

Better value, delivered.



ICT Managed Services User Guide

Ref No: 982

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Giving you a helping hand to choose the right
framework for your school





About YPO

We provide contractual solutions for schools all around the UK, helping you set up or renew contracts for a wide range of products and services.

Established in 1974 by a group of 13 local authorities, we're the UK's largest public sector buying organisation and we're still 100% publicly-owned today. We work closely with our suppliers and collaborate with other public sector buying organisations to achieve efficiencies and value for money, returning all our profits back into the public purse.

We can negotiate the best deal for you by combining your demands with those of other customers to create economies of scale. This means that you receive the best possible solutions and prices without ever having to compromise on service or quality.

Our team of experienced and qualified procurement professionals can offer you advice, guidance and expertise on procurement, as well as supporting you through the process if you need any extra help.

Framework overview

We've got a range of frameworks to help schools set up contract agreements with our supply base. But what exactly is a framework?

Framework: A framework is an agreement put in place with a supplier or a range of suppliers, allowing you to place an order for products (e.g. furniture, first aid equipment), services (e.g. energy, electronic kitchen management, cleaning etc) or works (e.g. building works) in a quick and easy way.

ICT Managed Services – 982 ICT Framework	
Start date:	1 March 2020
Expiry date:	28 February 2022
Extension(s) if applicable:	2 x 12 months
Contract notice ref no:	2019/S 236-579058
Contract award notice ref no:	2020/S 051-122330
Potential maximum value:	£10,000,000 - £200,000,000
Rebate:	1%
Geographical location(s):	National





Framework summary

Our ICT managed services provide timely, reliable and effective expert support services. We provide a full audit and identify the level of service that you need and devise the most cost-effective strategy for your school. Your systems will be proactively managed to make sure they're kept in the best health possible, and any issues will be identified at the earliest possible point. You'll receive easily accessible and real-time support from the professional service desk, who are always on hand.

The following areas are included but not limited to:

- Telecommunications
- Networking and infrastructure
- Desktop and device management
- Secure cloud services
- Server infrastructure design and implementation
- Hosted services
- Data storage and security, including penetration testing
- Cyber security and firewall management
- Content management
- Application support, management and development
- Enterprise services
- Website services
- Audio visual equipment and services
- Back up and disaster recovery solutions including backup and restore
- Software deployment, configuration and management
- Management information systems support services
- System and support services
- Commercial off the shelf software and associated services such as licensing, support and maintenance





Including the following service offerings:

- Audit, assessment and design
- Procurement of ICT equipment relevant to the service being provided
- Project management
- Supply and installation, configuration and integration
- Deployment and implementation
- Support and training
- Monitoring, maintenance and management
- Financial options including purchase, lease and as a service
- Supplementary staffing for short or long-term appointments by adequately qualified personnel such as ICT technicians, engineers, trainers, labourers, specialists, manager roles

Direct award: You need to direct award via this framework with price on application, at the point of submitting your specification.

The award criteria used to establish the framework agreement was:

Criterion	Percentage/weightings
Cost	30%
Quality	30%
Delivery and customer service	30%
Sustainability	10%

Benefits of using our ICT frameworks:

1. Competitive pricing and IT equipment buy-back options
2. Wide range of contracts including managed services, support, and advice
3. Cloud hosting specifically designed for schools
4. Expert guidance on complex IT deals and buying options
5. Guaranteed savings (up to 40%) on multifunctional devices for new customers





How to carry out a direct award

Direct award:

To carry out a direct award you'll first of all need to complete an access agreement form and return this to us.

Get in touch with the education procurement team using the contact details on page 7 and they'll send you a form to fill out.

They'll then discuss which option is the most suitable for your requirements and take you through the process step by step.

Because there's only one supplier on this framework, we've been able to put in place an approved agreement with them which means a straightforward procurement process for you.





