



Education Technology

Customer guidance (RM6103)



Crown
Commercial
Service

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Key facts summary information

- The Education Technology agreement replaces ICT Services for Education (RM1050)
- Supports all educational establishments
- The agreement length will be 3 years with a 1 year extension
- Customer call offs will be for a maximum length of 5 years
- Further competition on all lots to ensure educational establishments are receiving value for money by conducting a benchmark process.
- Delivers fully and partial supported solutions and services
- Around 20 suppliers across each of the 5 lots
- Uses the Crown Commercial Service (CCS) Public Sector Contract (PSC)
- Providing assistance on the procurement journey with easy to use templates

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What is the Education Technology agreement?

Providing a single route to market for a broad range of technologies and services, ranging from a simple one-off purchase or a refresh to a new build or a long term technology partnership.

The agreement offers educational establishments access to a diverse pool of suppliers, from small to large enterprises, providing a quick and flexible route to meet their ICT requirements.

Background

The agreement has been designed in collaboration with the Department for Education to provide all educational establishments with the ability to procure their technology through one agreement.

Can I use the agreement?

The agreement can be used by all UK public sector organisations with an education facility, including but not limited to:

- Schools
- Academies / Multi Academy Trusts
- Colleges
- Universities
- Police
- Fire & Rescue
- Health Sector (NHS, PCTs)
- Local Authorities

A full list of organisations is detailed within the OJEU Notice.

Our goal for Education Technology is:

- to be the primary route of choice for schools and educational establishments.
- to establish a pool of education focussed suppliers to provide quality technology products and services that deliver and support our customer's technology strategies, from quality tested suppliers from various market sectors.
- to provide an easy to use, flexible commercial agreement offering multiple ways to buy.
- to deliver exceptional value for money for customers with competitive product pricing and suppliers with the knowledge, skills and capability to innovate and deliver a modern digital learning environment.

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What products and services are available?

Education Technology is a framework designed to provide IT products, services and solutions across all educational establishments (including schools, academies, multi academy trusts, colleges, universities, and other educational establishments).

Lot 1: ICT Solutions

This is a direct replacement of ICT Services for Education (RM1050) agreement. It provides customers with the capability to obtain ICT goods and or services for their specific needs, whether it is a new build requirement or an ICT refresh.

Suppliers under this lot are capable of supplying:

- Partial or fully managed service
- Supply and fit
- Systems configuration and management
- Support and maintenance
- Complete integration of solutions with other technologies / partners
- Supply and integrate solutions into both green field (new builds) and legacy environments (existing builds)

Lot 2: Broadband Fibre Infrastructure

The provision of a design and installation of broadband fibre infrastructure.

Suppliers under this lot are capable of supplying:

- Overall design
- Provision of fibre to the premises (ready for connectivity)
- Testing of fibre
- 'Last mile' installation (cabinet to premises)

Lot 3: Broadband Services

The provision of connectivity services.

Suppliers under this lot are capable of supplying:

- Full fibre broadband services (new and upgrade)
- Support and maintenance
- Internet filtering
- Firewall, eSafety, IP connectivity

Lot 4: Hardware

The provision of ICT hardware and peripherals (including close-to-the-box services) cabling and some networking equipment as a standalone requirement.

Suppliers under this lot are capable of supplying

- Hardware: (e.g laptops, desktops, tablets, servers)
- Networking: (e.g switches, cabling, routers)
- Peripherals: (e.g printers (3D, desktop), mice, charging trolleys)
- Software: (e.g Operating system as part of package, not standalone)

Lot 5: Audio Visual

The provision and installation of sound and/or visual equipment. (Note: this does not cover video conferencing services).

Suppliers under this lot are capable of supplying

- Interactive solutions: (e.g whiteboards, tables)
- Digital signage
- Televisions
- AV software
- Auditorium solutions
- Training

This agreement does not have a cross lot function

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Buyer scenarios

Scenario 1

A new school is being built and requires a full managed service. The customer also needs to ensure the new IT equipment is installed and all MFDs and desktops are connected.

Recommendation

Run a further competition against Lot 1 for fully managed services.

Scenario 2

An academy trust requires an ICT service and TUPE (Transfer of Undertakings Protection of Employment) existing staff over to the managed service.

Recommendation

Run a further competition against Lot 1 for a partial or fully managed service.

Scenario 3

A college is developing a new building and requires the duct to be dug ready for fibre connectivity.

Recommendation

Run a further competition against Lot 2 for Broadband Fibre Infrastructure.

Scenario 4

A primary school requires a broadband upgrade as the connection is too slow.

