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OCRE 2024 Framework Agreement: NREN Guide to Using the Framework

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Abstract

This document provides guidance on the use of the GÉANT Cloud Framework OCRE 2024. It explains the basics of how the framework operates, outlines its benefits, and offers a step-by-step description of roles. It also shows how to adopt the framework and start the provisioning of procured cloud services using one of three methods under the Framework.

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Executive Summary

The GÉANT Cloud Framework (OCRE2024) is an umbrella contract for simplified purchasing of cloud services for all institutions in Europe, legal entities listed in the List of Participating Entities [1].

This document provides guidance on the use of OCRE2024. It explains the basics of how the framework operates, outlines its benefits, and offers a step-by-step description of roles. It also explains how to adopt the framework and start the provisioning of procured cloud services using one of three methods under the Framework. It concludes by summarising the GÉANT support available to the National Research and Educations Networks (NRENs).

This guide is primarily aimed at the Cloud Service Delivery Managers appointed by European NRENs.

1 Introduction

The collective procurement of cloud services by the GÉANT community was first initiated to exploit the level of demand aggregation and centralised effort that the GÉANT collaboration allows, to deliver benefits in effort saved and improved commercial terms over individual procurements.

The first GÉANT OCRE Infrastructure as a Service (IaaS) Framework was in 2016, aimed at simplifying cloud service access for the European Research and Education (R&E) sector. This was followed by the OCRE 2020 tender, which expanded the offerings to include Platform as a Service (PaaS) and Software as a Service (SaaS), creating a broader portfolio for institutions across Europe. The OCRE 2024 tender is the third iteration, continuing this effort by aggregating demand and simplifying cloud procurement for institutions across 39 countries.

The OCRE2024 Framework will have a duration of five years, starting February 2025.

2 Benefits of the Framework

Through the framework agreement, the European NRENs deliver a digital single market for the consumption of cloud services offerings (IaaS, PaaS, and SaaS) from selected service providers [2] (awarded suppliers, resellers, and/or cloud services provided under the framework agreement) for the European R&E community and other institutions. This is done in a way that satisfies the public procurement requirements, creating an economy of scale with better terms, pricing and some improved conditions. The collective tender outcomes ensure that these services are available for all institutions in Europe eligible to benefit from the framework [3].

2.1 Collective Expenditure and Discounts

Through the collective pan-European tender run by GÉANT (acting as the central purchasing body), institutions have a stronger negotiating position: they aggregate the purchasing power of institutions across Europe (over 10,000 are potentially eligible). This allows the participants to negotiate better legal and financial conditions, otherwise not possible for individual institutions or even countries.

The service providers submit bids with a minimum discount over the list pricing and various extra discounts, some as a percentage of current prices, some as a consumption-based discount with thresholds, and more. In addition, the fees normally charged for example data ingress/egress from the cloud are waived.

2.2 Saving Time – No Need for Separate Tenders

The GÉANT cloud tender saves both institutions and service providers valuable time. Institutions do not need to run separate tenders and draft contracts themselves. Service providers reach a large user base and potential route to market, only needing to participate in one tender.

2.3 Legal Benefits

The GÉANT Framework Agreements contain ready-to-use standardised terms and conditions compliant with the European Union (EU) Directive of Public Procurement (2014/24/EU) [4]. In some cases, individual countries may have additional local legal or regulatory requirements, for which sufficient margin is created. The GÉANT framework agreements save legal costs, time, and effort for individual institutions. Local legislation from participating countries known to the procurement team has been accommodated as much as possible, creating a multi-national compliant tender procedure.

GÉANT applied the EU Directive of Public Procurement, which enables cross-border procurement through a central purchasing body. This EU Directive ensures all institutions can easily consume cloud solutions from the GÉANT Cloud Catalogue, either directly via a cascade method, within a mini-competition, or within a desktop mini-competition.