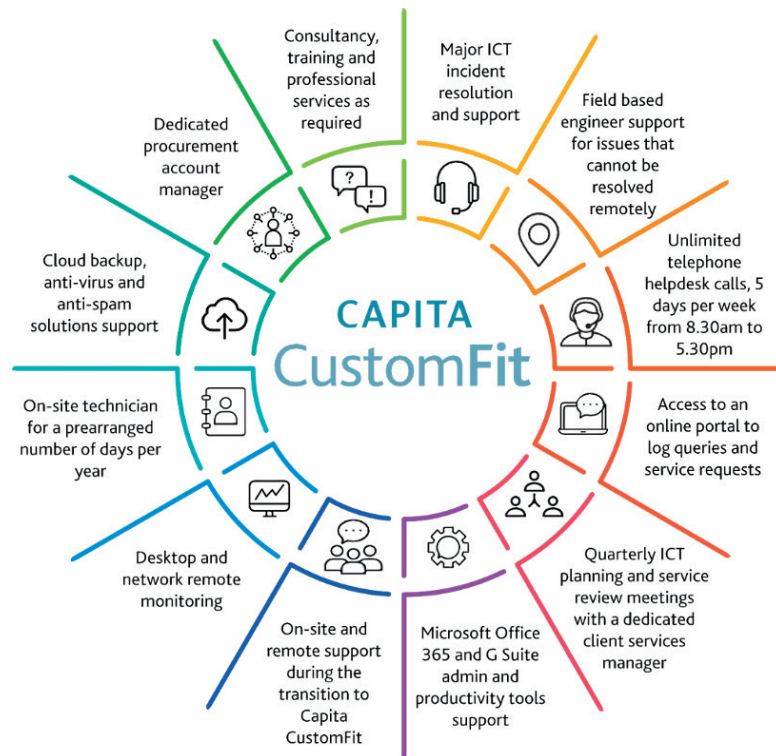
Supplier on this framework

Capita can deliver a complete one-stop-shop to support you with all your current and future technology needs.

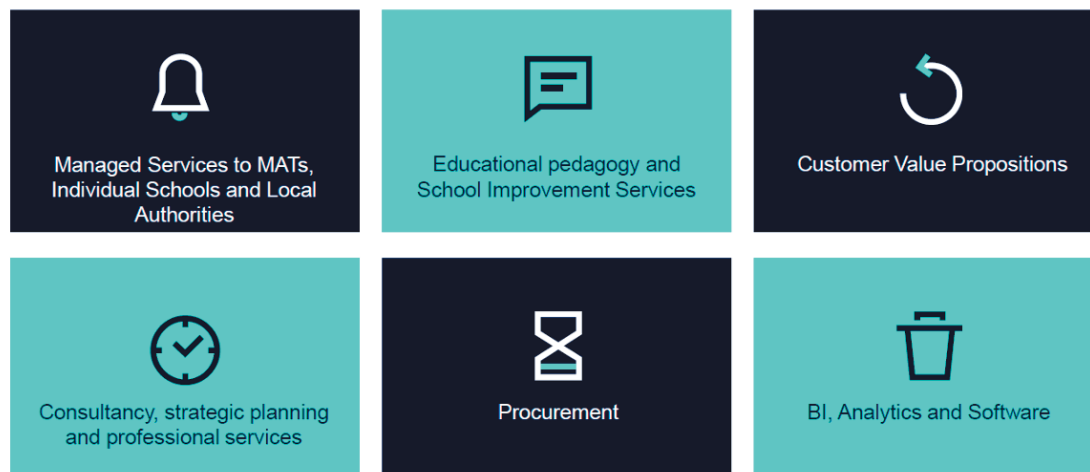
Choose from the Capita CustomFit matrix to build your own service model, or standard off the shelf solutions.

