



Crown  
Commercial  
Service

# ICT Services for Education

## buyers guide RM1050



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# 1 Purpose

The purpose of this document is to:

Outline the background information relating to how the Agreement was established, some of the drivers for the Agreement and identifies customers who are eligible to access it;

Provide guidance on how to access and use the ICT Services for Education Agreement;

Provide details on the information that is required to be provided when entering into a call-off contract under the Agreement.



## 2 Background

**2.1** ICT Services for Education has been procured by Crown Commercial Service to replace the historic BECTA agreement of the same name.

Designed and built in collaboration with the Department for Education and the Education Funding Agency, the agreement provides schools, academies, universities and colleges with access to new specialist technology services, new hardware and new infrastructure.

The commercial vehicle provides customers access to a diverse pool of suppliers ranging from small to large enterprises and provides a flexible and quick route for educational establishments to meet their new technology needs.

Its primary purpose is to provide technology services to the education sector.

This Agreement includes specialist suppliers who can provide the services all under a single Lot.

SMEs have been encouraged to participate in this Agreement and make up 51% of suppliers on the framework.

**2.2** Crown Commercial Service placed a PIN advertisement on 20th July 2013 (PIN Reference number 2013/S 140-243839, providing details of the intention to procure ICT Services for Education.

On the 25th October 2014 Crown Commercial Service placed an OJEU notice (OJEU number 2014/S 210-371983) for the establishment of a framework to deliver ICT Services for Education.

The procurement to establish this Agreement followed the EU Open Procedure.

This Agreement provides customers with a route to market without the need to publish their requirements by OJEU or pre-qualify suppliers in order to procure services from them.

You may place call-off contracts via a further competition; where the customer runs a competition providing suppliers with the details of their requirement, and each supplier submits a priced solution against those requirements.

An overview of the scope of the Agreement can be found in section 3 of this guidance document.



# 3 Services Available

This new Agreement provides customers with the capability to obtain ICT goods and services tailored for the specific needs of a diverse range of educational establishments. The scope of the Agreement covers the full range of ICT goods, services and solutions operated by educational institutions including design, specification, supply, integration, implementation and testing, training, support and maintenance - either all together as a packaged solution or in any combination required by customers.

Providers under this Agreement are capable of supplying:

a range of delivery models including –

- supply and fit
- support and maintenance;
- systems configuration and management,
- partial or fully managed ICT service and
- complete integrated service with other technologies/partners.
- supply and integration of solutions into both green field (new build) situations and legacy
- ICT environments requiring integration and repurposing of existing ICT.

A range of ICT solutions including but not limited to –

- Hardware (servers and user computing devices);
- Software (operating systems, office productivity, network, security etc.);
- Networks (routers, switching, cabling, local area network infrastructures etc.);
- Peripheral equipment (printers, peripherals to support specialist curriculum provision.);
- AV equipment;
- user devices (desktop computers, tablets, high specification devices);
- Mobile connectivity (as an integrated package within user devices).