2.4 Assessing National Legal Compliance

The NREN should check that its usage of the framework complies with EU and local laws, noting the following points:

- GÉANT-concluded framework agreements, in compliance with the European Directive on Public Procurement 2014/24/EU and the Dutch Public Procurement Act. Article 39.3 of the European Directive on Public Procurement 2014/24/EU, state that because GÉANT is a Dutch association acting as a central purchasing body, provision of centralised purchasing activities shall be conducted in accordance with the Dutch Public Procurement Act.
- This is why the OCRE 2024 tender is procured under the procurement legislation of The Netherlands, implementing the EU Directive of Public Procurement (2014/24/EU). The framework agreement is governed by Dutch law, and Call-Off Contracts (CoCs) will be governed by local laws and jurisdictions of the signing institutions.
- For EU (and EEA) countries: According to clauses 39.2 and 39.3 of the European Directive on Public Procurement 2014/24/EU and because GÉANT acted as a central purchasing body, the framework agreement needs to follow the procurement legislation under which the original tender is executed. The application of the Dutch Public Procurement Act cannot be prohibited by a member state in such a case. Therefore, this supersedes local Procurement Regulations of all EU Member states.
- Non-EU countries: Some states in the pre-accession or accession process undertook to implement EU directives or harmonise with the EU legislation on public procurement. NRENS should check their laws and local procurement regulations.

2.5 Network Connections

Under OCRE2024, it is expected of the cloud service providers that no charges are levied within the services for data ingress/egress for services procured under the framework. Data ingress must be free of charge, and egress charges waived for all participating entities except Group C (described in [Section 3.4](#)), as long as they constitute less than 15% of the total monthly IaaS+ spend under a CoC. Several providers guarantee a 100% waiver of egress traffic on top of this minimum requirement. The service providers are also required by GÉANT to connect their cloud infrastructure to the GÉANT and/or NRENS' networks. The method of achieving such interconnectivity can vary (direct peering – L2 – or the more feature rich – L3).

With an extensive GÉANT backbone, the national NREN network capabilities provide secure, high-capacity, and low-latency network access to over 10,000 institutions across Europe. Direct peering between the NRENS, institutions, and service providers helps to offer services without data-transport-related costs.

3 GÉANT OCRE 2024 Framework Agreement

The OCRE 2024 Framework Agreement governs the relationship between GÉANT and the service providers with respect to the provision of services by the service providers to institutions (in this case NREs, their member institutions, and others).

A framework agreement is an ‘umbrella agreement’ that sets out the terms (particularly relating to price, quality, and quantity) under which parties named in the original tender can acquire and provide services to their community by individual CoCs throughout the agreement. Individual contracts can be established by:

- Cascade method, a direct award without re-opening the competition within the sub-Lot.
- Mini-competition:
 - within a sub-Lot.
 - between the platforms in a country.
- Desktop mini-competition re-using the award criterion (AC) of the initial tender.

The OCRE2024 Framework Agreement sets out the procedure for ordering services, the main terms and conditions for the provision of the services, and the obligations of the service providers under this framework agreement. Institutions may, at their absolute discretion and from time to time, order services from the service providers under the ordering procedure.

The delivery model is as follows:

- GÉANT ran the tender as central purchasing body and established framework agreements with service providers.
- The framework is split on a per-country basis across 39 Lots, the participating countries with GÉANT member NREs (realised through implementing 39 participating countries separate lots in the tender, one per country) and agreements were awarded per country and per separate cloud platform (realised by creating sub-lots per cloud platform), delivering frameworks to the highest-ranked (maximum three) service providers for any single platform in that country. In cases where fewer than three bidders were competing to offer a certain platform in a country, correspondingly fewer frameworks are available for that platform in that country. NREs and their institutions can procure the services that best fit their needs and the needs of their users.
- NREs promote these frameworks in their respective country (and in some cases may add national legislative elements).
- Institutions can procure IaaS+ services without the need to run a tender themselves.

3.1 Getting Started

This section presents the different steps an NREN needs to follow to deliver cloud services to its institutions, including the procedures for each of the three award methods by which institutions establish contracts under the framework to use specific services from a service provider.

