INTERNET2

NET+ Webinar Series
NET+ PROCUREMENT

This session will be recorded

Thanks for joining!
We will begin at
2:03PM ET

I2 Cloud
NET+

Logistics

- Participants microphones and video are turned off

- Please submit your questions via the Q&A functionality
  - Questions will be moderated, but we may not have time for all

- Today's virtual event is being recorded and will be made available on the Internet2 Youtube Channel, Wiki Page and the Discover the Power of NET+ Services blog post

Nice to meet you!

Sean O'Brien

AVP, NET+ Cloud Services

Internet2

Sue Gavazzi

Cloud Contract Analyst

Internet2

Bobby Clark

Director, IT Solutions and Vendor Management

Clemson University

Emily Perry

Software Supply Chain Manager

University of Arizona

AGENDA

1. What are NET+ services?
2. NET+ Benefits
3. Procurement support
4. NET+ BPLAC
5. VM Framework overview
6. Cloud Scorecard
7. Resources

NET+ Services

HOW DOES NET+ WORK?
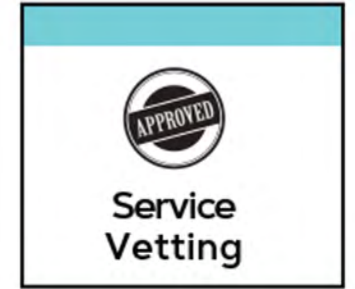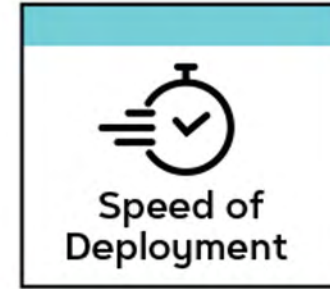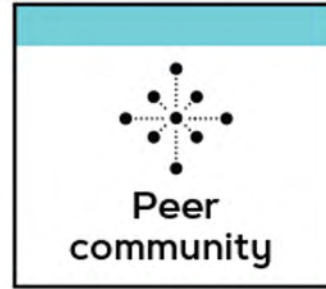
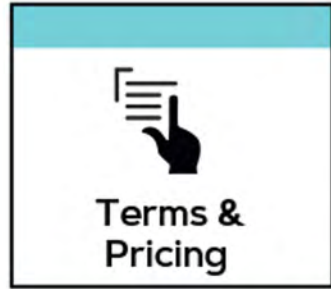## Services and service contracts are optimized for R&E

NET+ is powered by an R&E peer community which "deconstructs" leading cloud services across 6 key dimensions, and reassembles the services and the contract for successful procurement and implementation.

NET+ optimizes for:

- ✔ Features and Functionality
- ✔ Technical Integration
- ✔ Security & Compliance
- ✔ Pricing
- ✔ Contract Terms
- ✔ Deployment

Supporting the R&E Community in the Cloud

I2Cloud
NET+

Leading cloud services vetted by higher ed for R&E

1 **Developed through a community led service evaluation process**
Reviewing services to ensure they meet higher education standards in areas such as functional, technical, security and compliance, business and legal, and other areas of importance.

2 **Backed by a group negotiated agreement**
Ensuring standard and differentiated higher education contract terms and conditions, and discounting for qualified institutions.

3 **Supported and maintained by a Service Advisory Board and Program Manager**
Convening the community in meaningful ways around cloud services while supporting ongoing management of the service offering.

Portfolio Areas of Focus

I2Cloud NET+

Infrastructure and Platform Services

Software as a Service

Security and Identity

Unified Communications as a Service

Artificial Intelligence

A Trusted Ecosystem of Tailored Top-Quality Cloud Solutions

1300+ active NET+ subscriptions

500+ institutions subscribe to at least one NET+ service

140+ institutions have contributed to at least one NET+ service evaluation

20+ NET+ cloud services in the portfolio

When Do We Add a New Service Into the NET+ Cloud Services Portfolio?

Is there an UNMET NEED IN THE MARKET today for a specific technology?

Is there a CHALLENGE WITH AN EXISTING SUPPLIER (contract terms, business model, relationship) where the R&E community can work together?

Are there at least FIVE INTERNET2 MEMBER INSTITUTIONS willing to work on the effort together?

NET+ Service Evaluation Components

Functional Assessment

- Review features and functionality
- Tune service for R&E community

Technical Integration

- **Network**: determine optimal connection and optimize service to use the Internet2 R&E network
- **Identity**: InCommon participation and community identity toolkit support

Security and Compliance

- Security assessments
- FERPA, HIPAA, privacy, data handling
- Accessibility

Business

- **Legal**: customized agreement using NET+ community contract templates
- Business model
- Define pricing and value proposition

Deployment

- Documentation
- Use cases
- Support model

Service Stewardship
Ongoing Service Administration

Ongoing review and management of the key areas of focus from service validation

- Functional, identity, network, security, accessibility, business and legal

Convening the community in meaningful ways around cloud services

- Service advisory boards (one board for every service in general availability)
- Service working groups (ex. Learning management system integration)
- Online communities of practice (community forum, Slack channel, email)

Support for cloud standards, integrations and overall cloud architecture

Contract administration

- Internet2 reviews campus concerns, questions and proposed changes with the Service Provider
- Changes are made to the base Customer Agreement to benefit all participants
- Contracts are revised and amended for product evolution and community requirements

Benefits

How NET+ Contracts Help Speed Up Access to the Cloud for R&E

REDUCE TIME

- Pre-negotiated terms and conditions developed by peer higher education institutions
- Service providers are required to complete and provide standard compliance documentation
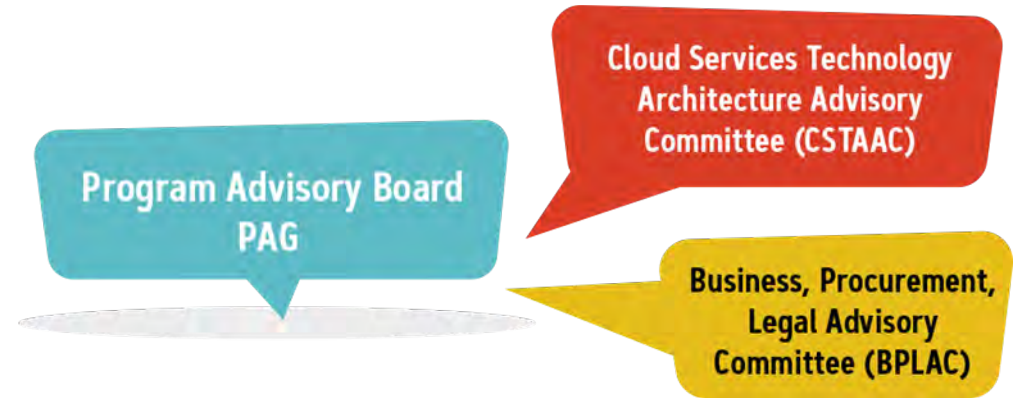
REDUCE COST