1. Capita CustomFit:

A flexible IT support service, tailored to meet the specific needs, budget, and plans of any educational establishment. Simply choose from a matrix of services to build your own service model, which means you only need to pay for the exact services you need instead of paying out for a fully managed service package:



2. Off the shelf:





Terms and conditions

Suppliers/providers awarded to the framework agreement have agreed to and signed YPO's standard terms and conditions. These can be amended by the customer and supplier/provider by mutual agreement to include additional terms to supplement the standard terms and conditions. A variation form is included in the standard terms and conditions document to allow customers and suppliers/providers to amend any terms if required.

Contact information

You can get in touch with the education procurement team for more information using the contact details below:

@ educationprocurement@ypo.co.uk





Glossary

Framework

A framework is an agreement put in place with a supplier or a range of suppliers, allowing you to place an order for products (e.g. furniture, first aid equipment – something you can touch), services (e.g. energy, electronic kitchen management, cleaning etc) or works (e.g. building works) in a quick and easy way.

Frameworks are usually set up with large volume buying in mind. This doesn't mean that you need to purchase a large amount but when you add together all the potential customer spend or volume, you can often achieve better prices and/or value for money for everyone through buying in this way.

A framework agreement will contain a set of agreed terms and conditions that apply to any contract awarded under it. All our frameworks have been put in place to comply with the Public Contract Regulations. Any supplier awarded onto one of our frameworks will have had due diligence undertaken on them and each supplier will have been evaluated to make sure they have the right policies and procedures in place to deliver quality products, services and works to our public sector customers whilst achieving value for money.

DPS

DPS stands for 'Dynamic Purchasing System'. A DPS is a procurement technique used by the public sector to purchase commonly used goods, works or services. A DPS differs from a framework because it's open to new suppliers to join at any time, as long as they meet our selection criteria. This means any new suppliers or a local suppliers you might already use (e.g. gardener, food provider etc) can apply to join at any time. We've got a number of DPS frameworks in place to meet the needs of our customers and allow for added flexibility.

Contract

This is a legally binding agreement between you and one supplier. You're able to call off any framework agreement or DPS to meet your school's needs and only when a call off order is placed and accepted is a contract created. The five rules of contract formation will then be met.

These are:

1. Offer (The offer of work you've placed with the supplier)
2. Acceptance (by the supplier to fulfil your order)
3. Consideration (price)
4. Intention to be legally bound (issuing of the call off contract)
5. Capacity to contract (e.g. authorised signatures to the call off contract)





A framework on the other hand is not strictly a contract as no money has changed hands but is an overarching umbrella agreement under which contracts can be created. The framework doesn't commit either party to actually enter into a contract, but it does set out the terms and conditions, which will apply if a contract is created.

Call Off

A call off is another way of saying 'placing an order'. You're able to call off any framework agreement or DPS to meet the needs of your school. Depending on how the framework's been set up, you might be able to carry out a direct award.

Direct Award

A direct award is when all award criteria have already been evaluated for you and suppliers have been ranked based on who can offer the best quality solution at a good price. You'd go to the first ranked supplier and ask if they could meet your needs/ order at the price given. If that supplier can't, you'd then go to the second ranked supplier and so on until somebody can fulfil what you need. This process is quick and easy and can be done in a matter of days. Frameworks can be set up in two ways to either allow for a direct award or a further competition.

Lot

This is usually part of the framework that's been broken down into smaller sections/ categories. Think of it like the YPO catalogue that's broken down into sections e.g. pens, paper, chairs. Frameworks are often broken down this way into smaller areas, to encourage small and medium sized enterprises or organisations the opportunity to bid for public sector contracts and encourage competition so we can deliver the best value to our customers.

The beauty of calling off a YPO framework or DPS is that the contract will have already been prepared for you with just the blanks to fill in. This will have been agreed with all the suppliers on the framework or DPS. Also, all suppliers have been pre-evaluated and checks carried out on them to make sure they're suitable. We can support you through the entire process and any special conditions can be easily added into the contract.