The steps are summarised in Figure 3.1 below:

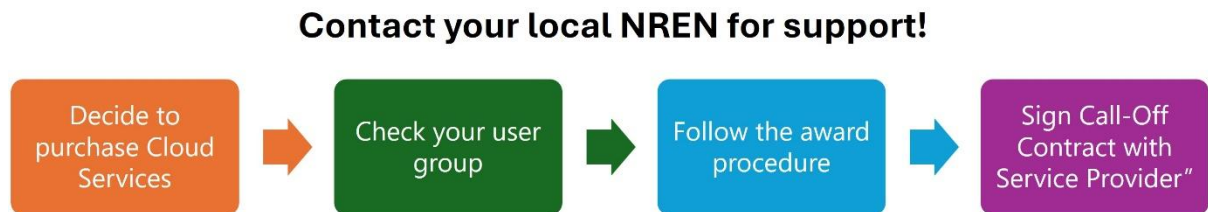


Figure 3.1: NREN service delivery workflow

Each step is discussed in more detail below.

3.2 Role of NRENs

No two NRENs are alike. Although they all serve R&E and offer network connectivity, the types of services they offer in addition to this differ.

In OCRE2024, all NRENs have, by default, an equal role and similar responsibility that influences the amount of cost recovery fee, with some acting as an underwriter as an explicit exception.

A description of each role and its implications for the NREN institutions is provided in Table 3.1 below, and [Figure 3.2](#).

NREN Role	Description of the Role	What Institutions Can Do
NREN (default) role	<p>Acts as an enabler by making the framework agreements available in its respective country and facilitating connected institutions in purchasing from service providers (direct delivery model).</p> <p>Understands and consolidates the needs of the local community and institutions eligible to benefit from the framework.</p> <p>The NREN does not sit in the contracting line.</p>	Directly acquire and use the cloud services from the service providers.
Exception (underwriter) role	<p>Only advisable for NRENs with an excellent understanding of cloud and the OCRE2024, being aware of the legal and financial risks this role entails.</p> <p>Makes purchases from service providers (on behalf of its institutions) and distributes the acquired resources across its community (institutions and end users).</p> <p>The NREN sits in the contracting line and is seen as the only call-off customer towards the service providers.</p> <p>Where appropriate, the NREN arranges added-value contributions for their community, such as improving terms and conditions with the service providers by mini-competition and conducting appropriate levels of due diligence to improve the value of the product on a national level.</p> <p>GÉANT may also act as an underwriter and make purchases from service providers in cases where a participating entity asks GÉANT to fulfil this role.</p>	Use the cloud services made available through its NREN.

Table 3.1: NREN roles in the Framework Agreement

3.3 Lot Structure

OCRE2024 is split into 39 Lots (based on 39 participating countries). Agreements were awarded to service providers on the basis of one Lot per country, with 3 sub-Lots per platform.

The Lot structure is shown below with the pattern country X = Lot 1

Lot 1a = Platform / Solution A

Lot 1b = Platform / Solution B

Lot 1c = Platform / Solution C ...

This is illustrated in Figure 3.2 below:

