FOI220526: Pertaining to Freedom of Information Act 2000 – YPO Framework 684

This document contains supplementary information relating to request 1 and request 5

In relation to request 1: What are the contractual performance KPIs for this contract. Please see extract below:

KEY PERFORMANCE INDICATORS

1. GENERAL

1.1   The purpose of this is to set out the KPIs by which the Supplier's overall performance under this Framework Agreement shall be monitored and managed. This is considered to be an evolving document and is intended to be agreed post contract award.

1.2   The Supplier shall comply with all its obligations related to KPIs and shall use all reasonable endeavours to meet the KPI Targets identified in the table below.

1.3   The KPIs from which performance by the Supplier of this Framework Agreement will be reported against are set out below:

Key Performance Indicator (KPI)	KPI Target	Measured by
2. FRAMEWORK MANAGEMENT		
2.1 MI returns: All MI returns to be returned to the Framework Authority by a date and frequency to be determined post contract award.	100%	Confirmation of receipt and time of receipt by the Framework Authority (as evidenced within the Authority's spend portal
3. CUSTOMER SATISFACTION		
3.1 Services to be provided under Call Off Agreements to the satisfaction of Contracting Bodies	98%	Confirmation by the Framework Authority of the Supplier's performance against customer satisfaction surveys
4. ON TIME DELIVERY		
4.1 Percentage of milestones and contracts delivered in line with initial expected completion date.	95%	Performance shall be measured between the expected completion dates at the Commencement Date of each Call Off Agreement and the actual final date of contract fulfilment. This KPI will be calculated by the Framework Authority and corroborated by Customers.

5.	**ON QUOTE DELIVERY**			
	5.1	Percentage of the Call Off Agreements delivered at or below the initial contract value	90%	Performance shall be measured by comparing the expected final contract values at each Call Off Agreement Commencement Date and the cost of each completed Call Off Agreement. This KPI will be calculated by the Supplier and corroborated by the Customer.
6.	**RESPONSIVENESS TO TENDERS**			
	6.1	Responding to Invitations to Tender issued via the framework on 95% of further competitions.	**95%**	A response is defined as a communication to the Contracting Body confirming that a bid or no bid will be provided.

In relation to request 5: Could you please provide a copy of the service/product specification given to all bidders for when this contract was last advertised? Please also find specifications relating to Frameworks 684 and 1002 respectively below:

SPECIFICATION : ELECTRONIC KITCHEN MANAGEMENT

1. INTRODUCTION
    1.1   YPO is looking to establish a framework for the supply and maintenance of off the shelf software, hardware and electronic solutions which satisfies both kitchen and management administration needs with an option for bespoke enhancements. YPO seeks suppliers who can supply, implement, host and support solutions which meet the information management requirements of a school kitchen or other such large operational catering service. It is expected that the solution will be web based but suppliers should provide the option for customers to be able to host the software solution themselves.
            This requirement has been born of interest from several of our customers covering in excess of 1300 sites.

2. BACKGROUND
    2.1   The catered meals industry is highly legislated and regulated. Currently the administrations of most meal services in schools, academies, care homes etc. is paper-based and in depth trading records are completed at kitchen unit level due to many such kitchens lacking the necessary technology.
            The receipting of information centrally is similarly labour intensive; including time spent opening mail from each unit and processing data manually into spreadsheets so it can be managed.
            The introduction of technology will streamline processes and improve productivity to meet a predicted rise in demand driven by such initiatives as the Universal Free School Meals Programme. The purchase of the right solution will improve remote management of kitchen activities from central offices by enhancing communication systems for:
            a) data/information exchange,
            b) stock control and ordering,
            c) statutory compliance records,
            d) general document and forms management,
            e) staff time records,
            f) message alerts,
            g) exportable reports from all aspects of system data,
            h) staff training,
            i) production of information/ key performance indicators.
    2.2   The scope of a solution has the potential to both speed up and reduce the number of steps in the administration process by:
            a) reducing paper work,
            b) reducing duplication,
            c) improving accuracy/consistency,
            d) speeding up of transactions,
            e) improving efficiency of communications.

