



**VOLUME 3 – THE SPECIFICATION**

**FOR YOUR FILE AND RETENTION.**

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## **1. INTRODUCTION (applies to both Lots)**

- 1.1. The Authority wishes to implement a Framework Agreement for the Provision of School's Online Payments Systems.
- 1.2. The requirements shall be 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 the Authority's Schools ICT (SICT) department. This Lot shall be 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 will be available for schools and local authorities throughout England and Wales.
- 1.3. For the purposes of this tender document, 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.
- 1.4. Each section within the specification will state whether it is applicable to Lot 1 only, Lot 2 only or both Lots.
- 1.5. The anticipated annual Contract value based on current spend by the Authority, plus growth for granting access to schools and local authorities throughout England and Wales, is between £250,000 and £500,000, therefore the anticipated value of the Contract is between £1,000,000 and £2,000,000. The potential maximum value of the Contract is £3,000,000.
- 1.6. The Contract will be for a period of 4 years.
- 1.7. The Supplier(s) will have the opportunity to bid for a single Lot or both Lots. Each Lot will be evaluated separately and will be awarded on its own merits.
- 1.8. The Authority intends to appoint a maximum of three Suppliers per Lot.
- 1.9. Suppliers shall be awarded to the Framework based on their overall score as a result of the evaluation process.
- 1.10. The three highest scoring Suppliers shall be successfully awarded to the Framework Agreement.
- 1.11. In a situation where Supplier 3 and Supplier 4 achieve the same overall score, following the evaluation process, the Authority reserves the right to accept both Suppliers to the Framework Agreement.

## **2. SERVICE AIMS AND OBJECTIVES (applies to both Lots)**

- 2.1. School's ICT (SICT) is a fully traded commercial service within the Authority, set up to support all aspects of ICT in school's with services such as installations, development, web services, training, management information systems, broadband, email, internet filtering, specialist ICT staff in schools to work alongside their staff, and

procurement frameworks. Customers can purchase services at a number of levels, both on a contractual and ad-hoc basis. The service view the school's online payments provision as part of their portfolio when offering schools a service that encompasses all of their ICT needs.

- 2.2. The Authority recognises that changing an online payments system can be regarded as a strategic decision for schools. The Framework Agreement will be in place for a period of 4 years commencing 01 April 2020.
- 2.3. Individual call-off arrangements made under this Framework Agreement shall be for a maximum of 6 years.
- 2.4. It is permissible for a call-off agreement to continue beyond the expiry of the Framework Agreement.
- 2.5. Lot 1 of the Framework Agreement shall be available for use by all schools and local authorities throughout Yorkshire and the Humber.
- 2.6. Lot 2 of the Framework Agreement shall be available for use by all schools and local authorities throughout England and Wales.
- 2.7. Schools and local authorities will be expected to determine which Supplier will best meet their requirements. Individual contracts will be awarded via direct award or further competition.

### 3. FUNCTIONAL AND TECHNICAL REQUIREMENTS (applies to both Lots)

- 3.1. All mandatory and desirable requirements are featured within the table below.
- 3.2. The Supplier(s) must be able to meet all mandatory requirements as a minimum.

Ref	Requirement	Mandatory	Desirable
<b>Access</b>			
01	Parents/carers have secure remote access to their accounts.	✓	
02	Administrators have secure access to pupil's accounts.	✓	
03	Automatic User password reset functionality.	✓	
04	Administrators have the ability to define limits of user access.	✓	
05	Administrators to be able to identify how accounts are being managed e.g. by online or manual update/payments.	✓	
<b>Children's Accounts</b>			
06	Parents/carers have the ability to set up a single secure online account to access all information for all of their children attending schools using the same system.	✓	
07	Each child to have a unique means of identification.	✓	
08	System able to include relevant medical, allergy conditions and special dietary requirements.	✓	
09	School meals account to have a user defined minimum balance.	✓	