Volume discounting based on the size of the Internet2 membership

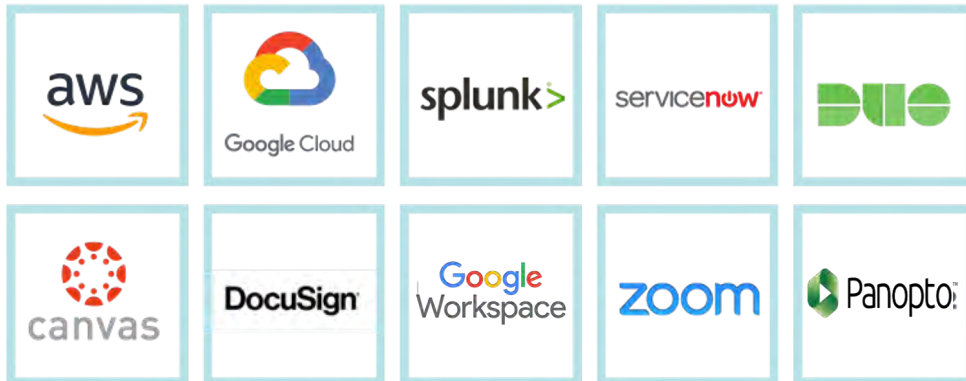Legal negotiation costs supported by community participation in the negotiation

REDUCE RISK

- Contracts capture important compliance and legal requirements for higher education
- Pricing backed by a Facilitation Agreement with Internet2 – typically with a multi-year term and capped price increases

NET+ Cloud Services Advisory Map

Program Advisory Board PAG

Cloud Services Technology Architecture Advisory Committee (CSTAAC)

Business, Procurement, Legal Advisory Committee (BPLAC)

Service Advisory Boards

aws | Google Cloud | splunk> | servicenow | DUO

canvas | DocuSign | Google Workspace | zoom | Panopto

NET+ Program Working Groups

- Cloud Scorecard and Profiles
- Cloud Storage
- Generative AI
- Learning Records Store
- Vendor Management Working Group

Service Advisory Board Model

Subscribing Campuses

Service Provider

Campus Feedback & Requests

Product Roadmap

Community Advisory Board

Regular Updates in Community Requests

Aggregate Community Feedback

Examples of NET+ Services Supporting the Community

Unique service offering components or elements for R&E

- DocuSign unlimited envelopes
- Instructure not charging for institutional metadata for Canvas
- LastPass delegated administration functionality
- ServiceNow providing free student licenses
- Finops capabilities for AWS
- Zoom offerings include free student licenses

Data Egress waivers with Microsoft, Amazon Web Services and Google Cloud Platform all came out of the work on the NET+ program. Benefits are extended beyond just the NET+ program to the broader research and education community.

There are countless examples of service providers completing compliance product enhancements or documents based on service evaluation efforts.

A Select Portfolio for Maximum Impact

Focused and Impactful Partnerships

- NET+ delivers a strategically curated portfolio of ~20 cloud services specifically curated for research and higher education (R&E) needs.

- Each service undergoes comprehensive functional, compliance, legal, and technical evaluation aligned with R&E requirements.

- We actively shape vendor roadmaps through collaborative partnerships, ensuring services evolve with R&E priorities.

Not a Commodity Marketplace

- While traditional procurement platforms offer thousands of generic contracts, NET+ provides carefully selected cloud services optimized for R&E.

- NET+ agreements are specifically negotiated to address the unique needs of R&E institutions, including compliance with FERPA, HIPAA, and other education-specific regulations.

- By concentrating on quality and fit-for-purpose solutions, NET+ reduces institutional overhead and accelerates time-to-adoption.

Exclusive Benefits for the Community

- NET+ eliminates duplicate effort across institutions by providing pre-negotiated contracts that address higher education's unique security, compliance, and integration requirements.

- Our collaborative approach enables institutions to influence product development and share best practices for implementation and utilization.

- By pooling community resources and expertise, NET+ helps institutions reduce procurement costs, technical overhead, and legal complexity.

R&E Community Value, Not Shareholder Profits

Where Does Your Dollar Go?

- **Other procurement options redirect revenue to:**
  - **Wall Street:** Public companies prioritizing shareholder value.
  - **Private Equity:** Firms focused on maximizing returns for investors.
  - **Procurement Cooperatives:** Supporting their own infrastructure and operations.
- **With NET+, YOU Are the Shareholder**
  - Every dollar spent through NET+ returns value to the R&E community.

Supporting Cloud Community Activities

IN PERSON

The Higher Education Cloud Forum is a gathering for R&E IT professionals to discuss the challenges, potential, and best practices for using hyper-scale computing tools and platforms to support enterprise computing, and academic research

Creating community events to support highly adopted community services like the ServiceNow HE Summit@Knowledge

VIRTUAL

Getting Started with NET+ GCP: 4-week series for HE Community in collaboration with Internet2 community members

Learning Management Series: 2-part series for HE Community on transitioning to online learning and preparing for Fall 2020

An introduction for R&E community researchers to AWS cloud computing

COMMUNITY PROJECTS AND ACTIVITIES

Internet2 and EDUCAUSE jointly-sponsored Higher Education Cloud Collaboration Call and Internet2 cloud architecture wiki

Internet2, EDUCAUSE, and the REN-ISAC jointly-sponsor the Higher Education Community Vendor Assessment Toolkit (HECVAT) working group. NET+ has incorporated it into the security aspects of the program

Procurement Support

Meeting Community Standards

- Business and legal review completed during service evaluation process

- Security, accessibility, and data requirements are fully documented

- Long-term predictability on contract terms and pricing

"Whether you are a large school or small school or somewhere in between, the benefits from using the NET+ program are incalculable. The NET+ program does all the heavy lifting in the transaction from establishing reasonable pricing and terms to building relationships with vendors. You know going in that the contract is spot on regarding the legal issues, so your review time is reduced exponentially. The ongoing relationships you develop within the community of peer contacts are invaluable."

–Matt D'Emilio

Director, University Contracts Office, Carnegie Mellon University

Tools to make the process easier!