3. REQUIREMENT
    3.1   **YPO and our customers require the following to be included in the scope of this tender as a minimum:-**
            a) A fully managed solution. This could be hosted either locally or remotely (please note – cloud hosting must be held within the European Community)
            b) Standard interface to load data sets,
            c) Configuration (Set up information for the customers use),
            d) Central system application for access and storage of data,

e) Implementation of the solution
f) Project management services until fully implemented
g) A dedicated Account Manager to support from implementation and throughout the life of the contract
h) Data validation (ensuring data accuracy) streamlining processes,
i) Provide a suite of management reports to manage performance of a meals service,
j) System back-up/contingency planning/ disaster recovery,
k) Documentation/user guide & training materials including updated versions to reflect system changes
l) Storage of all data for the duration of the contract with archiving if required,
m) User training
n) A flexible licensing or subscription model
o) Helpdesk for the life of the contract,
p) Application Support & Maintenance,
q) ALL patches/upgrades to be supplied at no additional cost and remotely managed,
r) Technology refreshes to be either free of charge or at minimal cost
s) Transfer of all data held on completion of the contract at no additional cost,
t) 2-way communication from key operational system to all mobile devices,
u) All mobile modules must be suitable for use by kitchen staff with limited IT knowledge,
v) Near real time data transfer using WiFi and/or 3/4G networks,
w) All mobile tariffs in mobile devices capable of taking all transactions required.
x) Option for Hardware (Lot 1 only) including charging equipment, styli (where required) and cases all suitable for prolonged use in a commercial kitchen environment;
The following are suggested partial specifications for mobile devices:-
1. Screen resolution– 1024 x 600 or above,
2. Processor- Sufficient to run the solution,
3. Storage- Minimum - Sufficient to run the solution,
4. Camera- Rear facing,
5. Network- WiFi,
6. Mobile data connection- 3/4G capable, open to all networks.
y) The Key Operating System (Management tool) must be capable of operating via MS Internet Explorer 8.
z) There may be requirement that staff of the successful supplier hold full Disclosure and Barring Service (DBS- formally CRB) checks prior to entering particular sites. Ensure that systems are either enabled for mobile use or can easily be integrated with mobile enabled interfaces.
aa) Ensure that support and maintenance services are provided for any software sold via the Framework for the length of the license/subscription
bb) Support and maintenance Charges are to include all updates for changes to the taxation regime applied by HMRC, changes to law by legislators and changes in regulation by regulatory bodies. If a supplier believes that an extraordinary charge is required to cover the cost for any changes this may only to be issued to customer with the Approval of the Framework Authority.
cc) Participate in Supplier Relationship Management meetings with the Authority and/or its procurement partners in relation to this Framework Agreement and their general wider public sector business.
dd) Provide all quotations in a manner that clearly demonstrates to the Contracting Bodies the different costs associated with their procurement, solution, services, on-going support and maintenance and any other costs and any limitations or assumptions that have been made in arriving at the proposed pricing such as anticipated no. of days.
ee) Participate in marketing and promoting of the Framework Agreement to Contracting Bodies.

ff) Provide catalogue pricing that encompasses, as a minimum, licences/subscription, services required to install, integrate or develop systems to meet Contracting Bodies' requirements and ongoing support and maintenance, hardware and ancillaries where appropriate.

gg) Requirements analysis – ability to assess the detailed requirements of a customer's required business outcomes, against those of multiple software programs including pre-sales technical advice; the ability to be able to provide impartial technical advice on suitable platforms, outcomes and services to best meet customers' business requirements

hh) Invoicing – standard invoicing times, query acknowledgement times, query resolution timescales

ii) Sustainability and Social Value – commitment to delivering sustainable solutions whilst recognising social act requirements and supporting local economies

jj) Environmental – recognition of the impact that suppliers' activities have on the environment, including commitment to minimising carbon footprint and environmental impact i.e. use of public transport, minimising travel where possible (remote access) etc.

kk) Complaints management procedures – ability to resolve complaints and areas of customer dissatisfaction through a thorough and defined procedure to ensure prompt customer agreed resolution

ll) Participate in Further Competitions run via the framework by eligible customers.

mm) Agree to the terms and conditions of the Framework and ensure that all call-off contracts are formed using the call-off template amended only to meet the customer's requirements.