Ref	Requirement	Mandatory	Desirable
10	Account to hold information in relation to free school meal entitlement and UIFSM.	✓	
<b>Income Management</b>			
11	Real time, or near to real time, balance and account transaction details for all services offered, including refund requests.	✓	
12	Ability to receive income via the following, as a minimum: <ul style="list-style-type: none"> <li>• Cash/Cheque</li> <li>• Debit card</li> <li>• Credit card</li> </ul>	✓	
13	Ability to receive income via PayPoint and Paypal.		✓
14	Parents/carers to be able to request refunds for items purchased online or for credit to their account balance(s), e.g. when a child leaves school.	✓	
15	Ensure all funds are directed to the appropriate bank account and are easily identifiable for auditing purposes. It must be possible to trace funds from the online solution to specified fund codes and bank accounts.	✓	
16	Staff to be able to record additional payments made against events/items on the system e.g. cash/cheque/card payment.	✓	
17	Processing single transactions from parents/carers to multiple bank accounts e.g. parent makes a school trip payment at the same time as a school meal payment.	✓	
18	Full debt and account management facility to include: <ul style="list-style-type: none"> <li>• A view of current debt within the system, to be configurable by multiple criteria e.g. year group, school, family etc;</li> <li>• SMS/e-mail updates relating to account activity e.g. low funds;</li> <li>• SMS/e-mail messages to parents relating to arrears;</li> <li>• Ability to issue refunds to accounts;</li> <li>• Transfer balances</li> </ul>	✓	
19	Ability to pay for meals/other items at alternative points and without directly accessing online accounts e.g. via PayPoint.	✓	
20	Income capable of being split across all siblings' accounts.	✓	
21	Income to be allocated a user defined objective/subjective code.	✓	
22	All income types to issue a receipt/evidence to the payer.	✓	
23	Ability to void/cancel a transaction.	✓	
24	Ability to set opening and see closing balances.	✓	
25	Ability to identify 'cash only' accounts.		✓
<b>School Meals</b>			
26	Recording of information relating to food allergies, lifestyle choices (vegan, vegetarian) or any other relevant issues. This information may originate from the MIS system or be	✓	

Ref	Requirement	Mandatory	Desirable
	input manually by authorised users.		
27	Enable manual or electronic recording of required meal numbers, pupil names and choice. (PRIMARY ONLY)	✓	
28	Means of identification of child presenting for meal.	✓	
29	Recording of meal purchased against child's account.	✓	
30	Ability to hold different meal prices for adult and guest meals.	✓	
31	Ability to set school calendar for closures.	✓	
32	Ability to vary school meal prices (special offers).		✓
33	Ability to record school dinner registers electronically in class.		✓
34	Allow minimum balance override.	✓	
35	Flag accounts below minimum balance.	✓	
<b>School Trips</b>			
36	Parents/carers have the ability to provide online consent for trips/activities either before the point of paying or at the point of payment	✓	
37	Ability to create an individual payment schedule for each individual trip.	✓	
38	User defined access restrictions to trip activity by the organiser.	✓	
39	Trips to be restricted to groups or individual children's accounts.	✓	
40	Ability to register expenditure against individual trips.		✓
41	Ability to create events that include individuals from across multiple class groups and potentially schools e.g. a school trip for those pupils receiving music tuition - this may cut across several year groups and even schools.		✓
<b>Other Purchases</b>			
41	User creation of stock items (uniforms, photographs etc.)		✓
42	Ability to register expenditure against stock items.		✓
43	Ability to check for payment prior to issuing stock item.		✓
44	Ability to process miscellaneous income items (donations etc.)		✓
<b>Reporting</b>			
45	Comprehensive reporting tool to include reports such as: <ul style="list-style-type: none"> <li>• Audit trail of offers requiring parental consent;</li> <li>• Reports based on date ranges, year groups, offer types or by individual pupil;</li> <li>• Entitlement to free school meals/UIFSM;</li> <li>• Number of meals sold;</li> <li>• Activity reports showing who is using the system e.g. Staff must be able to identify parents/carers who actively use the system and those whose details are held, but do not actively use the system;</li> </ul>	✓	

Ref	Requirement	Mandatory	Desirable
	<ul style="list-style-type: none"> <li>Reconciliation Reports</li> </ul>		
46	User defined mail merge letters in respect of all accounts approaching minimum balance levels.	✓	
47	Enable parent/carer access to meal history.	✓	
48	Ability to view, export and print audit trail of transactions for all named pupils, across all activities.	✓	
49	Collate the nutritional value of meals.		✓
<b>General</b>			
50	Parents/carers must be able to provide any additional information required in relation to a specific item e.g. clothing sizes, colour options or trip options such as different theatre show choices.	✓	
51	Ability for each single secure account to provide a basket type approach for multiple online school related purchases in a single transaction.	✓	
52	Receive payments for other chargeable services e.g. music tuition, wraparound care.	✓	
53	Parents/carers are able to make payments using all major credit and debit cards.	✓	
54	Securely retain payment card details enabling quicker payments.		✓
<b>Technical</b>			
55	The solution must provide APIs as standard which adhere to common/open industry standards.	✓	
56	The solution must be provided as a cloud hosted/software as a service solution.	✓	
57	The solution must be compatible with the current standard technologies.	✓	
58	The solution has MIS integration.	✓	
59	The solution must provide at least 99.5% uptime.	✓	

