Learning Analytics Purchasing Service
Buyer's Guide

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1. What is the Learning Analytics Purchasing Service?

The Learning Analytics Purchasing Service will enable Jisc Services Ltd (JSL), Jisc and its members, and the members of various purchasing consortia, to easily purchase value for money and technically sound Learning Analytics Solutions, Services and Infrastructure that have been checked and tested in combination with Jisc's Learning Analytics Architecture. The DPS will enable new suppliers with new technologies to enter the DPS throughout the lifetime of the DPS.

To ensure maximum benefit for its customers, JSL will enforce a number of financial, technical and data protection entry requirements that any supplier must fulfill before joining the DPS to ensure reliable and consistent integration with the Learning Analytics Architecture that meets the needs of our customers.

2. What is a DPS?

A Dynamic Purchasing System (DPS) is a completely electronic system which may be established by a contracting authority to purchase commonly used goods, works or services.

Benefits of a DPS include:

- Reduced timescales for procurements

- Ease for procurers and providers as it is entirely electronic

- Allowing new providers to join at any time which ensures ongoing competition and gives immediate access to innovation in the market which means that:

    o The market place can remain competitive in terms of cost and quality

    o Prices can remain current

    o Innovative providers are able to join.

A DPS must be open though its duration for the admission of any economic operator ("supplier") which satisfies the selection criteria specified by the contracting authority and submits a Prequalification Questionnaire (PQQ) to the contracting authority which complies with the specification. The PQQ sets out the terms on which the supplier would be prepared to enter into a contract should they be awarded a contract under the DPS.

3. What is the scope of the Learning Analytics Purchasing Service?

The purchasing service is split into three lots as described below:

Lot	Description
1. Learning Analytics Solutions	Solutions that make use of data or analytics, or the output of analytics, to support student success and improve the student experience. This could include retention, achievement, employability, or improved learning design, for use by tutors, students, support staff or management.

Lot	Description
2. Learning Analytics Services	Consultancy, training or support services to help institutions understand, implement and make the most of learning analytics solutions. This could include system and data audits, on-boarding support and readiness assessment, support for data services and tailoring of analytics solutions to meet a customer's needs.
3. Learning Analytics Infrastructure	Solutions to support the core Jisc Learning Analytics Infrastructure, including the learning records warehouse, data plugins, and any other components that become part of the core learning analytics service, but excluding Learning Analytics Solutions as defined in Lot 1.

4. Who can use the Learning Analytics Purchasing Service?

The scope covers purchases by JSL, Jisc and its members. These organisations will primarily be members of Jisc and/or those providing or supporting education, research or culture. 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" 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.

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 Jisc's services by virtue of its membership[1], as will members of any other similar purchasing consortium in higher or further education that might be formed during the lifetime of the DPS.

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[1] Membership lists for existing higher and further education purchasing consortia may be found at:
- http://www.lupc.ac.uk/list-of-members.html
- 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
- http://www.supc.ac.uk/about-us/our-members/our-members

The scope of the DPS also covers purchases by other National Research and Education Networks internationally and onward to their respective customers, either directly or via GEANT; http://www.geant.org/About/NRENs.

5. How does the Learning Analytics Purchasing Service operate?

At any point throughout the duration of the Service a supplier can submit a PQQ response which JSL will evaluate and admit to the DPS any new supplier which meets the requirements as described in the PQQ.

A current list of suppliers admitted to the DPS is available from setup.analytics@jisc.ac.uk.

5.1 Mini-competition

When a requirement for Learning Analytics Solutions, Services or Infrastructure is identified, a mini-competition will be run between all Suppliers accepted onto the Service for the relevant Lot. Mini-competitions are published via the Jisc e-tendering portal and suppliers will be notified of the opportunity and will be eligible to respond.

The individual customer will decide on the outcome of the mini-competition and which Supplier is awarded the contract.

5.2 Evaluating Mini-Competitions

Mini-competitions will be evaluated on 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.

The customer reserves the right not to accept the lowest price or any Tender.

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

Contract Award Notices must be submitted on a quarterly basis by the Jisc Procurement Team. The team will publish a Contract Award Notice in the Supplement to the Official Journal of the European Union following the establishment of the Service. The Jisc Procurement Team will publish further Contract Award Notices in three month intervals detailing the outcome of the mini-competitions.

Individual customers must therefore email procurement@jisc.ac.uk and inform the team of the supplier that the mini-competition has been awarded to together with the total contract award value.

7. What is the duration of the Learning Analytics Purchasing Service?

The initial term of the Service is from 18 September 2017 to 17 September 2020. JSL may extend the Service for up to a further two years subject to satisfactory performance.

8. Was the Learning Analytics Purchasing Service tendered under EU procurement rules?

The contract notice was advertised in OJEU on 27 July 2017 and the notice number is 2017/S 142-292294 and tendered using the restricted procedure.

LA Contract Notice.pdf

9. What selection criteria were assessed for suppliers accepted on to the Service?

Satisfactory responses to the following Pre-Qualification sections were received from all suppliers accepted on to the Learning Analytics Purchasing Service:

- Grounds for mandatory exclusions as set out in Regulation 57(1) and (2) of the Public Contracts Regulations 2015.

- Grounds for discretionary rejection as set out in Regulation 57(8) of the Public Contracts Regulations 2015.

- Financial and Economic Standing

- Requirements of the Modern Slavery Act

- Auditing and Quality Assurance

- Information Security

- Contract Termination

Customers can request details of PQQ responses provided by suppliers successfully accepted on to the Service via email (procurement@jisc.ac.uk).