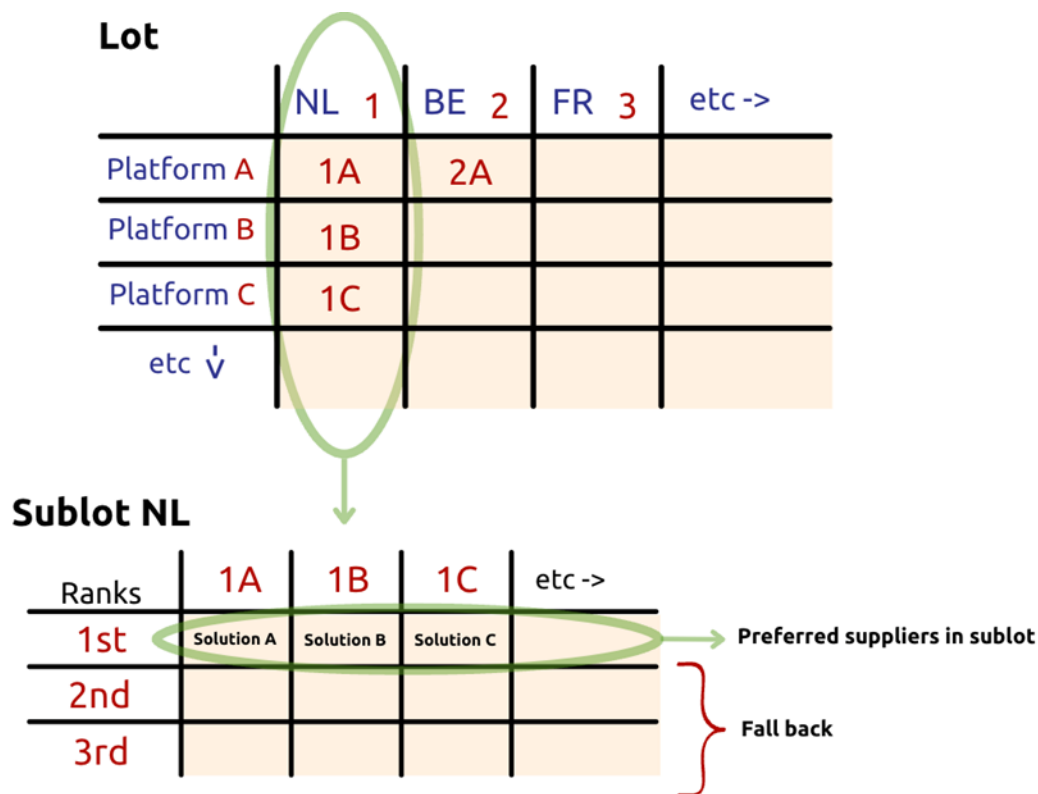


Figure 3.2: Lot structure example

Bidders were awarded a platform per country Lot/country where they are ranked within the highest three in a contested platform sub-Lot. ('Contested' means that more than one bidder is offering the same IaaS+ solution in that specific country.)

The awarded service providers are ranked per sub-Lot based on the outcome of the tender evaluation, with a maximum of three service providers represented in total per platform/solution/sub-Lot. Each highest ranked bidder per sub-Lot is the preferred service provider of that sub-Lot and is added to a per country Lot. For example, Lot 1 = highest ranked bidder of Lot 1a, 1b, 1c. The Cloud Catalogue with awarded service providers is available online [5].

3.4 Groups of Institutions

In OCRE2024, institutions to benefit from the framework are divided into three groups. These are:

Group A: The NREN and all its members are eligible, except local and central government bodies not involved in research and/or education (all levels and see group C). These may include statistics organisations, environmental assessment agencies, and meteorological institutes.

Group B: All institutions with a Research and/or Education focus that are, for whatever reason, not a member of the NREN. These may include university medical centres, libraries, museums, primary and secondary (or further) education institutions, and private universities.

Group C: All institutions that are affiliated with the NREN but are not members and do not have a research or education focus. These may include central government bodies. These must be non-profit organisations.

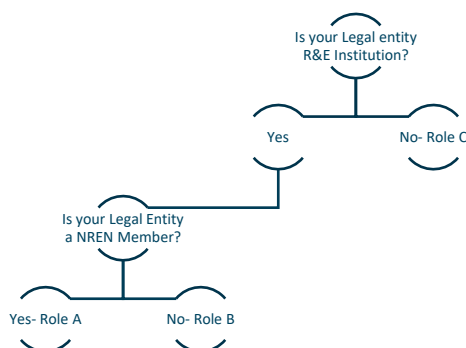


Figure 3.3: How to decide your group

3.5 Assessing Cost Recovery

The cost recovery fee (CRF) is a percentage of the cloud consumption for the NREN to fund their efforts around the cloud services.

The process is optional and can be where:

- the service provider invoices the cost recovery fee on behalf of the NREN (the NREN is directly and completely funded by the government and cannot (may not) invoice institutions).
- the NREN invoices the cost recovery fee directly to the institutions:
 - The service provider reports consumption per institution per billing cycle to the NREN (the Cloud Service Delivery Manager) using the GÉANT supplied reporting tool.
 - The NREN decides how frequently it invoices the cost recovery fee to the institutions.
 - For keeping track of total spent (EC requirement), the service provider reports the consumption quarterly to the GÉANT Contract Management Team, using the GÉANT supplied reporting tool.

