet Key Performance Indicators for individual call off Contracts in the areas defined below, to reflect minimum standards of service delivery requirements as stated in the Specification. This list is not exhaustive.
- Speed of response to requests for Networking Equipment and or Services
- Positive approach to working and building working relationships with the Member Institution
- Maintenance of the appropriate level of qualified and experienced staff
- Timely and accurate Management Information
- Accurate, regular invoicing
- Communication and customer Interface
- Value for money

Member Institutions may require such additional KPIs which may be negotiated at the award stage of the call off procedure chosen, as appropriate.

Member Institutions should agree together the indicators that will decide whether service levels are being met at the start of any call off Contract.

It shall be the Supplier's obligation to ensure that these are adhered to at all times and these will be the subject of contract review meetings with Member Institutions.

## USING THE FRAMEWORK

The framework has been let through an EU compliant process, thus the institutions can benefit from substantially reduced timescales and a less burdensome administration process.

Institutions should approach all the suppliers on the relevant lot that covers the requirement to be tendered.

The NEUPC website, and HEC, offer members the facility to e-mail all suppliers within The Agreement, therefore facilitating an easy route to obtain quotes and information which will enable you to determine which supplier best suits your requirements.

Each institution will observe their own procurement rules and regulations when deciding which supplier will offer them best value. All contracts entered into on the basis of the framework shall be between the institution and the supplier.

It is the responsibility of each institution to record and justify supplier selection.

## SUPPLIERS

Lot	Suppliers
<b>Lot 1 Networking Equipment Only</b>	Boxxe, CAE Technology Services Ltd , CDW Ltd, European Electronique Ltd , Logicalis Ltd, SCC (Specialist Computer Centres) plc, Softcat PLC, Softwarebox, Stone Computers Ltd (T/A Stone Technologies Ltd), XMA Ltd ,
<b>Lot 2 Small to Medium Networking Projects – Up to £1,000,000 in value</b>	CAE Technology Services Ltd , CDW Ltd, Circle IT Solutions Ltd, DTP Group, European Electronique Ltd , SCC (Specialist Computer Centres) plc, Softcat PLC, Stone Computers Ltd (T/A Stone Technologies Ltd), XMA Ltd ,
<b>Lot 3 - Large Networking Projects – In excess of £1 million in value</b>	CAE Technology Services Ltd , CDW Ltd, Circle IT Solutions Ltd, DTP Group, European Electronique Ltd , Logicalis Ltd, SCC (Specialist Computer Centres) plc, Softcat PLC, XMA Ltd ,
<b>Lot 4 Consultancy Only</b>	4C Strategies Ltd, Insight Direct UK plc, PCM Technology Solutions UK Ltd , PTS Consulting Partners LLP, Waterstons Ltd,

## SUSTAINABILITY

Sustainability and CSR issues were considered fully in the evaluation at both selection questionnaire and ITT stage. Environment and Sustainability issues were weighted at 15% at SQ, and 13 - 15% at ITT, including issues such as delivery consolidation, Labour Conditions and Carbon off-setting. Successful Bidders who are awarded to the Framework are required to register free of charge with <https://supplierengagementthe.net-positive.org/> and produce their organisation's Sustainability Action Plan within one month of contract award

NEXT STEPS