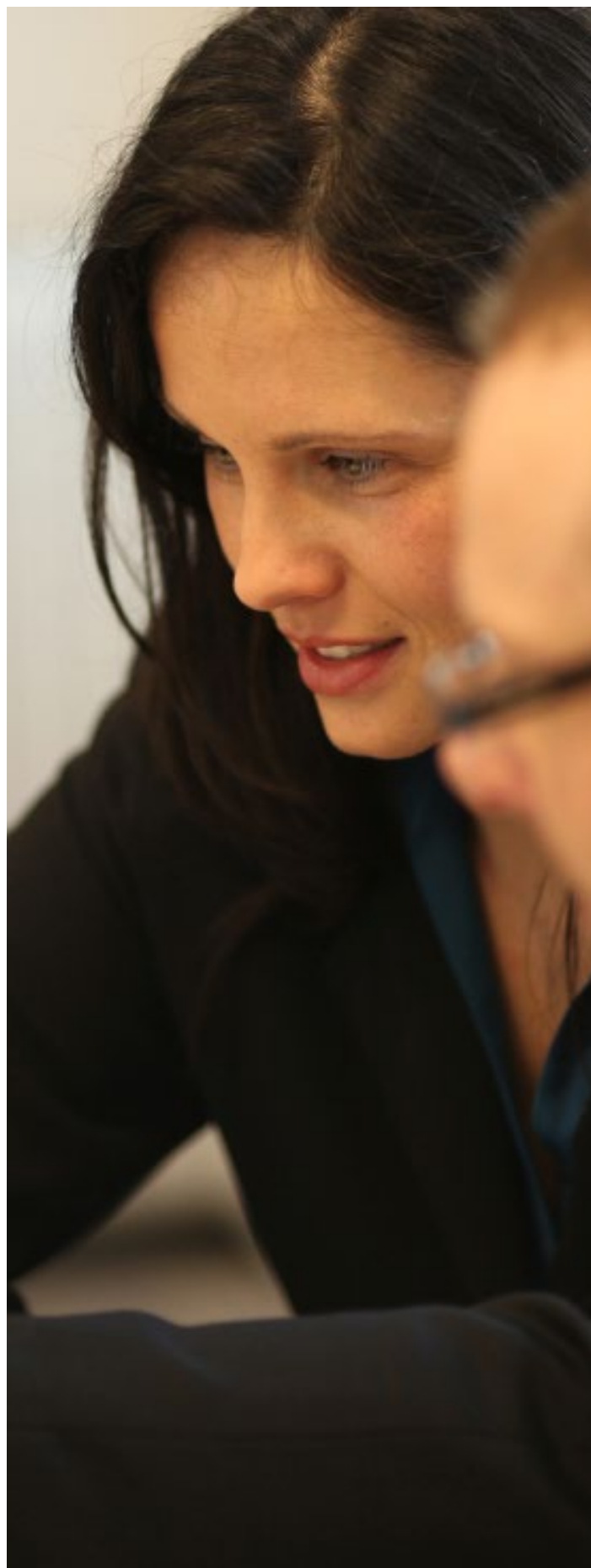
## 4 Eligibility

Our Agreement may be used by all UK public sector organisations including:

- Central Government Departments and their Arm's Length Bodies and Agencies;
- Non Departmental Public Bodies;
- Local Authorities;
- Health Sector (i.e. NHS, NHS Trusts, PCT's and Strategic Health Authorities);
- Fire & Rescue Services;
- Police Forces;
- National Parks Authorities,
- Third Sector and Charities in the United Kingdom,
- Devolved Administrations; and
- Educational Establishments in England and Wales

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

If you are unsure whether you are eligible to use this Agreement please contact our Help Desk on **0345 410 2222** or email [info@crownccommercial.gov.uk](mailto:info@crownccommercial.gov.uk)



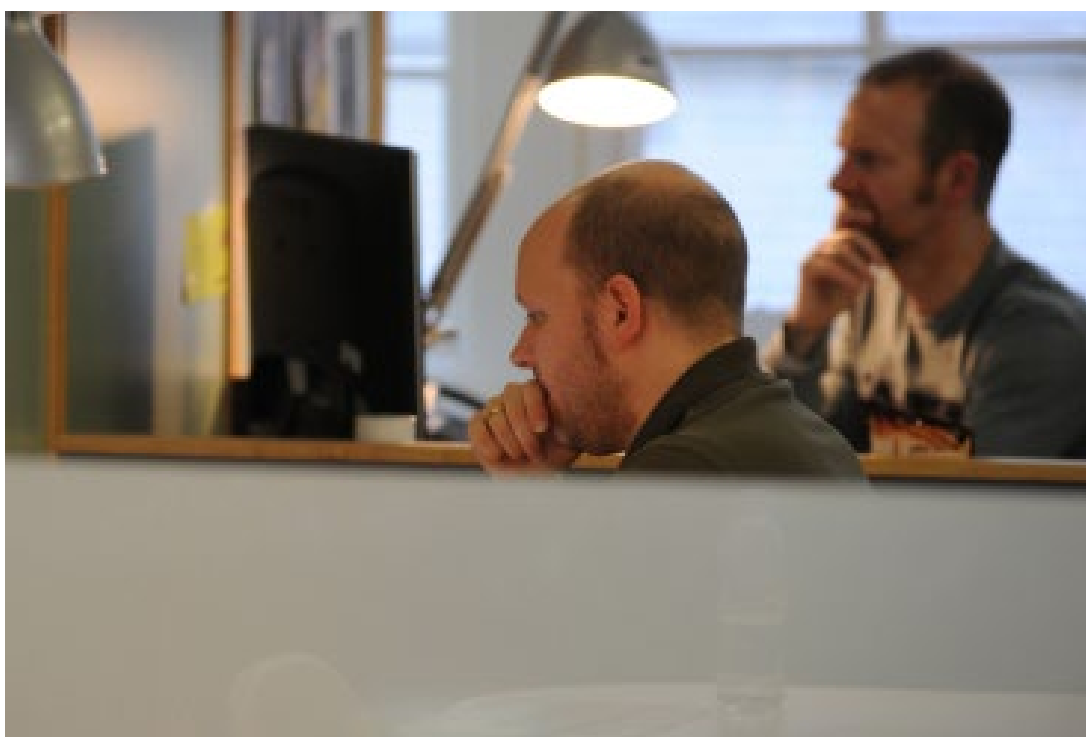
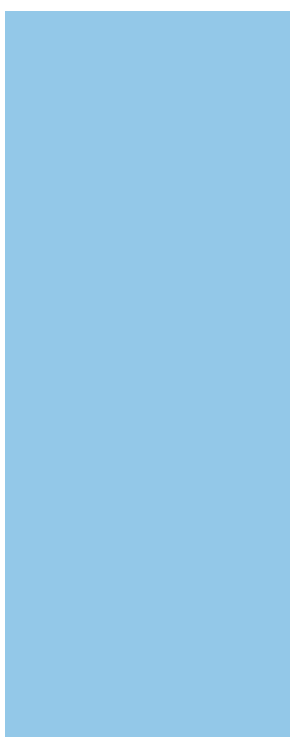