The NREN can choose the percentage of the CRF based on the criteria described below:

- 0% CRF: Committing to the bare minimum of activities, including replying to all relevant emails, approving the sending of 'information bundles requests' to institutions who request them, and acting as a liaison between service providers and institutions on OCRE2024 on a best-effort basis, and referring to the GN5-2 GÉANT Contract Management Group when needed.
- Up to 2% CRF: Providing a minimum of 0.2 FTE committed support, including replying to all relevant emails, approving the sending of 'information bundles requests' to institutions who request them, acting as a liaison between service providers and institutions on OCRE2024 on a best-effort basis, organising workshops, supporting institute digital transformation to the cloud with advice on a best-effort basis, and referring to the GN5-2 GÉANT Contract Management Group when needed.
- Up to 5% CRF: Providing a minimum of 0.4 FTE committed support, including replying to all relevant emails, approving the sending of 'information bundles requests' to institutions who request them, acting as a liaison between service providers and institutions on OCRE2024 on a best-effort basis, organising workshops, supporting institute digital transformation to the cloud with advice, helping institutes with a selection of a cloud service provider, and (desktop) mini competition on a best-effort basis, and referring to the GN5-2 GÉANT Contract Management Group when needed.

NRENs considering changing their role should contact the GN5-2 GÉANT Contract Management Group to completely understand the increased roles and responsibilities and legal/financial risks.

Each service provider will be notified about the chosen CRF of each NREN in their region by GÉANT. NRENs may change their role and/or CRF once per year, starting 1 January 2026.

3.6 Adoption and Service Delivery

An institution that is planning to sign a CoC must follow the award procedure to close the procurement activity and be compliant with public procurement law.

An Institution can award a CoC using one of the following three methods:

- By cascade method, without re-opening the competition within the sub-Lot.
- Via mini-competition:
 - within a sub-Lot.
 - between the Platforms in a country.
- Via desktop mini-competition, without re-opening the competition.

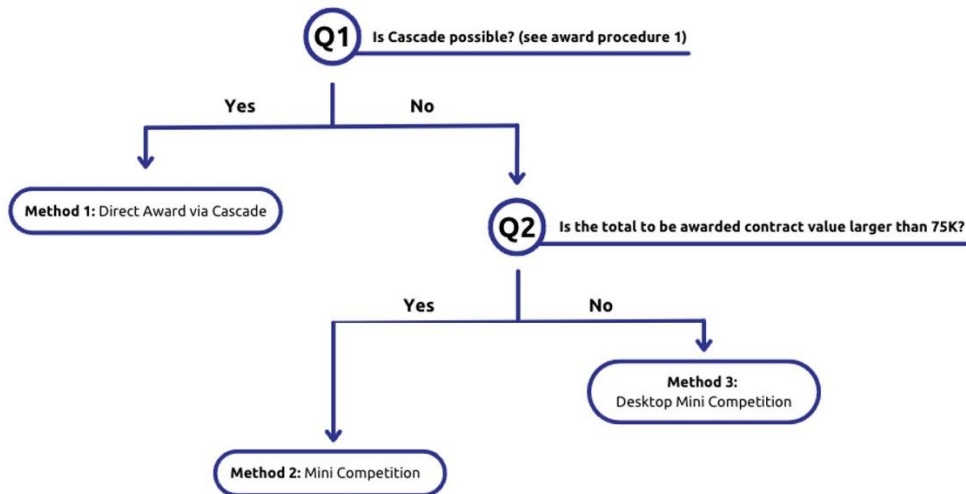


Figure 3.4: Decision Tree for Award Mechanism

Each method of buying services is described below.

3.6.1 Award Method 1: Direct Award via cascade method without re-opening competition

A Call-Off Contract (CoC) may be concluded under framework agreement sub-Lots with the highest ranked/preferred service provider in each sub-Lot/country via cascade. Cascade procurement (also known as ‘sequential’ or ‘staged’ procurement) is a method used in public procurement to award contracts in multiple stages based on the ranking of service providers per sub-Lot. If the preferred – highest ranked – service provider is unable to complete the call-off process for whatever reason, the next highest (#2, etc.) scoring service provider within a sub-Lot will be offered a CoC.

Customers should give the service provider at least one week / five working days to complete the call-off process being able to deliver, unless in evidential urgent situations in which a customer can approach the next highest ranked bidder after one working day.

When To Use This Award Method

An institution may make a direct award via cascade to the preferred service provider in a sub-Lot if they:

- have workloads deployed where it is technically or economically infeasible to migrate to a different platform; or
- wish to (re-)purchase a (new) product or service from among the suite of products and services available on that platform; or
- have licensing arrangements (outside the scope of the framework) with a platform and/or service provider.