Recommendation

Run a further competition against Lot 3 for Broadband Services.

Scenario 5

An NHS trust has a training suite and needs to procure 20 new laptops with a charging trolley and have them unboxed and installed.

Recommendation

Run a further competition against Lot 4 for Hardware.

Scenario 5

A university needs a new interactive whiteboard and short throw projector for 4 new classrooms and a projection set up in the hall.

Recommendation

Run a further competition against Lot 5 for Audio Visual.

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Direct award

Direct award offers a straightforward way to buy products and services from Education Technology without the need to run a further competition. Developing a clear statement of requirements will enable you to identify suitable service offers (i.e. entries on the catalogue) and to conduct a meaningful comparison between them in order to select the right service offer for you.

Direct award offers you an accelerated route to market to help you meet requirements that are intrinsically linked to software you already use. Suppliers provide a range of products under direct award via our [online catalogue tool](#).

Any evaluation of the service offerings on our direct award catalogue should use the direct award criteria as shown in Annex A to Part 2 of Framework Schedule 7: Call off Award Procedure.

At the conclusion of your evaluation you should complete the order form and send it to your chosen supplier. The call off will be valid from the point at which you confirm receipt of the counter-signed order form from the supplier.

Direct award should not be used if:

- a. You are looking to refine the basic Public Sector Contract terms and conditions or supplement them with special terms
- b. Your requirement is for new software not intrinsically linked to an existing system
- c. You require hardware to be provided as part of the service offering

The benefits of direct award

Direct award offers OJEU-compliant purchasing, without the need for further competition.

Direct award offers unrestricted options on the contract value, however you will have to consider issues such as time, complexity and number of suppliers when opting for requirements that are intrinsically linked to software you already use.

Public procurement regulations require organisations to demonstrate non-discrimination and transparency when making contract awards. Compliance with regulations requires fair and equal comparison of the offers from all suppliers that are able to meet your requirements.

If you are looking to buy a large amount of equipment (desktops, laptops, AV etc) we would advise conducting a further competition. This is to ensure you are receiving Value for Money and products that are fit for purpose that cater for your requirements.

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Further competition

A further competition is to be run when you require suppliers to develop proposals or solutions/services to meet your specifications.

Customers are able to refine the Public Sector Contract call off terms for a further competition, provided this is done in accordance with the Public Contract Regulations, thus giving more flexibility when defining the statement of requirements.

Further competition is the only route that enables you to add special terms to the call off terms, this also gives you the option to run an eAuction (see point 7 for further information).

The process is broken down into 7 simple steps:

Step 1 - Identify your needs

When establishing your requirements you may wish to consider the following:

- Product road maps and the expected life cycle of the product
- Total cost of ownership, recognising running costs
- Compatibility with other in-house systems
- What your budget parameters are
- Current and possible future scale of requirement

Top tip: You can engage with the framework suppliers before formally starting a further competition, this is called the pre-market engagement stage. You can ask suppliers questions to help refine your requirement and also give them an early insight into the opportunity which may elicit feedback that can clarify your thinking. If you do decide to undertake any pre-market engagement activities it must be fair, transparent and open.

Step 2 (Optional) - Expression of Interest (EOI)

Sending out an EOI will provide suppliers with a summary of your requirements so that they can choose whether or not to respond. Ensure you provide as much information as you can, this will help the supplier to understand the requirements without the need for any clarification.

Top Tip: Provide a high level brief of your requirements that relate to the specification, ensuring your timescales are clear. You should provide a date of when you require a response, this should take account of the complexity of the requirement to enable suppliers to prepare their response appropriately.

Step 3 - Finalise your requirements

It is important that you clearly articulate your exact requirements so the suppliers can provide comprehensive, value for money bids without excessive provision for risk/contingency in the pricing. Therefore, please ensure that your requirements are clearly and comprehensively captured within your further competition documents.

Step 4 - Complete documentation

When you are ready to send your requirements to the market, you will need to complete the further competition documentation, which is made up of:

- Invitation to Tender (ITT), including timetable and evaluation criteria
- Requirements specification (which can be included in the above)
- All relevant Public Sector Contract schedules
- Call off order form, partially completed to state the required schedules plus the requirement specification

Top tip: The order form should be completed as much as possible, as it contains additional information about the Public Sector Contract schedules you wish to incorporate into your call off.

You should allow suppliers sufficient time to prepare and submit their bids. We recommend that the minimum time for bid windows should be 3 weeks. You should include precise details of the closing time and date in the documentation so suppliers are clear on their deadlines.