Contract Summary

I2 Cloud NET+ Contract Summary

Internet2 NET+ 1Password
1password.com
Password Management

Agreement Dates

Facilitation Agreement effective date	September 16, 2024
Facilitation Agreement term length	Five years with unlimited annual renewals
Customer Agreement term length	As stated in the Customer order form but no more than 36 months
Termination terms	Customer terms survive beyond Facilitation Agreement

Financials

Pricing discounts	25-94% below list depending on quantity ordered
Direct or Reseller	Direct from 1Password
Price justifications	Provider price warranty of at least 10% below current listed rates

Compliance

Standards	FERPA "school official", Gramm-Leach-Bliley, Rehabilitation Act Section 508
BAA availability	Not available
Data Security assessment	HECVAT and SOC II
Data breach liability	2X customer's current annual fees for remediation costs

State Law

Applicable state	Customer's state
State law additions	Customer may terminate agreement for lack of state funding appropriation

Service Provider

Diverse Business Type	None
Cloud Scorecard participant	Yes

Contacts

Negotiation team	Univ of Kentucky (sponsor), George Washington Univ, Duke Univ, Harvard Univ, New York Univ, Univ of Wisconsin-Madison, Indiana Univ
NET+ Program Manager	Nidhi Yadav: netplus@internet2.edu
Vendor Account Manager	Terence Leung: terence.leung@agilebits.com

To request a review copy of the Customer Agreement, please email: netplus@internet2.edu.

Cover Sheet

Internet2 NET+ Pathify Cover Sheet

If you are considering the NET+ Pathify Customer Agreement, please review this cover sheet first. It will help you understand the overall program and ability to consider requested changes to the agreement. This introductory document is not part of the Customer Agreement and should be removed prior to signing the Customer Agreement and returning it to Pathify.

Customer Agreement Overview: Please read this before you review

The Customer Agreement you are reviewing is pre-negotiated. The terms were last reviewed and updated in 2024 by Pathify and the Internet2 NET+ Pathify Service Evaluation team, consisting of Internet2 members from six public and private higher education institutions. The Customer Agreement provides the following benefits:

- Pre-negotiated license contract customized for higher education
- At least 10% discount for higher education members for site licenses; 7.5% for other members and non-members
- At least 10% discount for higher education members for a la carte licenses; 5% for other members and non-members
- At least 15% discount for higher education members for a la carte and site licenses for 3-year prepaid term; 10% discount for other members and non-members
- Annual increase capped at 5%
- Pathify will be "school official" under FERPA compliance

By leveraging this Customer Agreement, you will have access to materials developed as part of the service evaluation process, including documentation on security and accessibility, as well as NET+ Pathify community resources and FAQs.

Modifications and Request for Changes: Please read this before you redline

Through the contract negotiation effort in 2024, the team was able to negotiate terms that, because of the size of the Internet2 community, are not available in direct agreements with Pathify. By joining the Internet2 NET+ Pathify community, your institution is benefitting from this thorough contract negotiation process, performed by a group of dedicated Internet2 members as discussed above. As a result of this effort, the Internet2 NET+ Pathify **terms are pre-negotiated for all subscribers and cannot be further modified**. If there are any mandatory governing law terms not already covered in the Customer Agreement, they may be added to Exhibit E and **must include the state law citation.**

The Internet2 NET+ and Pathify teams are happy to provide background on how the parties collaborated to come to these terms. Send any further questions to Jenna Mallberg at netplus@internet2.edu.

Procurement Analysis Worksheet

Category	Item	Service Provider Standard	NET+ Service Evaluation Comments
	Data Protection Act Compliance (GDPR)	SP ensures [DPA – Annex III]	SP ensures [DPA – Annex III]
	Data Security	SP will provide certifications and audit report summaries upon request [DPA – Sec. 7.1]. Customer may request a 3rd party audit, at their expense, within 30 days after a confirmed security incident [DPA – Sec. 7.2]	SP will provide certifications and audit report summaries upon request [DPA – Sec. 7.1]. . Customer may request a 3rd party audit, at their expense, within 30 days after a confirmed security incident DPA – Sec. 7.2].
	Destruction Customer Data	Customer may export its data from the service up to 30 days after subscription term and SP may per standard schedule and procedures afterward [MCA – Sec. 4.4]	Customer may export its data from the service up to 30 days after subscription term and SP may per standard schedule and procedures afterward [MCA+ Sec. 4.4]
	Location of Data	Any country in which SP maintains facilities [DPA – Sec. 8.1]	Any country in which SP maintains facilities [DPA – Sec. 8.1] Customer may select US data residency [MCA+ Exhibit B-2]
Use and Legal Concerns	Indemnification	Each party will indemnify the other under conditions [MCA – Sec. 14.1 and 14.2]	Each party will indemnify the other under conditions [MCA+ Sec. 14.1 and 14.2]
	Liability for Data Breach by SP (Customer Data)	Limited to previous 12-months paid by Customer for either party [MCA – Sec. 13.2]	2X previous 12-months paid by Customer [MCA+ Sec. 13.4] SP will notify Customer within 72 hours of confirmed breach [MCA+ Exhibit B-2]
	Liability for Gross Negligence, Willful Misconduct	Limited to previous 12-months paid by Customer for either party for gross negligence [MCA – Sec. 13.2]. Unlimited for either party for willful misconduct [MCA – Sec. 13.3]	Unlimited [MCA+ Sec. 13.3]

4

RFPs and RFIs

Requests for Proposal, Information or Quote

Created by Dana Voss (internet2.edu), last modified by Sue Gavazzi on Oct 02, 2024

Requests for Proposal or Quote issued by the Internet2 NET+ program are listed below. Please contact netplus@internet2.edu if you have any questions.

Open Requests

- Request for Proposal (RFP) for Third Party Risk Management Solution

Closed Requests

- Request for Information (RFI) for Data Migration Tools
- Request for Proposal (RFP) for Amazon Web Services Public Sector Partner
- Request for Proposal (RFP) for Neutral Host Network Platform
- Request for Information (RFI) for Large Language Model Gateway

NET+ BPLAC

NET+ BPLAC Business, Procurement, and Legal Advisory Committee

- formed in August of 2019

- eleven members representing public and private institutions

- provide insight and recommendations to Internet2 leadership and NET+ program

NET+ BPLAC – Business, Procurement and Legal Advisory Committee

Created by Emily Eisbruch (internet2.edu), last modified by Sue Gavazzi on Jul 05, 2024

Welcome to the **NET+ Business, Procurement and Legal Advisory Committee** wiki.

The Business, Procurement, and Legal Advisory Committee (BPLAC) is a group of leaders committed to fostering a collaborative environment to provide insight and informed recommendations to Internet2's leadership and the AVP for the NET+ program by exploring technology solutions for the higher education and research community. BPLAC assists NET+ leadership in empowering higher education institutions with innovative solutions, fostering strategic advancement in an increasingly technology-driven world. They seek to educate and facilitate positive change in the higher education community.

For questions or comments, please contact Sue Gavazzi - Internet2 staff liaison - at sgavazzi@internet2.edu.