Institutions shall use the cascade method if one of the bullet points above applies. There is no free choice between the awarding mechanisms¹. When the first condition is met, the products mentioned in the second bullet may be purchased through the cascade method if the NREN and/or institution wishes to procure through OCRE2024. An institution may use this award method when there are licensing agreements in place that require the institution to use a certain platform / service provider. This refers to a situation, for instance, where a product was purchased which only runs properly in conjunction with a certain platform.

The cascade method will also apply for awarding CoC's with a value of 75.000 Euro excl. VAT or higher, when conducting a mini-competition is not proportionate or effective. The principle of proportionality means that the awarding **procedure** imposed by the Institution must be **appropriate and necessary** to achieve the intended goal, and **not excessive** in relation to that goal. The key aspects of proportionality are that the awarding procedure must be suitable to achieve the contracting of the intended CoC, there must be no less restrictive way to achieve the CoC and the burden on services providers should be not excessive compared to the benefit of the CoC. Before an Institution conducts a mini-competition, it must assess whether that process is proportionate and effective:

1. Is the effort required from services providers reasonable for the intended CoC?
2. Would the same result be achievable via the simpler cascade procedure?

If a mini-competition cannot be reasonably run effectively or proportionally based on objective requirements (such as objective technical, functional or support requirements) and if the same result can be achieved via cascade, the Institution shall apply the cascade, as this is considered the least intrusive and most straightforward awarding procedure within the OCRE 2024 Framework.

How To Use This Award Method

Institutions can approach the highest ranked/preferred service provider in each sub-Lot directly to finalise the CoC.

It is important that the highest-ranked service provider has a fair chance to be able to provide the services accordingly, before the institution can cascade down to the lower ranked. This means that it will give the highest service provider a reasonable timeframe to respond to the order, meaning 1 week – 5 working days to complete the CoC. In urgent situations for cloud, such as DR, BCP events or ransomware, hacks etc., the institution can shorten this reasonable term to the minimum of 2 working days for the highest ranked service provider to complete the CoC. Migration to another cloud platform or when the institution is already using that specific platform can't be considered urgent.

3.6.2 Award Method 2: Mini-Competition

The institution may also execute procurements through a regular mini-competition by re-opening the competition amongst all platforms / service providers in the specific Lot or sub-Lot, using awarding criteria based on the specific institution's needs. All capable service providers are invited to participate in that Lot or sub-Lot. Only non-substantial changes are permitted to the CoC.

When To Use This Award Method

Due to the effort level required by an institution and by service providers, running a mini-competition should be proportional and effective. 'Proportional' refers to the efforts that service providers must do to submit a bid. 'Effective' refers to the efforts an institution needs to make.

¹ Art. 33 sub 4 of the EU Directive on public procurement 2012/24/EU requires that the choice between awarding methods is based on objective criteria. This also means that there can be no free choice to choose between awarding mechanisms.

An institution can run a mini-competition within platforms when, for example, they:

- have a new workload.
- have a new specific project with, for example, new funding and/or requirements.
- would like to have an additional platform.
- have internal policies that require running a competition.

The highest ranked (preferred) service provider in each sub-Lot (for example, 1a) in this case will be added to the “all Platform country – Lot, e.g., Lot 1.

To summarise:

The institution **shall conduct a non-discriminatory, transparent, and objective procedure which shall include at least the following steps:**

- Invite all service providers in the relevant Lot or sub-Lot to participate in the mini-competition.
- Run the mini-competition in writing via email or other (electronic) platform by choice.
- Give service providers a reasonable timeframe in which to respond, which will depend on the circumstances of the specific case. For example, the complexity of the demand, etc.

The institution **may also include elements in the non-discriminatory, transparent, and objective procedure such as:**

- Collaborative mini-competitions on behalf of and/or with other institutions in their (sub-)Lot.
- The use of a modified CoC with non-substantial changes.
- The requirement that certain documentation requirements are used for (EC) financial audits.
- Cancel the mini-competition at their discretion.
- Award the second runner-up service provider if the initially awarded service provider fails to deliver in time and/or in full.
- Apply a standstill term of approximately one week upon preliminary awarding of the CoC.