You will also need to tell the suppliers how you will be evaluating their bids by clearly describing your evaluation model, including criteria and their relative importance. The permissible evaluation headings are at Annex B to Part 2 of Framework Schedule 7.

For further competitions under this agreement the price/quality mix can be varied. We would recommend that a minimum of 40% is allocated to quality attributes as best practice.

Step 5 - Issue further competition invitation

Customers are obliged to invite all capable suppliers on the relevant lot to bid against your requirements so you will need to identify them before issuing your requirement.

During the further competition process you must keep an audit trail of any dialogue with the potential suppliers. This can either be done via your own procurement system or utilising the free CCS sourcing tool. All suppliers should have access to any clarification of your requirements where it could be of relevance to all of them.

There is no down select option under this framework, all suppliers on this agreement are able to select which further competitions they participate in if invited. If suppliers choose not to bid for your business, they should inform you of this as part of the procurement process.

Step 6 - Evaluation

During your bid evaluation, you must treat all suppliers equally and fairly using the most economically advantageous tender criteria set out in your further competition documentation.

It is also vital that you evaluate the bid in the same way you stipulated in the further competition documentation and keep a clear audit trail of the process.

Step 7 - Award

Once you have identified the most economically advantageous tender, and the value of your requirement exceeds the threshold for application of the Public Contract Regulations, we recommend you apply a standstill period of a minimum of 10 calendar days before awarding your contract. You must tell all the suppliers of the outcome of the further competition via email or letter.

After the standstill is complete, you can place your order with the successful supplier by finalising and placing the completed order form (framework Schedule 6).

You should provide written feedback to unsuccessful suppliers, setting out the relative strengths and weaknesses of their bid.

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Evaluation Criteria

When running a further competition, you must award the contract on the basis of the most economically advantageous tender (MEAT) and provide suppliers with the methodology behind the evaluation. This must include the evaluation criteria and weightings that are applied to each criterion.

Do not evaluate on any aspects that have not been published, this could leave your establishment open to challenge.

Quality and Price will factor into all evaluations the remaining criteria can be optional.

Criteria Number	Criteria	Percentage / Weighting needs to add up to 100% (You can rank them in order of importance)
1	Educational Impact	
2	Solution Design	
3	Educational Establishments Future Requirements	
4	Value For Money	
5	Programme Management	
6	Project Management	
7	Risk Management	
8	Supply Chain and Sub Contractor Management	
9	Contract Management	
10	Continuous Improvement	
11	Training and Support Mechanisms	

Below is a break down of each criteria:

Educational Impact: How well a program / project will meet the required goals.

Solution Design: How the supplier will implement a technical solution to the program / project.

Educational Establishments Future

Requirements: How the supplier will support the technological growth requirements of the educational establishments over the lifecycle of the customer's agreement.

Value for Money: How the supplier is achieving cost efficiency but it also ensuring a quality product / service.

Programme Management: How the supplier can improve an educational establishment performance.

Project Management: How the supplier executes the requirements by understanding specific goals and delivering at the targeted deadline.

Risk Management: How the supplier will assess and control any risks that could stem from a variety of matters.

Supply Chain and Sub Contractor Management:

How the supplier will manage and oversee the supply chain from order to delivery to install and train.

Contract Management: How the supplier will manage the contract for the customer throughout the duration of the agreement.

Continuous Improvement: How will the supplier provides continuous efforts to increase quality, reduce cost and waste, improving customer efficiency and productivity.

Training and Support Mechanisms:

Understanding how the supplier will provide continual training and support on existing / new products and/or solutions.