#### 4. SUPPORT SERVICES

##### Lot 1 ONLY

- 4.1. Lot 1 shall cover school's online payments systems, software only. The support service shall be delivered by an approved support provider of choice. This Lot shall be available for schools and local authorities throughout Yorkshire and the Humber.
- 4.2. The Supplier(s) must be willing to allow approved support providers to provide first line support to schools and local authorities contracting via this Lot.
- 4.3. Schools and local authorities shall have the opportunity to contract with an approved support provider of their choice under this Lot.
- 4.4. The Authority's SICT team shall endeavour to become an approved support provider for the Supplier(s) who are successfully awarded to this Lot.

- 4.5. The Authority's SICT team has the infrastructure via a support team to respond fully to approximately 90% of all first line support calls. The remaining 10% of calls represent more complex queries which will be escalated via the SICT team to the Supplier's support team for resolution.
- 4.6. The Supplier(s) shall deliver a quality support service which is responsive in providing accurate and practical advice to approved support providers in order to resolve queries in an efficient manner.
- 4.7. The Supplier(s) shall be willing to provide training to those who wish to become approved support providers on solutions which are successful within this Lot.
- 4.8. The Supplier(s) shall provide a free of charge demo/test site for use by the Authority's SICT support team, should a school wish to contract with the Authority for the support provision under this Lot.

**Lot 2 ONLY**

- 4.9. Lot 2 will cover school's online payments with support services delivered directly by the supplier. This Lot will be available for schools throughout England and Wales.
- 4.10. The Supplier(s) shall deliver all support services under this Lot.
- 4.11. The Supplier(s) shall deliver a quality support service which is responsive in providing accurate and practical advice directly to schools in order to resolve queries in an efficient manner.

**Applicable to BOTH Lots**

- 4.12. The Supplier(s) shall have mechanisms in place to log and track all problems/incidents and these should be prioritised based on contracted severity levels and response times.
- 4.13. The Supplier(s) shall ensure that their support team is sufficiently resourced to ensure quality service delivery to Schools and Parents.
- 4.14. An historic record should be maintained detailing all problems/incidents and events with dates and relevant comments/actions taken.
- 4.15. The Supplier(s) shall provide the following target response times;

<b>Security Level</b>	<b>Target Response Time</b>	<b>Examples could include:</b>
Priority 1 – Critical	1 hour response / 4 hour fix	Service/equipment failure, safeguarding requests etc.
Priority 2 – High	1 hour response / 8 hour fix	System performance, change requests etc.
Priority 3 - Medium	8 hour response / 32 hour fix	Setup or new installation requests, reporting requests etc.
Priority 4 - Low	8 hour response / 48 hour fix	SLA/Contract requests, information requests

## **5. IMPLEMENTATION (applies to both Lots)**

- 5.1. The Supplier(s) shall be capable of planning and managing a school or local authority through the implementation process.
- 5.2. All elements of the implementation process must be clearly outlined in a detailed project plan for each school or local authority along with the timescales allocated for each element of the process, and a totally transparent breakdown of the cost.

## **6. UPGRADES (applies to both Lots)**

- 6.1. In order for systems to evolve and keep pace with the changing environment, the Supplier(s) is expected to have a developed and planned programme of upgrades.
- 6.2. Any new product which falls within scope of the specification detailed at section 3 above shall be incorporated into the Framework offering to ensure that it continues to provide the service required by schools and local authorities.
- 6.3. Prior to the release of any upgrade, the Supplier(s) must have fully tested these upgrades in the environment in which they will be deployed, to ensure a smooth implementation.
- 6.4. The Supplier(s) must have sound mechanisms in place in order to release any upgrades with full support packages for their implementation, where applicable.
- 6.5. Any upgrades will be included in the price charged to each school, and not be in addition to that cost.
- 6.6. The Supplier(s) shall support the products they are offering to schools via this Framework Agreement for the full duration of the term of this Framework Agreement and any individual call-off contract period.