During the implementation of OCRE2024, GÉANT will provide training and practical guidelines, sharing best practices and lessons learned on running mini-competitions.

3.6.3 Award Method 3: Desktop Mini-Competition Based on Awarding Criteria in Tender and Service Provider Bids

An institution may also use a desktop mini-competition without re-opening the competition among all available service providers within a sub-Lot (specific platform per country), re-using the awarding criteria from this original OCRE 2024 tender using the spreadsheet that will be provided in the OCRE2024 info packs.

When To Use This Award Method

The desktop mini competition is a lightweight method for awarding limited projects, where a full mini competition is not proportional to the project value, recognising the efforts needed on both institutions and service providers sides for creating and responding to a mini competition.

The desktop mini-competition may be used for awarding CoCs with a total value no larger than 75.000 Euro excl. VAT per project/assignment/etc. or as set by an institution's procurement policy. The desktop mini-competition will be held via the desktop mini-competition spreadsheet, reusing the awarding criteria from this tender within the sub-Lot or Lot to select the service provider that is most suitable.

Institution can run a desktop mini-competition in two ways:

1. Within a platform sub-Lot in a country; or
2. Within the country Lot containing all platforms' preferred (highest scoring) service provider.

All capable service providers within the sub-Lot or preferred service providers within a Lot will be accessed through this desktop mini-competition to conclude the CoC with the most suitable service provider based on the outcome. In a desktop mini-competition, the institution will collect required (price) information, in the manner specified below, which is needed to make a service provider selection through a self-service exercise, requiring no other than specific information pertaining to the case at hand and / or confirmation of the service providers' offering.

Institution will evaluate service providers by reusing the scoring of most the awarding criteria (AC), and calculate the total cost of ownership (TCO) based on the specific requirements of the demand by using the online cost calculators in combination with the AC5 (Additional and Professional Services) rate cards for professional services submitted.

How To Use This Award Method

To make an award decision using a desktop mini-competition, the institution will use information contained in the service provider's offer, GÉANT's scoring, and information from the service provider's online cost calculator. Service providers are not contacted for further input.

The institution will:

- evaluate all service providers in their sub-Lot, unless a service provider is clearly unable to meet a specific requirement (in which case this service provider may be excluded).
- reuse GÉANT's scores to the offer of the service provider for the following ACs:
 - AC1 - Service and Support
 - AC2 - Marketing and Adoption
 - AC3 - Exit Support
 - AC6 - Cloud in the Classroom
 - AC7 - Web Content Accessibility Guidelines
 - AC8 - Sustainability
- calculate the score in relation to a TCO calculation (replacing AC4 (Additional Discounts) and AC5 (Additional and Professional Services)).
- use the standard Call off Contract template without modifications.
- not chop up their need in small pieces with the objective to ensure that the desk top mini-competition applies.

The institution may:

- Adjust the relative weight given to each AC within the range specified in the Allowed Weight Range column.
- Log the steps that are taken in the spreadsheet, so that it can be explained why and how this method is used.

Desktop Mini-Competition Award Criteria and Weight Ranges

Table 3.2 below shall be used for scoring service providers using 'Award Method 2 - Desktop Mini-Competition'.

Award Criterium as specified in Vol 2 of the tender documents				
AC	Description	Original Weight (in %)	Allowed Weight Range (in %)	Score
AC1	Service and Support	30%	15% – 40%	As scored by GÉANT
AC2	Marketing and adoption	20%	5% – 25%	As scored by GÉANT
AC3	Exit Support	5%	5% – 25%	As scored by GÉANT
TCO	Total calculated cost (AC4 and AC5)	28%	15% – 60%	Calculated by Institution
AC6	Cloud in the Classroom	5%	0% – 15%	As scored by GÉANT
AC7	Web Content Accessibility Guidelines	2%	0% – 10%	As scored by GÉANT
AC8	Sustainability	10%	5% – 25%	As scored by GÉANT

Table 3.2: Desktop Mini-Competition Award Criteria and Weight Ranges

A service provider's TCO is calculated as follows:

- Calculate the IaaS+ costs using the service provider's online cost calculator.
- Add professional services, if needed, using the submitted AC5 rate cards.
- Marks for TCO will be allocated using the following formula: $(\text{Lowest TCO} / \text{Calculated TCO}) * \text{Marks Available}$

No Substantial Changes or Obligation to Procure

Contracts and scope within OCRE2024 cannot be substantially changed. This applies to the format, including appendices that are part of the tender documents. It also applies to a CoC that will be concluded after any of the three methods is used. Whether a change is substantial or not shall be assessed on a case-by-case basis, and we recommend doing this after consultation with GÉANT. In general, there is less room for any change if the cascade method is used.