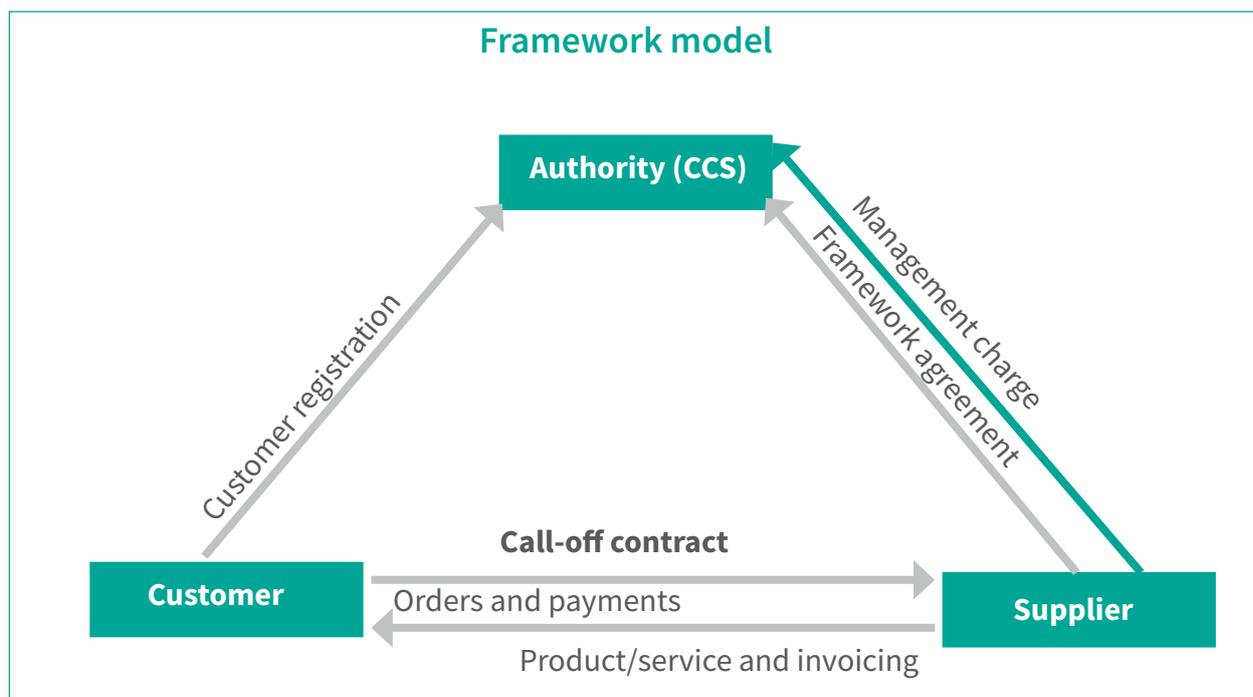
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Public Sector Contract (PSC)

The call off contract

The call off contract sits between the buyer and supplier and governs the purchase and delivery of the goods (and services). It is entered into once the order has been placed (i.e. at the end of a further competition) or in the case of the catalogue, when the purchase is confirmed - as illustrated in the diagram below.

The framework agreement



The Public Sector Contract is the form of contract used by Crown Commercial Service as the base for construction of all of its framework contracts. It's a composite product consisting of the following elements;

- i. Core terms** – CCS' standard commercial terms applicable at both the framework and call off contract level
- ii. Framework schedules** – applicable at the framework contract level and managed by CCS
- iii. Joint schedules** – applicable at both framework and call off contract levels
- iv. Call off schedules** – applicable only to customer call-off contracts resulting from the framework
- v. Framework award form**

The award form draws all of the components together and captures the key information on the construction of a particular framework contract. It documents any “framework special terms” that amend the core terms specifically for the relevant framework contract and also provides a vehicle for the supplier and CCS to sign the agreement.

The award form states the scheduled duration of the framework contract, and any possible extension period, along with details of the lots to which the relevant supplier is appointed. It records the components of the agreement – those framework and joint schedules incorporated together with the call off schedules that may be included in call-off contracts resulting from the framework contract. The possible call off award procedures are stated together with the contact details of key CCS and supplier staff involved in management and performance of the agreement.

The equivalent document to the framework award form at the call off level is the order form, which is incorporated into the framework contract as framework Schedule 6. The relevant buyer and supplier sign a completed form to put a call off contract in place.

The order form covers all the elements and schedules that can be included in the call off contract between the customer and the supplier.

The blank order form highlights in yellow the components that customers will either need to complete to create the call off contract and optional call off schedules that customers have the ability to include where applicable.

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Aggregation

CCS develop and run aggregated competitions (including eAuctions which allow suppliers to compete online, in real time) for customers on a regular basis throughout the year. By bringing together customers with similar requirements, standardising specifications and running eAuctions we regularly achieve double-digit percentage savings.

We provide a managed further competition service for customers who have common purchasing needs for products and services. We aggregate demand and run the procurement process on behalf of customers.

Benefits and results:

- Customers can achieve increased savings based on committed aggregated volumes
- Simplification of the process leads to reduced procurement costs for the customer and reduced bidding costs for the supplier
- Aggregation reduces fragmented spend with the potential for standardisation to leverage greater savings
- Pre market engagement 'tech days' with vendors and suppliers to ultimately deliver value for money
- Adoption and consistent application of best practices including the use of standard documentation sets; mitigating risks and issues
- Support and guidance to customers throughout the process, conducting further competitions at no cost to the customer

Full details on current opportunities, future opportunities and any recent aggregation case studies can be found on our [aggregation page](#).



Contact us

If you need general advice about using Crown Commercial Service or further information in relation to Education Technology please contact:

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