## **7. TRAINING (applies to both Lots)**

- 7.1. The Supplier(s) shall be required to provide training to schools and local authorities who contract with them.
- 7.2. The Supplier(s) shall be prepared to adapt their training to meet the needs of the school or local authority regarding delivery location and style.
- 7.3. The Supplier(s) shall be required to provide training materials and resources as part of the training package offered to schools and local authorities. The costs for the provision of training materials must be included in the overall costs for training within Appendix 1 Pricing Schedule.

### **Lot 1 ONLY**

- 7.4. The Supplier(s) appointed to Lot 1 shall be required to deliver train the trainer sessions to those wishing to become an approved support provider, such as SICT, to enable them to provide the first line support and training as per the requirements of this Lot.



## **8. DELIVERY (applies to both Lots)**

- 8.1. Delivery of these services could be required at any school or local authority located in England and Wales.
- 8.2. The services will be delivered via the Supplier's hosted solution.
- 8.3. Individual Call-Off Contracts and Order Forms will be raised by schools or local authorities wishing to utilise this Framework Agreement.

## **9. REBATE (applies to both Lots)**

- 9.1. The Supplier(s) shall be required to provide a retrospective rebate expressed as a percentage of all individual call-off contracts made under this Framework Agreement.
- 9.2. The rebate payable to the Authority shall be 2%.
- 9.3. The rebate shall be paid annually on the anniversary of the commencement of the Framework Agreement.
- 9.4. The Authority shall invoice the Supplier(s) at the end of each year for the sum due in respect of the call-off contract value in relation not only to the Authority's spend but also that disclosed by the Supplier(s) via their Management Information regarding other organisations using this Framework Agreement.

## **10. CONTRACT MANAGEMENT (applies to both Lots)**

- 10.1. The Supplier(s) shall appoint a Contract Manager to oversee the day to day operational elements of this framework.
- 10.2. The Authority shall appoint the following Contract Manager to oversee the day to day operational elements of this framework;

Name:	Keren Wild
Address	North Yorkshire County Council Schools ICT Technology and Change County Hall Northallerton North Yorkshire DL7 8AD
Position in Authority	Service Manager – Schools ICT
Tel:	01609 536042
e-mail:	Keren.wild@northyorks.gov.uk

- 10.3. The Authority shall hold contract review meetings with the Supplier(s) on a quarterly basis.
- 10.4. In the event the Supplier is not delivering the service to the specified standards required by the Authority the frequency of the performance review meetings may be increased. Likewise, if the Authority is content with the Supplier's performance the review meetings may be reduced.

10.5. The Authority or Supplier may request additional meetings where necessary, particularly during implementation or to address any matters arising. Such requests shall not be made unreasonably and no expenses will be payable by the Authority to the Supplier for attendance at these meetings.

10.6. Contract review meetings will take place on Authority's premises unless agreed otherwise;

County Hall  
Racecourse Lane  
Northallerton  
North Yorkshire  
DL7 8AD

10.7. Performance shall be monitored against the KPI's detailed at clause 10.3 below.

10.8. No expenses or subsistence will be paid for attendance at review meetings.

#### **11. MANAGEMENT INFORMATION & KEY PERFORMANCE INDICATORS (applies to both Lots)**

11.1. The Supplier(s) shall be required to submit management information (MI) to the Authority on a quarterly basis, two weeks prior to any scheduled contract review meetings.

11.2. Management information should include the below, as a minimum;

11.2..1. Number of schools/local authorities using the Framework Agreement;

11.2..2. The value of the rebate to be passed to the Authority;

11.2..3. The value of individual school/local authority contracts;

11.2..4. The amount of system downtime;

11.2..5. The number of compliments received, detailing the nature of the compliment;

11.2..6. The number of complaints received, detailing the nature of the complaint, how long it took to resolve, and any reasons why they remain outstanding;

11.2..7. A roadmap of any system developments/upgrades

11.2..8. The number of calls made to the Customer Service Helpdesk, including those made by the Authority in addition to those raised directly by the school broken down as follows;

11.2..8.1. The length of time a call remains unresolved;

11.2..8.2. The speed of the response;

11.2..8.3. Resolution rates;

11.2..8.4. Mechanisms for expediting any queries which have not been

resolved within the target timeframe;

11.3. The Supplier shall adhere to the Key Performance Indicators (KPI's) listed below.

Ref	Performance Criteria	Target
1	Management Information submitted on time.	100%
2	Helpdesk calls resolved within specified SLA timescales	98%
3	System availability 24 hours per day, 365 days per year, excluding scheduled maintenance.	99.5%
4	Scheduled maintenance and updates carried out outside of school term time and hours with appropriate notification to all customers	100%
5	Roadmap; at least 28 days' notice prior to updates and maintenance	99%
6	Responses to customer complaints as per timescales in the Supplier's complaints procedure.	At least 98%

11.4. The Authority may wish to add, amend or remove KPI's from time to time, as agreed by both parties.

## **12. ESTIMATED WORK VOLUMES (applies to both Lots)**

12.1. It is anticipated that there will be an immediate requirement for approximately 280 schools within North Yorkshire, to enter into a contract for a school's online payment system in April 2020, upon expiry of their current contracts.