Please note that the framework agreement does not create any obligation for them to purchase, through it, goods of any value and quantity. The conclusion of CoC(s) during the duration of the framework agreement will take place only if deemed appropriate by the specific customer(s). In the event of failure to conclude any CoC, the parties to the framework agreement shall not be entitled to compensation. Similarly, the parties to the framework agreement shall not be entitled to compensation in the event of non-supply of all the quantities specified in the notice.

4 GÉANT Support

GÉANT supports the promotion of the framework with NREs through the provision of communication material, regular hosting of cloud forums and facilitation of sessions between NREs and service providers to meet and discuss cloud delivery and adoption.

GÉANT provides support to service providers with access to a dedicated service desk, a focused communication channel between service providers and GÉANT to facilitate effective contract management.

The GÉANT Cloud Team offers support for NREs at all stages of cloud services deployment, from initial specifications and design to service portfolio rollout.

All relevant documentation and legal documents will be made available to the nominated Cloud Service Delivery Managers (CSDMs) on GÉANT Cloud Services document repository and GÉANT Clouds webpage.

GÉANT will provide support to the NREs in multiple ways, as summarised in Table 4.1 below:

Support Aspect	Description	Link
Websites	GÉANT Cloud Services website OCRE 2024 Framework catalogue	https://clouds.geant.org/
Data Classification Sheet	The Data Classification Sheet assists decision makers by enabling them to classify relevant data with respect to security considerations. Decisions can then be made on which data can safely be migrated into the cloud. This tool can be accessed on the GÉANT Clouds Services website.	https://clouds.geant.org/data https://clouds.geant.org/data-classification-for-cloud-services/classification-for-cloud-services/
Communication materials	The GÉANT Cloud Team will provide templates which NRENs can use for communicating with their institutions.	
Cloud Forum	The GÉANT Cloud Team hosts a fortnightly Cloud Forum VC session for the NREN Cloud Service Delivery Managers, on Fridays at 10.00 CET. This forum lets participants discuss and collaborate on rollout strategies, activities and progress.	
NRENs and service provider meetings	The GÉANT Cloud Team organises VC and (when possible) face-to-face sessions for the NRENs and service providers to meet and discuss cloud delivery and adoption.	
Newsletter	The GÉANT Cloud Team publishes news and information in CONNECT newsletter, which includes useful links to user stories, case studies, interviews, showcases, workshops and much more.	GÉANT Association
Outreach, knowledge sharing and legal support	Other support services the GÉANT Cloud Team offers to NRENs include: Local “roadshows”. Cloud showcases (live and recorded webcasts). Service provider showcases. Case studies. Research collaborations on operating file storage platforms and IaaS platforms. NRENs are invited to contact the Team for more information or with their specific request.	clouds@geant.org Contact - GÉANT Cloud Services

Table 4.1: GÉANT support

Glossary

AC	Award Criterion
CDSMs	Cloud Service Delivery Managers
CoC	Call-Off Contract
CFR	Cost Recovery Fee
DMC	Desktop Mini-Competition
DP	Discount Percentage
EU	European Union
FW	Framework agreement
IaaS	Infrastructure as a Service
ID	Identity
NREN	National Research and Education Network
PaaS	Platform as a Service
R&E	Research and Education
SaaS	Software as a Service
SP	Service Provider

References

- [1] <https://clouds.geant.org/wp-content/uploads/2024/03/Lists-of-all-OCRE-2024-participating-entities-across-Europe.pdf>
- [2] <https://clouds.geant.org/ocre-2024-catalogue>
- [3] <https://clouds.geant.org/ocre2024entities/>
- [4] <https://eur-lex.europa.eu/legal-content/GA/TXT/?uri=celex:32014L0024>
- [5] <https://clouds.geant.org/ocre-2024-catalogue>