



North Yorkshire
County Council

User Guide -
Framework Agreement
for the Provision of
School's Online
Payment Systems

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INTRODUCTION

North Yorkshire County Council has implemented a Framework Agreement for School's Online Payment Systems in accordance with the Public Contract Regulations 2015.

This User Guide has been created to provide schools and local authorities with an overview of how they can use the Framework Agreement.

For the purposes of this User Guide, the term 'school' will be defined as all educational establishments throughout England and Wales including; LA maintained, free schools, faith schools, special schools, independent schools, academies, multi academy trusts, pupil referral units, nurseries and early years' providers.

FRAMEWORK AGREEMENT OVERVIEW

START DATE:	01 APRIL 2020
EXPIRY DATE:	31 MARCH 2024
EXTENSIONS:	NOT APPLICABLE
CONTRACTING AUTHORITY CALL-OFF PERIOD:	MAXIMUM 6 YEARS
OJEU CONTRACT NOTICE REFERENCE:	2019/S 233-571872
OJEU CONTRACT AWARD NOTICE REFERENCE:	
FRAMEWORK MAXIMUM VALUE:	£3,000,000

LOT STRUCTURE AND SCOPE

The Framework Agreement is divided into two Lots;

LOT 1 - School's online payments systems, software only.

The support service shall be delivered by an approved support provider of choice, for example North Yorkshire County Council's Schools ICT (SICT) department. This Lot is available for schools and local authorities throughout Yorkshire and the Humber.

LOT 2 - School's online payments systems with support services delivered directly by the Supplier.

This Lot is available for schools and local authorities throughout England and Wales.

SUPPLIERS APPOINTED TO THE FRAMEWORK AGREEMENT

LOT 1

Rank	Supplier Name	Supplier Contact Details
1	CRB Cunninghams	Contact Name: Russell Hawes Role in the Organisation: Corporate Account Director Contact Number: 03330143065 / 07734333253 Email Address: russell.hawes@crbcunninghams.co.uk

		Postal Address: Headley Technology Park, Middle Lane, Wythall, Birmingham, B38 0DS
2	ParentPay Ltd	Contact Name: Nicola Howard Role in the Organisation: Sales and Marketing Director Contact Number: 07881915899 Email Address: nicola.howard@parentpay.com Postal Address: The Exchange, Express Park, Bristol Road, Bridgewater, Somerset, TA6 4RR
3	Schoolcomms	Contact Name: Nicola Howard Role in the Organisation: Sales and Marketing Director Contact Number: 07881915899 Email Address: nicola.howard@parentpay.com Postal Address: The Exchange, Express Park, Bristol Road, Bridgewater, Somerset, TA6 4RR

LOT 2

Rank	Supplier Name	Supplier Contact Details
1	ParentPay Ltd	Contact Name: Nicola Howard Role in the Organisation: Sales and Marketing Director Contact Number: 07881915899 Email Address: nicola.howard@parentpay.com Postal Address: The Exchange, Express Park, Bristol Road, Bridgewater, Somerset, TA6 4RR
2	CRB Cunninghams	Contact Name: Russell Hawes Role in the Organisation: Corporate Account Director Contact Number: 03330143065 / 07734333253 Email Address: russell.hawes@crbcunninghams.co.uk Postal Address: Headley Technology Park, Middle Lane, Wythall, Birmingham, B38 0DS
3	123Comms Ltd	Contact Name: Martin Ashall / Gary Kemp Role in the Organisation: Head of Pre-Sales / Sales Manager Contact Number: 07881 322176 / 07985 344492 Email Address: martin.ashall@iris.co.uk / gary.kemp@iris.co.uk Postal Address: c/o Park House Peterborough Business Park, Lynch Wood, Peterborough PE2 6FZ

BENEFITS OF USING THE FRAMEWORK AGREEMENT

North Yorkshire County Council has established this Framework Agreement to allow schools and local authorities access to school's online payment systems via a compliant route.

The benefits of using the Framework Agreement include;

- Users do not need to run a full OJEU procurement if utilising the Framework Agreement as this process has been undertaken by North Yorkshire County Council;
- Reduced timescales;
- Pre-defined terms and conditions which have been agreed in advance;
- All of the suppliers appointed to the Framework Agreement have been through rigorous selection criteria to ensure their ability to deliver the required services;
- Pricing is available to you from the outset, to assist you to budget;

- Ability to direct award to the first ranked supplier under each Lot.

HOW TO AWARD/CALL-OFF

The Framework Agreement commences on 01 April 2020 and will be in place until 31 March 2024.