For committee members, links to agendas and minutes.

Link to meeting summaries

Working groups:

- Vendor Management

NET+ BPLAC Membership

Bobby Clark (Chair), Director, CCIT Procurement, Clemson University

Matthew D'Emilio (Vice Chair), Director, University Contracts Office, Carnegie Mellon University

Aria Dovgin, IT Category Lead, University of Chicago

Lester Greenman, Senior Specialist, Office of Information Technology, Northwestern University

Joseph Holewa, Senior Vendor and Contract Manager, Harvard University

Emma Levett, Manager, Software Asset Management, Massachusetts Institute of Technology

Loren Malm (NET+ PAG liaison), Vice President and CIO, Ball State University

Heather Nelson, Contracts Officer, University of Oregon

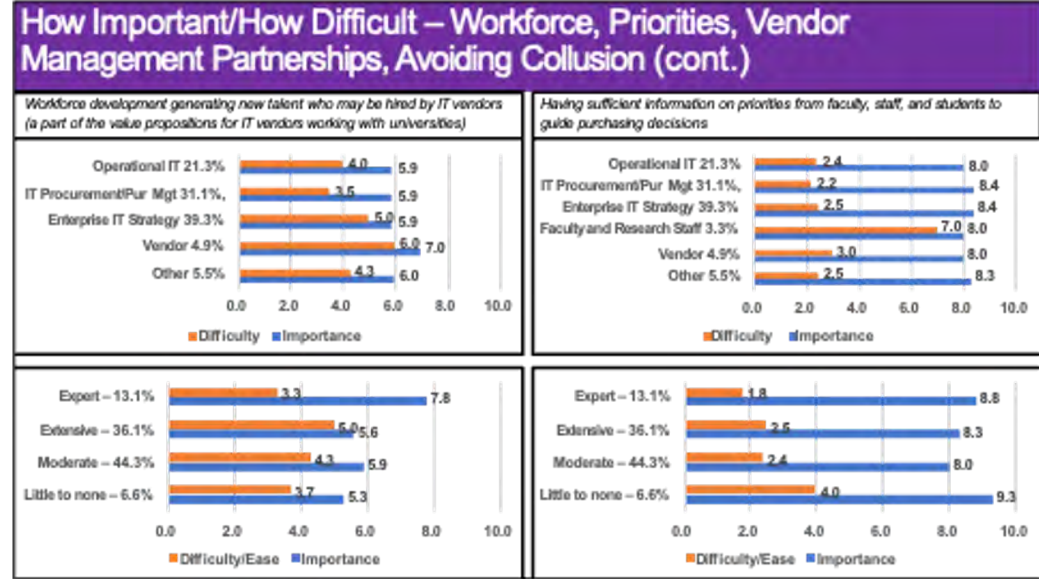Emily Perry, Manager, Software Supply Chain, University of Arizona

Carrie Shumaker, Vice Chancellor for Information Technology and Chief Strategy Officer, University of Michigan-Dearborn

Nelya Zonis, Chief Operating Officer, NYU IT, New York University

Goals and Accomplishments

- Increase knowledge of Internet2 and the NET+ program for the community and stakeholder groups

- Foster conversation regarding existing and emerging contract issues

- Assist Internet2 with development of procurement-related documentation for NET+contracts

- Expand engagement with legal and procurement community

Stakeholder survey
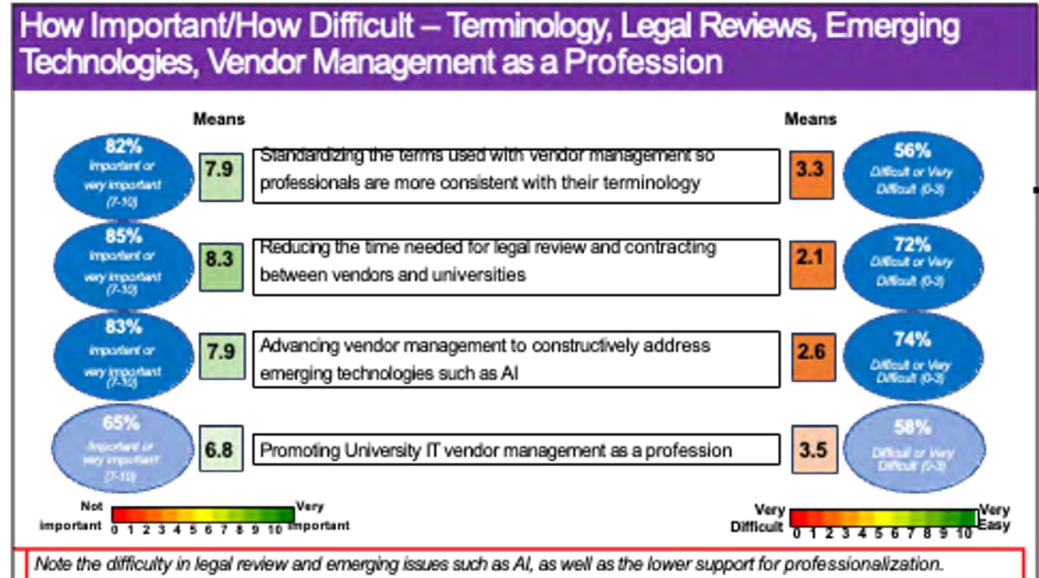
Vendor Management Working Group