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

Suppliers must meet all of the requirements associated with the relevant Lot to be accepted onto the Service.

LOT 1 – Learning Analytics Solutions

Detailed Technical Requirements	
1.	The Bidder must confirm that it is able to provide learning analytics solutions, classified as solutions/tools that make use of data or analytics, or the output of analytics, to support student success and improve the student experience. This could include tools to support retention, achievement, employability, or improved learning design, for use by tutors, students, support staff or management.
2.	The bidder must confirm that its solution will be able to utilise the core student activity data stored in the Jisc xAPI structure, as documented on https://github.com/jiscdev/xapi. If the solution uses any student activity data then this must be stated.

3.	The bidder must confirm that its solution will be able to utilise the core student, course and module data, which is stored within the Jisc Universal Data Definitions, as documented on https://github.com/jiscdev/analytics-udd. If the solution uses any core student, course or module data then this must be stated.
4.	The bidder shall provide information on how security vulnerabilities in the service or product supplied are managed, and how information on these activities are communicated to customers. This should include information on how the introduction of security vulnerabilities is minimized during the service or product's development. In particular suppliers should identify appropriate precautions in place to prevent system compromise, addressing in particular safeguards against risks outlined in the OWASP Top Ten 2013.
5.	The bidder shall state what grades any HTTPs interfaces are capable of when tested by https://www.ssllabs.com/ssltest/. If any HTTPs interfaces are not capable of supporting TLS 1.2, the bidder shall bring this to JSL's attention. The bidder shall commit to maintaining the levels of security provided by any encryption controls during the lifetime of the service or product. Particular attention should be given to any management interfaces exposed over HTTPs or SSH.
6.	The bidder shall provide information on how any sensitive data is encrypted both at rest and during transmission within the service or product supplied
7.	The Bidder must confirm that all services are either hosted within the UK, the European Economic Area, or can be hosted locally by the institution.
8.	The Bidder must confirm that its services support authentication by the UK access federation, or integration with local single sign in solutions. Solutions based wholly on internal authentication do not meet this criteria.
9	The Bidder must have a GDPR client data sharing agreement or equivalent legal document, to enable a contract to be formed between the supplier and University/College customers.
10.	The Bidder must confirm no element of its solution will prevent customer institution adoption of Jisc's Learning Analytics Code of Practice: https://www.jisc.ac.uk/guides/code-of-practice-for-learning-analytics

LOT 2 – Learning Analytics Services

Detailed Technical Requirements	
1.	The Bidder must confirm that it has expertise in delivering services to support learning analytics, and can evidence this by the production of case studies of previous work.
2.	The Bidder must confirm any service provided must follow Jisc's learning analytics code of practice: https://www.jisc.ac.uk/guides/code-of-practice-for-learning-analytics

LOT 3 – Learning Analytics Infrastructure

	Detailed Technical Requirements
1.	The Bidder must be able to deliver learning analytics services to support the core infrastructure, as defined in: https://docs.analytics.alpha.jisc.ac.uk/docs/learning-analytics/Home
2.	Where bespoke code is developed, the bidder must be able to demonstrate secure coding practices, such as following the general approach provided by OWASP and/or, where appropriate, vendor specific approaches such as those produced by Microsoft, Apple or Google.
3.	The bidder shall provide information on how security vulnerabilities in the service or product supplied are managed, and how information on these activities are communicated to customers. This should include information on how the introduction of security vulnerabilities is minimized during the service or product's development. In particular suppliers should identify appropriate precautions in place to prevent system compromise, addressing in particular safeguards against risks outlined in the OWASP Top Ten 2013.
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5.	The bidder shall provide information on how any sensitive data is encrypted both at rest and during transmission within the service or product supplied

Pricing – All Lots

Pricing
The Bidder must provide a mechanism to provide indicative pricing within 5 working days (Monday – Friday except UK Bank Holidays) for a least one of the services listed below; this may be in the form of price lists (in £GBP only, inclusive of GB VAT - value-added tax) or through email contact: • Learning Analytics Software Solutions • Learning Analytics consultancy services (typically as a day rate or package price) • Learning Analytics training services (typically as a day rate or package price) • Learning Analytics infrastructure development (typically as a day rate or package price) • Learning Analytics infrastructure

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

Each supplier accepted on the DPS will be required to sign the Learning Analytics Dynamic Purchasing System Agreement with an authorised signature. This agreement is between the supplier and Jisc Services Limited. Individual orders with customers will use the selected supplier's terms and conditions unless specific terms are provided as part of the mini competition process. The agreement between the supplier and a customer must incorporate the mandatory terms defined in schedule 2 of the Learning Analytics Dynamic Purchasing System Agreement

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

There is no obligation to undertake a "standstill" period although there may be some benefits of doing so. A customer has the option to include a standstill period if it so wishes, but this is not mandatory.

13. What should the Customer remember when running a mini-competition?

- 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 Customer is making a commitment to purchase the specified goods/services from that supplier;

- By running a mini-competition the Customer is allowed to define its requirements within the basic structure of the DPS prior to making a call off, but the Customer can't change the scope. This service can't be used to purchase anything other than the broad range of Learning Analytics Solutions, Services and Infrastructure as indicated in section 3;

- Focus the mini-competition award criteria on the actual requirement (i.e. the service the Customer requires, delivery timescales etc.). The Customer 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 Jisc Services Limited 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 customer 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 does a Customer contact suppliers?

Customers should contact suppliers via setup.analytics@jisc.ac.uk.

15. How does a Customer contact JSL in connection with the service?

Queries should be directed to setup.analytics@jisc.ac.uk.