A school or local authority may enter into individual Call-Off Agreements for up to 6 years. It is permissible for a Call-Off Agreement to continue beyond the expiry of the Framework Agreement.

Call-Off Agreements can be awarded via direct award or further competition.

DIRECT AWARD

Schools and local authorities will have the ability to contract directly with the 1st ranked Supplier successfully appointed to each Lot of the Framework Agreement via direct award without the need to conduct a further competition.

Schools and local authorities will use the Suppliers Pricing Catalogue which will be completed as part of their submission, to determine the total cost of each Supplier for the requirement being sourced.

A set of Call-Off terms and conditions have been created for schools and local authorities to put in place with the Supplier. Should any minor amendments be required to the Call-Off terms, this will require a further competition to be undertaken.

FURTHER COMPETITION

Where there no justification for a direct award, or there is an appetite to compete the requirements, schools and local authorities will also have the ability to carry out a further competition to fulfil their requirements.

Schools and local authorities shall have access to the following documentation to assist with the creation of their further competition.

- Supplier's Pricing Catalogue
- Supplier Service Catalogue

The specification developed for use in the further competition document should provide suppliers with a clear understanding of the services required in to enable them to submit a proposal that is fit for purpose.

Further competitions shall be published to all Suppliers awarded on the relevant Lot.

Further competitions shall be published in accordance with the schools or local authorities own internal processes.

There are no minimum timescales for publishing a further competition, however the timescales allowed should be proportionate to the requirement.

Once the further competition deadline has closed, the responses shall be evaluated in accordance with the criteria set out in the further competition documentation.

Schools and local authorities may opt to conduct a 10-day standstill period. Although this is not

mandatory, it is recommended by the Authority for high value, long term contracts.

TERMS AND CONDITIONS

A set of Call-Off terms and conditions have been created for schools and local authorities to put in place with the Supplier. Minor amendments can be made to the Call-Off terms and conditions where both parties are in agreement, any changes to the terms and conditions will require a further competition to be undertaken.

MANAGING THE FRAMEWORK AGREEMENT AND GENERAL CONTACT INFORMATION

North Yorkshire County Council will not be involved in the day to day management of the suppliers appointed to this Framework Agreement, however we will closely monitor the progress and performance of the Framework Agreement throughout the term of the contract to ensure that it continues to meet the requirements of schools and local authorities.

When a school or local authority enters into a call-off contract via the Framework Agreement, the supplier will notify North Yorkshire County Council.

If a school or local authority has any particular feedback regarding the operation of this Framework Agreement or a supplier, they should contact the Contract Manager:

Keren Wild
Service Manager – Schools ICT
Keren.wild@northyorks.gov.uk

FREQUENTLY ASKED QUESTIONS

Q. Is there a charge for using the Framework Agreement?

A. No, schools and local authorities will not be charged for accessing the Framework Agreement.

The Suppliers successfully appointed to the Framework Agreement are required to pay North Yorkshire County Council a rebate of 2% of all Call-Off Agreements awarded through the Framework Agreement.

Q. Where can I find how much I will be charged for a particular product?

A. All the Contractor's pricing has been combined within the Consolidated Pricing spreadsheets, which can be found at <https://schoolsict.co.uk/what-we-do/cashless-framework>

Q. Can the costs stipulated in the Appendices to the Contractor's Information Pack fluctuate? A. Yes in line with inflation. The Contract states:

Inflation – the Council agrees to accept an annual increase on the 1st April each year, commencing 2021, over the life of the framework and annually for each year of a call off contract from the framework. The mechanism for reviewing the price shall be the Office for National Statistics (ONS) headline rate for the Consumer Price Index (CPI), published in the preceding September in each of those years. The inflation rate used will be CPI -1%. If the CPI rate is below 1% this will constitute a price freeze for all contracts under this framework agreement, with a maximum increase of 2.5% to be paid in any one year.

Q. If I have a concern over a Contractor what should I do?

A. Please escalate your concerns to the Contract Manager in the first instance: Keren.wild@northyorks.gov.uk and Keren will advise you regarding your options.

Q. My existing arrangement with a Contractor for a particular product is coming to an end. I am quite happy with the existing product and would prefer not to have to undertake a procurement exercise. If my current Contractor is appointed to your Framework can I simply enter into a call-off contract with them for another period, once my existing arrangement lapses?

A. Yes. This Framework is designed to avoid the need for an individual school to have to undertake a procurement. All you need to do is arrange for the call-off to commence the moment your existing arrangement lapses. A bit like renewing your car insurance.