The **NET+ Business, Procurement and Legal Advisory Committee** (BPLAC) sponsored a working group to focus on vendor management in higher education IT.
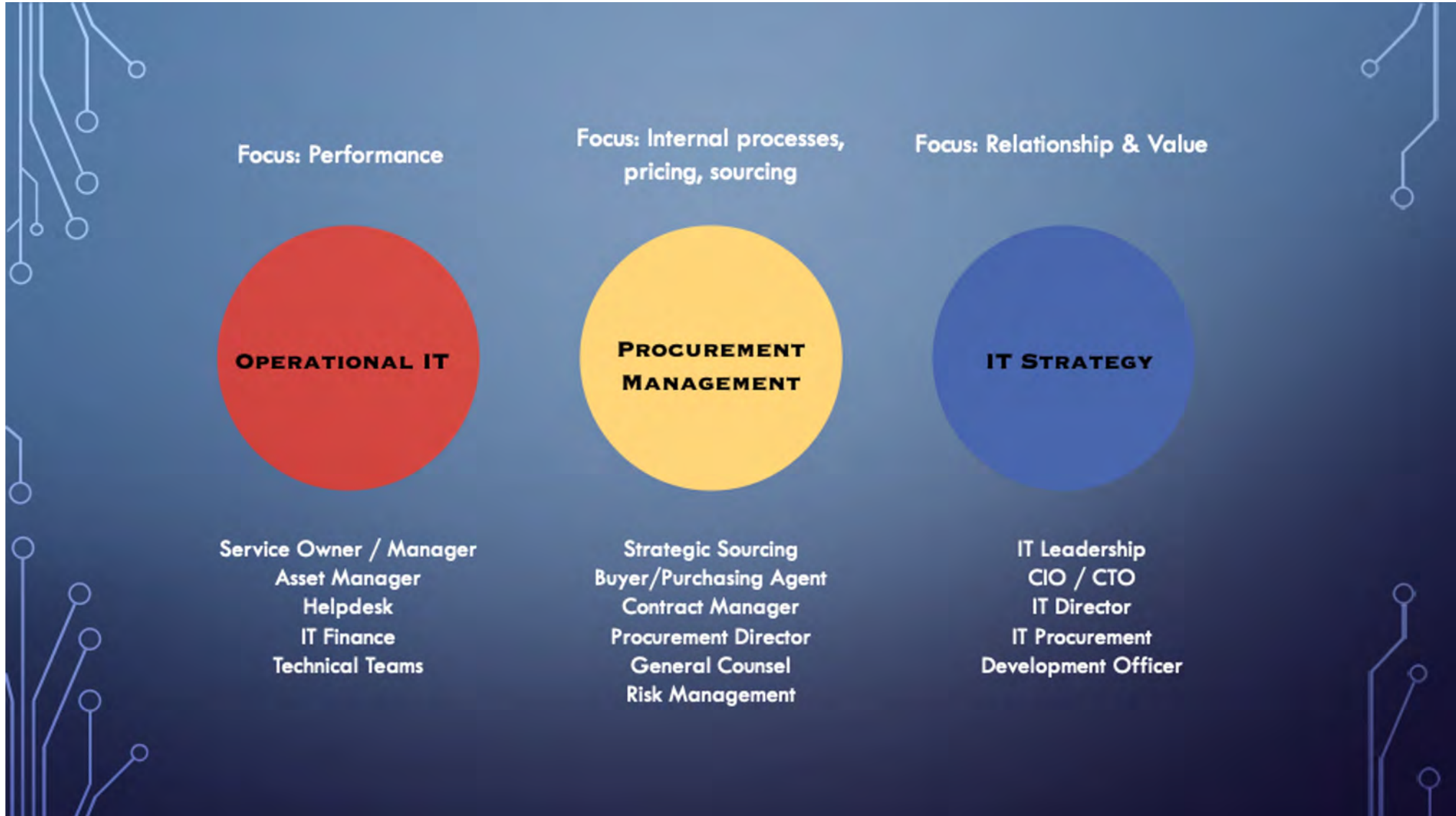
In August of 2023, the working group submitted the framework they