## 5 Agreement Duration and Value

Our Agreement will cover the period from 27 April 2015 to 26 April 2017, with the option for an extension of a further two (2) single year extensions periods, at our discretion.

You may enter into a Call-Off Contract under our Agreement for a period of up to five (5) years.

We anticipate that the total spend through the lifetime of this Agreement, as we described in the Contract Notice, is estimated at around £300 million.





## 6 Benefits

The benefits of using our Agreement as a commercial vehicle include:

**Reduced timescales and costs for the procurement of services** – You do not need to run a full OJEU procurement, this has already been undertaken by us. You will need to identify your requirements, present these to the market, evaluate responses and award a contract.

**Ease of use** – The Agreement is easy to use; we are able to support you with expert commercial advice and guidance if you need it.

**Choice of supplier** – Our Agreement offers excellent choice in suppliers.

**A multi-vendor supply base** environment taking advantage of the benefits available in the wider market and supporting the UK Growth agenda through opening market opportunities to specialist SME's. 51% of our suppliers under this agreement are SMEs.

**Legality** – The Agreement is fully compliant with EU procurement regulations, EU procurement rules introduced in 2006 specifically recognise Framework Agreements as a legitimate route to market. This reduces procurement risk for you and reduces bureaucracy in the procurement process.

**Assured supplier standards - providers appointed** onto this Agreement are 'prequalified' as to their general suitability. This means when buying services you are assured that they can meet their specified requirements.

**Pre-defined terms and conditions** – Terms and conditions of contract have been established and all suppliers have signed and accepted this Agreement and terms and conditions of call-off.

You are able to propose your own special terms, provided there is no material amendment to or conflict with the Agreement terms.

**Collaboration** – suppliers are able to collaborate to provide you with cross organisational services by way of the associated Collaboration Agreement.



# 7 How to use

Procurements should be conducted in accordance with the procedures outlined in this guidance.

We would recommend that you undertake the following steps:

- Review this guidance documentation and the Call-off Terms and Conditions;
- Determine your requirement and construct your output based specification for the services you require and
- Conduct that procurement in line with the parameters outlined in the following sections.





## 8 Competition

A further competition is the default method for awarding call-off contracts under this Agreement.

You must provide the suppliers with a minimum set of information that can be used to help propose solutions and price against your requirements effectively. Your focus should be on outputs as opposed to how those outputs are achieved.





## 9 Call-Off Evaluation Criteria

There is a single award criteria set that is consistent for all further competitions under this agreement.

When running a further competition, you should award the contract on the basis of the most economically advantageous tender (MEAT).

You must provide suppliers with information explaining your methodology behind the evaluation, including the criteria and the weightings that will be applied to each assessment. Be sure to mention any sub criteria that you may have and provide an indication of how these sub criteria feed into the overall criteria.

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

The mandatory high level evaluation criteria and weightings are outlined below. These should be used in assessing Suppliers' tenders.

Quality and Price will factor in all evaluations, the other six criteria are optional and their inclusion will depend largely upon the scale and complexity of the services sought.

Customers may break down the high level criteria with applicable sub criteria, if they so wish, as long as the overall weightings are not amended.

Criteria Number	Criteria	Percentage Weightings (or rank order of importance where applicable) - to be set by the Contracting Body conducting the further competition
1	Educational Impact	
2	Solution Design	
3	The Educational Establishment's 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	



# 10 Concluding your Procurement

Once a decision to award has been made, it is advised that for further competitions above the OJEU threshold, you observe a ten calendar day mandatory standstill period (often called the 'Alcatel' period). If doing so, you should issue an intention to award letter, to all suppliers that submitted a tender.

Once the ten day standstill period is complete, you must instruct the selected supplier. This should be done by completing and sending a letter of appointment, a completed Order Form and a completed copy of the model call-off terms and conditions.