3.2   YPO and our customers also require bidders to submit their capability on the following resource specific module as an optional extra:

3.2.1   In order to produce management information and business intelligence the labour elements need to be collected on a daily/weekly basis in order that weekly trading performance can be compiled. These elements must be capable of being held and viewed in the key operational system for a minimum of 12 months in order to provide management information and reports on request. The mobile devices must collect the following information to allow complete performance management.

- Pay or Assignment No.
- Contracted hours
- Actual hours
- Sickness and absence hours
- Type of work – sickness codes

3.2.2   There are elements of time recording classed as non-productive which will not be used in calculating the labour costs. These elements will still need to be recorded in order that non-productive hours can be monitored

3.2.3   To compliment these features, sickness return forms and leave of absence requests would also be available as internal forms.

3.3   The framework will be divided into three separate lots to ensure flexibility for meeting the customer's needs. Headline and general points are listed per lot in this section with detail on particular elements found in section four. Lots 1 and 2 will be further divided within the pricing schedule to allow for a distinction between a) customer hosted solution, and b) supplier hosted solution.

- LOT 1 – FULLY MANAGED SOLUTION (Hardware and Solution)

A single, seamless, end-to-end solution consisting of the following elements is required. Suppliers should make clear in their written submission and pricing schedule if they're able to provide their solution as customer or supplier hosted software and/or if the solution is web based by subscription :-

a) Key Operational System (KOS) - A central key operational system that can process and store all data and transactions provided by kitchen units, capable of producing management information in a variety of formats to sustain a successful meals provision, including management reports and league tables in a variety of formats stratified across the information. The KOS should also be a central hub for communication to remote staff.

b) Kitchen System - A suitable system to be held on mobile devices, ideally with touch screens. Each device should be capable of holding all the relevant information required to measure performance, record and store compliance data, manage stock and provide a method of communication with central offices.

c) Catering Officers System - A solution to be held on a mobile device that provides an overview and summaries of the key operational system in order that catering officers can manage and interpret the performance data from each unit or group of units in order to help and advise on how to improve performance and efficiency.

d) Quality Assurance Monitoring System - A mobile solution to be held on a mobile device capable of collecting ad-hoc performance information about the trading unit in terms of compliance, menus, quality standards, hygiene and health & safety information.

e) Suitable mobile hardware e.g. tablet computer.

3.2.1.1   All of the above should have full audit transactional capability i.e. all transactions to be date and time stamped allowing for a fully accountable history, which can be retrieved on demand for the duration of the contract with author identification when logged.

3.2.1.2   The end to end solution should be capable of sitting alongside existing systems, rather than integrating with them, and provide information in standard file formats e.g. Microsoft Excel, Comma Separated Value (CSV), should integration be necessary. The system will be of a mobile nature for the kitchen unit, catering officers and monitoring teams. The KOS will offer multi seat functionality with the ability to differentiate roles and responsibilities.

3.2.1.3   The customer will provide the supplier with the relevant initial source data in appropriate format to populate the system, and therefore bulk update facilities within the solution will be required to efficiently configure the system. Training must be included to allow the customer to facilitate such uploads themselves.

3.2.1.4   **Hardware requirements**: All devices supplied as part of the contract (including cases, styli and charging equipment) will be replaced free of charge by the tenderer in the event of a fault (tenderers are asked to optionally offer cover for accidental damage). A fully functional replacement device shall be delivered to a designated address by 9.30am the following working day.

3.2.2   LOT 2 – SOFTWARE ONLY

As above for Lot 1 **WITHOUT** the Hardware and Mobile data provision. For this option customers will either utilise compatible existing devices or procure via an alternative compliant route.

3.2.3   LOT 3 – SYSTEM DEVELOPMENT/ENHANCEMENT

3.2.3.1   Separate additions to software package e.g. bolt-ons to enhance the performance and capacity of the solution following the initial configuration of the minimum requirements.