developed to share with the community and Internet2's NET+ program.
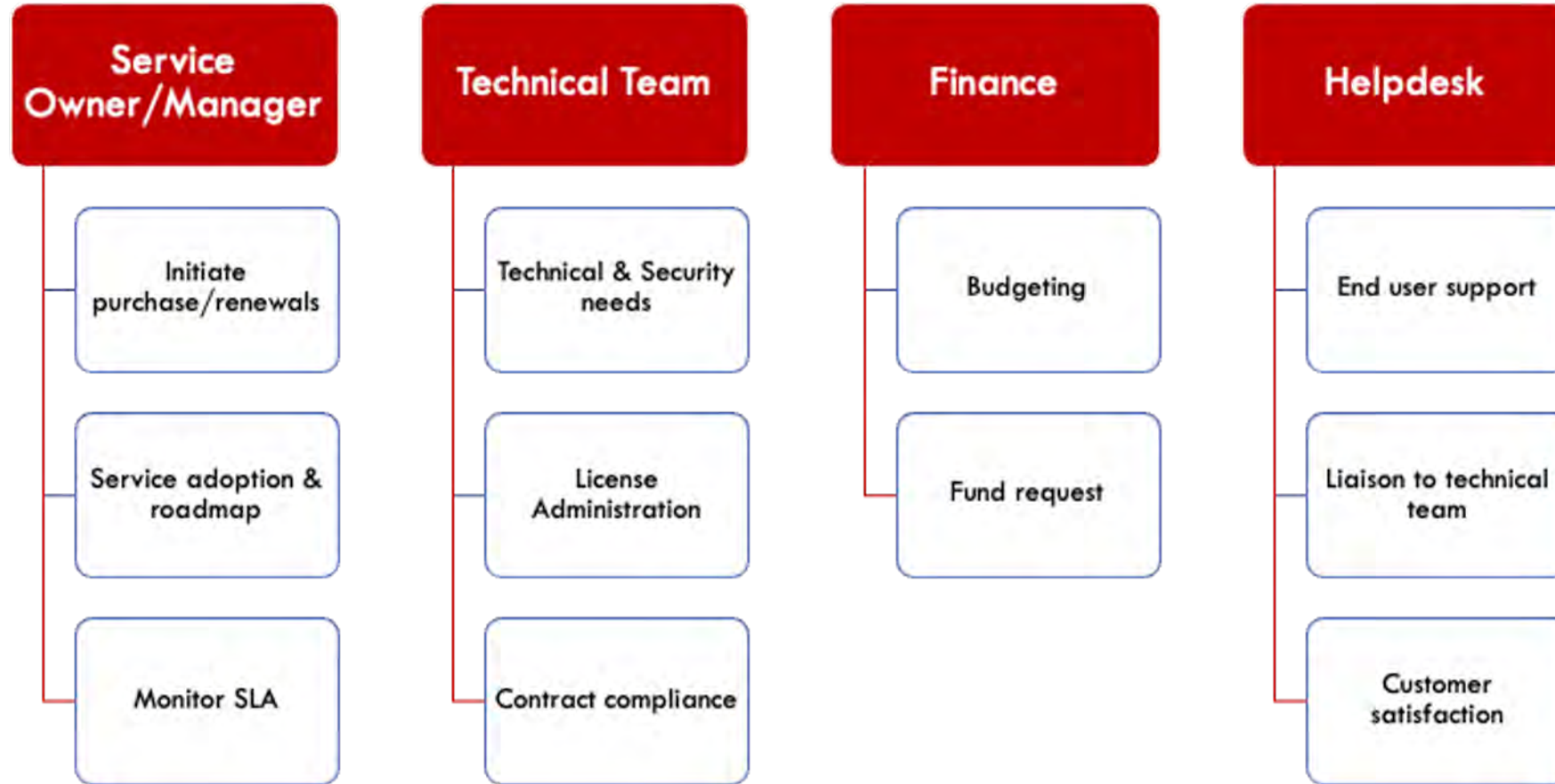
Vendor Management Framework
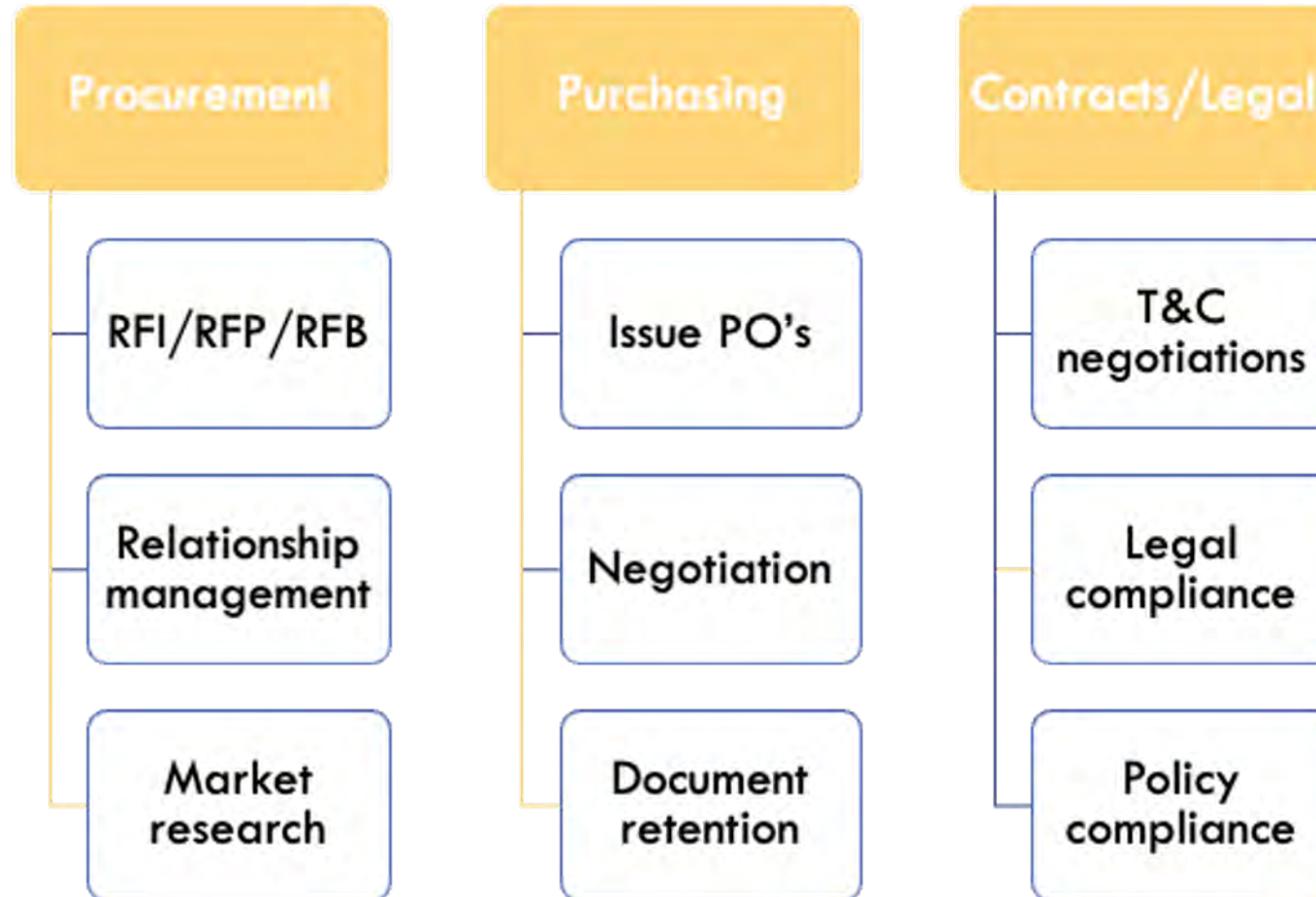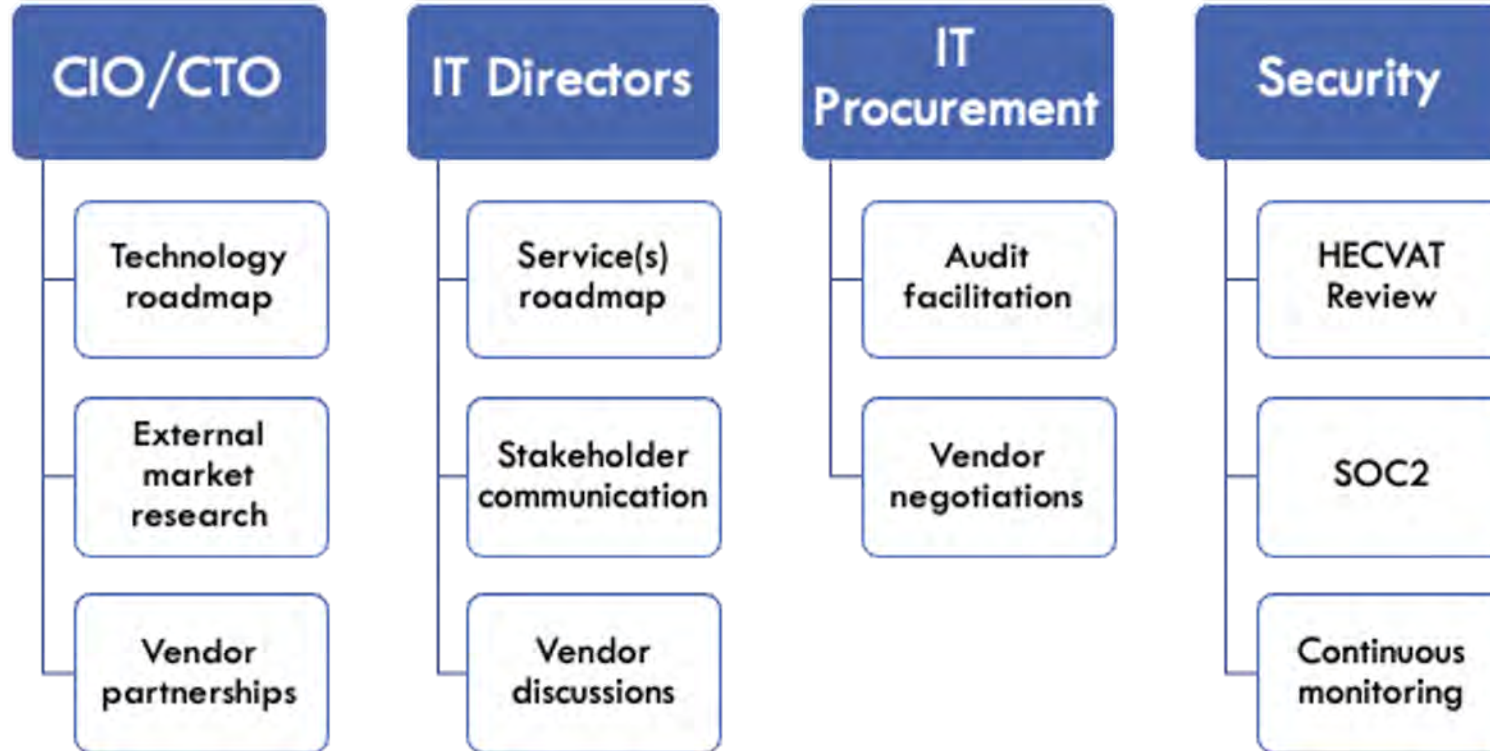
A COMMUNITY FRAMEWORK FOR IT VENDOR MANAGEMENT