The terms and conditions for this Agreement and those that shall apply to any call-off contract can be found on our [website](#), together with the model order form. No other terms and conditions should apply. You may supplement the model terms with your specific terms, providing there is no conflict with the model terms or the Agreement terms.

Customers should bear in mind that the Agreement terms will take precedence over call-off terms, in the event of any ambiguity or contractual matters of dispute.

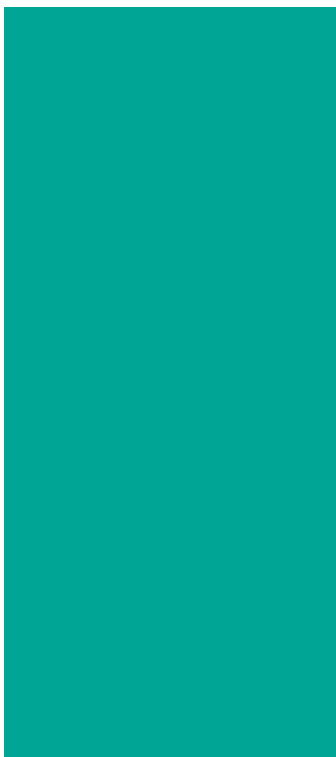




# 11 Management Information

Suppliers on this Agreement provide monthly management information (MI) to us, which is used to calculate both the levels of spend running through the Agreement, and establish the level of savings for your organisation.

We may contact you from time-to-time with in relation to the management information that has been provided by Suppliers as part of our due diligence processes. It would be appreciated if you would respond to these requests in a timely manner.





# 12 Customer Benefit Realisation

One of the main aspects of our remit is to work with departments and organisations across the whole of the public sector, to ensure maximum value is extracted from every commercial relationship and to improve the quality of service delivery.

The main Customer benefit will take the form of cost savings; these are the key performance indicator by which most departments are measured, whether these are process savings or cash releasing savings by using our Agreements.

As well as delivering those financial benefits, we anticipate that with good supplier relationship management, we can help to achieve further qualitative benefits for our customers, such as improvements in service quality, service delivery and innovation by our supply base.

In order to capture derived benefit in the form of savings and monitor the performance of the Agreement, we will ask you to complete a brief online benefit realisation survey.

This survey is very simple, collecting a minimal set of data and will be used to monitor the quality of the services that our suppliers are providing to you, our customer.

The purpose of the survey is to ensure your service expectations are met and improvements are delivered above your original benchmark record.

By responding to our information requests, you the customer will help to inform our Supplier Relationship Management strategy and assist in the continual improvement of our supply base, thus providing additional benefits to your organisation and others within the Public Sector.

**Please note:** We do not publish derived savings relating to procurements – they are an internal record and validate the financial benefits of utilising the Technology Services Agreement in line with auditable savings for government and public sector organisations.



# 13 Case Studies

A case study is a great promotional tool, not just for suppliers but organisations too. Case studies may be used across government to demonstrate the success of your procurement or service that you receive.

If you are celebrating a success which includes the use of our Agreements, we would encourage you to produce a case study. We are happy to work with you and your supplier and to provide supporting material for your study where required.

Case studies may be produced in many forms, not just the traditional leaflet. Perhaps consider webinars, pod cast etc. as a means of communicating your case study.

## Benefits

Supporting information to validate the success of a business proposal or business case.

Raises the profile of your organization.

Supports the information that we collect by means of our regular performance surveys etc., a useful addition to support any audit.

Enables similar organisations to consider adopting similar processes or systems, thereby increasing aggregation and achieving better financial value from current and future Agreements and indirectly the tax payer.

Enables us to design our strategy around the right product and service areas.

## What to include

An overview of the business challenge that your organisations was faced with;

The solution how it was found and most importantly;

The benefits that you have realised, include statistics and quantitative material if it is available.

A topic for the business case, perhaps a story around topical government aims, such as SME engagement, The 'digital' agenda, collaboration with other organisations etc.

## Approval

Case studies should be provided to us and your supplier for approval before publication, this is mainly for a content and accuracy check. An indication of where you intend to publish the case study would be advantageous.

## Publication

Once your case study has been approved, we would be happy to publish in our customer newsletter and on our website. We would also aim publish in any applicable customer and industry forums that we have access to.

You may of course publish in any relevant publications or media as you so choose.

# Contact information

If you would like help deciding which service or buying option will best meet your specific needs please get in touch with our category experts:

**E:** [technologyservices@crowncommercial.gov.uk](mailto:technologyservices@crowncommercial.gov.uk)

**T:** 0345 410 2222

If you need general advice about using Crown Commercial Service please contact our helpdesk:

**T:** 0345 410 2222

You can also learn more about our range of commercial deals and latest offers online:

**W:** [www.gov.uk/ccs](http://www.gov.uk/ccs)



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