## **13. SUSTAINABILITY (applies to both Lots)**

13.1. The Supplier(s) shall assist the Authority in achieving their environmental and sustainability objectives.

13.2. The Supplier(s) shall comply with the provisions of its environmental policy in relation to the provisions of the Service.

## **14. STANDARDS AND QUALITY ASSURANCE (applies to both Lots)**

14.1. The Supplier(s) shall, as a minimum, be accredited to ISO 27001.

14.2. It is desirable that the Supplier(s) shall be accredited to ISO 22301, Cyber Essentials or equivalent, although this is not mandatory.

14.3. The systems shall fully comply with the Data Protection Act 2018 and General Data Protection Regulation, incorporating GDPR Security Outcomes as specified by the Information Commissioners Office (ICO) and National Cyber Security Centre (NCSC) where applicable. Or equivalent future requirements.

14.4. The Supplier(s) shall be PCI compliant.

## **15. HANDOVER ARRANGEMENTS ENTRY/EXIT (applies to both Lots)**

- 15.1. The Supplier(s) shall be required to complete an Exit Plan within the first 12 months of the Contract. This will be agreed with the Authority as part of contract management review meetings.
- 15.2. The Exit Plan must be reviewed on, at least, an annual basis and provided to the Authority upon request.

## **16. INTELLECTUAL PROPERTY RIGHTS (applies to both Lots)**

- 16.1. Where the Supplier is asked to develop any material specifically for the Authority, the Intellectual Property in that material shall vest in the Authority, not the Supplier.
- 16.2. Where the Supplier is using material they have developed previously the Intellectual Property will remain vested in the Supplier, not the Authority.

## **17. TECHNOLOGY ASPECTS (applies to both Lots)**

- 17.1. The Council will require electronic invoices to be submitted by the Supplier(s). There may be an increased use of technology throughout the duration of this Contract and there is an expectation that Suppliers are committed to support these initiatives.

## **18. DATA SECURITY (applies to both Lots)**

- 18.1. The Supplier(s) shall treat all Confidential Information belonging to the other party as confidential and safeguard it accordingly.
- 18.2. Data processed by the solution must be protected in accordance with appropriate industry codes of practice on security management and must fully comply with the EU General Data Protection Regulation (GDPR).
- 18.3. A Data Protection Impact Assessment (DPIA) will have been completed by the Authority as part of the requirements of this project to identify the most effective way to comply with GDPR obligations and meet individuals' expectations of privacy.
- 18.4. This exercise has been conducted in the spirit of the Information Commissioner's Office (ICO) promoted use of a DPIA in taking Privacy by Design approach to data protection and our assessment is compliant with data protection legislation including GDPR.
- 18.5. Processing, Personal Data and Data Subjects are identified within Appendix 2.

## **19. MARKETING (applies to both Lots)**

- 19.1. The Supplier(s) shall market this framework agreement to schools and local authorities throughout England and Wales.
- 19.2. The Supplier(s) shall demonstrate that its solution offers schools and local authorities value for money on an ongoing basis.
- 19.3. The Supplier(s) shall attend events with the Authority to demonstrate their solutions to schools and local authorities.

## **20. DISASTER RECOVERY (applies to both Lots)**

- 20.1. The Supplier(s) shall have a robust disaster recovery plan in place which is reviewed on a regular basis.

## **21. SYSTEM INTEGRATION (applies to both Lots)**

- 21.1. Any system offered by the Supplier(s) shall be capable of either interfacing, or pushing and pulling data, from within the main MIS systems in the Education market.

## **22. FURTHER REQUIREMENTS (applies to both Lots)**

- 22.1. The Supplier(s) shall ensure that the Authority and its Customers are kept updated on the latest technology developments.
- 22.2. As part of this Contract the Supplier(s) should make available any help desk facilities i.e. telephone, email, web chat given to rectifying incidents, problems and system failure, including any priority determination, standard acknowledgement, response and resolution times for each priority and escalation mechanisms available to the Authority as the customer.