OPERATIONAL IT (O)

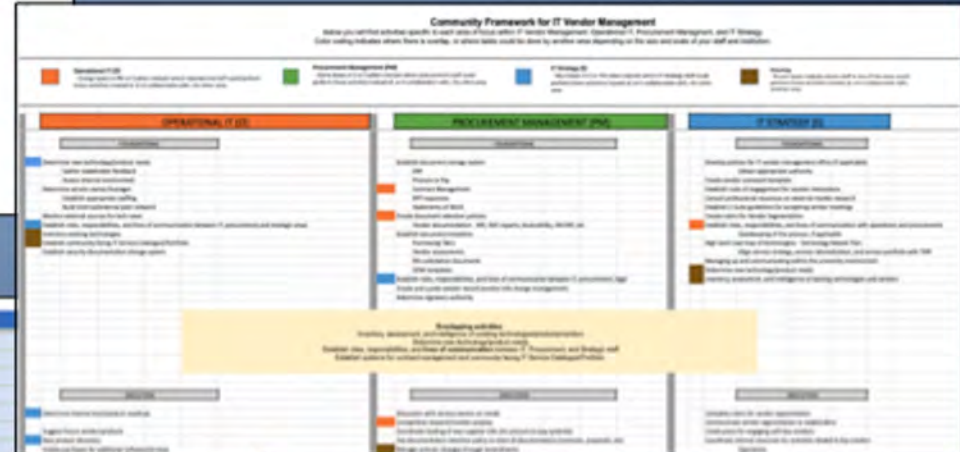IT STRATEGY(S)

PROCUREMENT MANAGEMENT (PM)
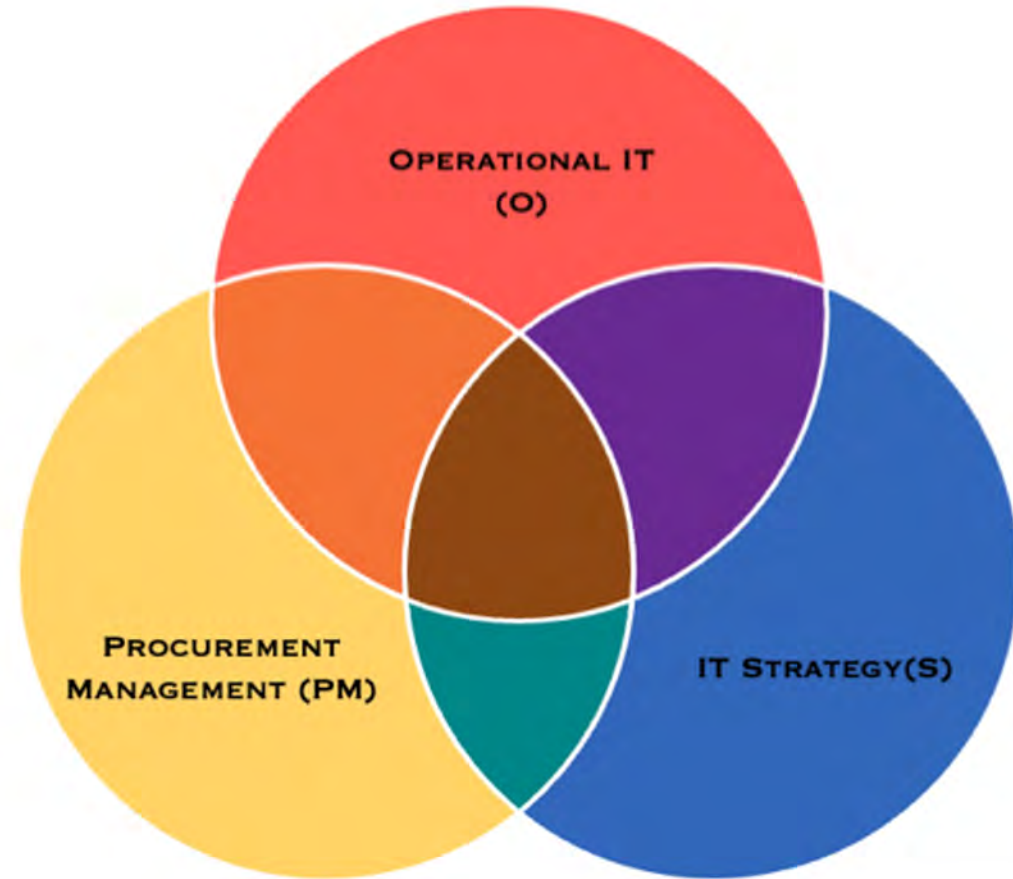
Examples: Operational IT

Service Owner/Manager
- Initiate purchase/renewals
- Service adoption & roadmap
- Monitor SLA

Technical Team
- Technical & Security needs
- License Administration
- Contract compliance

Finance
- Budgeting
- Fund request

Helpdesk
- End user support
- Liaison to technical team
- Customer satisfaction

Examples: Procurement Management

Procurement	Purchasing	Contracts/Legal
RFI/RFP/RFB	Issue PO's	T&C negotiations
Relationship management	Negotiation	Legal compliance
Market research	Document retention	Policy compliance

Examples: IT Strategy

CIO/CTO	IT Directors	IT Procurement	Security
Technology roadmap	Service(s) roadmap	Audit facilitation	HECVAT Review
External market research	Stakeholder communication	Vendor negotiations	SOC2
Vendor partnerships	Vendor discussions		Continuous monitoring

Link to Resources

Continue the conversation

NET+ Community of Practice for IT Vendor Management

"...participate in ongoing discussions and contribute leadership and insights into the recently created Community Framework for IT Vendor Management. Join us and grow alongside a network of peers who share a passion for excellence in IT vendor management"

Insights for Higher Education
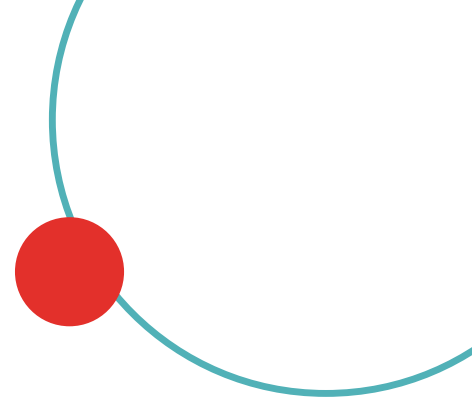
There are so many cloud services today that it would be impossible for us to develop NET+ type services for everything. The Cloud Scorecard is a great way of scaling that environment to offer what I think will be a very valuable tool for the higher education community. The power of the Cloud Scorecard is it's going to signal to vendors what's important to our community and allow us as consumers make decisions more quickly and efficiently.

—Loren Malm, CIO, Ball State University

Chair, Cloud Scorecard Working Group

What is the Cloud Scorecard?

The Cloud Scorecard is a means for the Higher Ed community to discover and assess cloud services that meet R&E standards and best practices.

Vendors self-attest to the level of adherence to key R&E requirements:
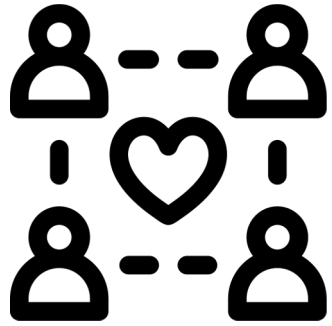
Cloud scorecard

- Accessibility Requirements

- Identity & Federation Guidelines

- Network & Connectivity

- Data Privacy Regulations

- Security

- Technical Integration Support

- Legal & Business

Community Driven

The Cloud Scorecard concept originated with the community and continues to be guided by members through the Cloud Scorecard Advisory Group.

- By evolving this resource based on community feedback and industry insights, Internet2 continues to **ensure the Cloud Scorecard meets the unique needs of research and higher education,** as well as the vendors that support them.

- The new Cloud Scorecard website is **built on a popular community open-source platform** made possible by the development efforts of the Cornell University Research Data Management Service Group and Cornell Information Technologies Custom Development Group.

Cloud scorecard

Pilot Program Benefits

- Discover cloud solutions
- Assess vendor's support for R&E technology and compliance standards
- Facilitate procurement with ease of documentation

Enhanced Website

- Compare multiple cloud solutions side-by-side
- Use the dynamic selection criteria tool to navigate key requirements
- Make compliant and informed cloud solution decisions.
- Easily determine which service is the best fit

How the Research and Education Community Can Leverage this:

- Check to see if a vendor participates in the Cloud Scorecard Finder
  - If yes, review the information provided and compare to other solutions
  - If no, request the vendor to participate
    cloud-scorecard@internet2.edu

- Include a request for a Cloud Scorecard response in RFIs and RFPs

- Integrate use of the Cloud Scorecard Finder into the early stages of your workflow for researching technology solutions

- Provide feedback to us on the information you need most from vendors to streamline the procurement process

Resources

Procurement and Vendor Management

Created by Sean O'Brien (internet2.edu), last modified by Sue Gavazzi on Mar 29, 2022

We've compiled a list of questions about the NET+ program frequently asked by legal, procurement, and vendor management professionals.

The Basics

Q: How do we know if we're eligible for a service/program?

A: While all of our NET+ services are available to all direct Higher Education members, some NET+ services are also available to other member categories and/or non-members. To determine the eligibility requirements for a particular NET+ service, please contact netplus@internet2.edu.

Q: Are the services available through NET+ the same as those available directly from the Service Provider?
> Click here to expand...

Q: Are there any other fees required for NET+ services outside of the service subscription fees?
> Click here to expand...

Q: How is the work of NET+ funded?
> Click here to expand...

The Benefits

Q: In addition to the pricing and contract terms included in a NET+ program, what are the other value-added benefits?

A: NET+ programs provide various community resources and collaboration opportunities that may include a NET+ Service Advisory Board, Newsletters, Community Forums, Collaboration Spaces, Subscriber Meetings, Best Practices, Townhalls, Webinars, and Whitepapers, etc. The value-added benefits for each NET+ program are tailored to meet the needs of that particular community, including network peering and InCommon federated identity. You can find benefit details for each service by visiting the NET+ Program Community wiki.

Q: My campus can get a better agreement than NET+. Why would I use the NET+ agreement?
> Click here to expand...

Q: If our campus is already subscribed to the service directly from the Service Provider, how would we benefit by switching to the NET+ program?
> Click here to expand...

The Agreements

Q: How are NET+ agreements negotiated?

A: Each NET+ service went through the Service Evaluation process to become part of the catalog. These agreements have been reviewed and enhanced over the past 9+ years and will continue to be, as the landscape of cloud services continues to evolve. The Customer Agreement, which are the terms and conditions for subscribers, was negotiated by community experts while the terms and conditions for delivering a particular service/program were negotiated by Internet2 with advice from the community. Additional information is available about NET+ agreement types.

Q: Have the contracts for NET+ services been competitively bid?
> Click here to expand...

Q: Why aren't NET+ contracts awarded through a competitive bidding process?
> Click here to expand...

Q: Why does Internet2 ask for the use of our institution's name and logo in the NET+ Customer Agreement?
> Click here to expand...

Q: Can you provide a Word version of the Customer Agreement so that we can make modifications?
> Click here to expand...

Get Connected

Join the mailing list for

[NET+ Contracting, Procurement and Vendor Management](#)

Stay Engaged

Save the Date

January 28, 2025
1:00–2:00 ET

You're invited **to join the new
NET+ Vendor Management Community of Practice!**

[Sign up](#) for our inaugural meeting and help shape the direction of the NET+ VM CoP.

Thanks for an awesome series

We have now officially wrapped up the 9-Part Webinar Series!

Dates and Topics:
- ~~Sept. 19: Overview of NET+ Services~~
- ~~Sept. 26: What's New in the NET+ Portfolio?~~
- ~~Oct. 3: NET+ Google Workspace, DryvIQ, Miro~~
- ~~Oct. 10: NET+ ServiceNow, Docusign, Splunk~~
- ~~Oct. 17: NET+ Canvas, Panopto, LabArchives~~
- ~~Oct. 31: NET+ AWS, GCP, CICP, Kion~~
- ~~Nov. 7: NET+ Zoom, Lumen SIP, Clearspan~~
- ~~Nov. 14: NET+ Duo, LastPass, Crashplan~~
- ~~Dec. 5: NET+ Procurement~~

Key Highlights:
- Discover the benefits of NET+ Services
- Learn about exclusive contract terms and pricing
- Explore community resources and engagement opportunities
- Dive into program-specific features and use cases