Examples would include integration with institutional systems for example; parent payment.

3.2.3.2   The system should also be open to further development in line with the customer's aspirations either through a defined user group whereby ideas are collated and further developments are implemented or ad-hoc development on an agreed fee basis. Any development work requested by the customer should be agreed and delivered in a timely manner against a set programme of work.

3.2.3.3   Provide a catalogue of prices for services offered in relation to this Lot to include;

- Day rates or packages for solution development and implementation
- Day rates or packages for service management
- Day rates or packages for Business Change (including Training)
- Day rates or packages for related Strategy or Architecture consultancy services.

4.   Further Details- Key Functionality (Listed below are the minimum elements required): -

4.1   Daily Meal Production

- The KOS must generate analysis of meals served and performance analysis information based on kitchen production at unit level.
- Data held within the KOS must be editable within a fully auditable history including date, time and user. Administration rights for named users are required to add or remove services when necessary. Editing access and administration rights to be defined in the roles and responsibility controls.
- The kitchen device must record meals ordered per day and must be capable of being recorded within named fields such as per type including:
  a) Paid,
  b) Statutory free,
  c) Universal free school meals (Key Stage 1, Key Stage 2, Nursery and Dining centre (meals prepared for another school) reported on distinct lines,
  d) Adults i.e. Vatable/Non-Vatable,
  e) Snacks,
  f) Midmorning break,
  g) other ad-hoc services.

4.1.4   All data collected should be automatically totalled on a frequency as determined by the customer (e.g. daily, weekly). Data entered should be editable on the device until the end of the trading period. Data should be visible on the KOS in near real time which is to be taken as meaning a system that controls an environment by receiving data, processing it, and returning the results sufficiently quickly to affect the environment at that time, subject to mobile data network/WiFi signal and internet connectivity. The technology must be capable of storing and forwarding data to guard against issues with signal strength and any resulting loss of data.

4.1.5   The solution must have the facility to reconcile with each site office, the number of meals served by way of digital signature on kitchen device. The information must not be edited once this has been undertaken and the relevant named user should be able to modify the document to make it 'read only'.

4.2   Purchasing Catalogue/Stock Control

4.2.1   The Provider should make a central purchasing catalogue template available to the customer which is to be made up of consumables for kitchen ordering. This should be capable of being updated by office managers with visible changes on the kitchen device in near real time. A suitable archiving

mechanism should be in place to manage stock items. Reports must be available to manage the stock for each trading unit and show line by line, stock by supplier and total holding for each unit. Stock values to be transferred to the KOS only when they have been completed and signed off.

4.2.1.1 The kitchen solution must provide the following stock taking functions:-

a) The central purchasing catalogue must be visible on the kitchen devices,
b) A list of suppliers,
c) Line by line stock record for each stock item which is to be grouped by supplier,
d) Stock items loaded in a variety of unit measures – pack size, weight, whole or partial cases, etc,
e) Stock classifications by supplier,
f) A variety of search methods for efficient stocktaking processes e.g. code, item description, free text,
g) The previous week's stock count record should be visible line by line and by quantity and value producing summary totals,
h) Ability to complete an efficient weekly stock take,
i) Facility to update stock count by exception,
j) Only live stock should be shown and not archived stock,
k) A digital signature to authorise and sign-off that the stocktake is complete.

4.3 Ordering

4.3.1 The KOS must keep a record of all orders and show current status of orders from inception to completion. The order should be viewable, searchable and contain all relevant information at a detailed level e.g. order ID, site, status, supplier, items ordered, value and delivery date. Any discrepancies between items ordered and delivered are to be highlighted for investigation. The solution must include simplified search facilities to find orders based on status, site, supplier and between specific dates for orders and delivery. Reports must be available to manage the order process for each trading unit and show line by line, order by supplier and total orders for each unit.

4.3.2 The kitchen solution will provide the following order and delivery functions:

a) Generate orders for any supplier from the customers' existing purchasing catalogue,
b) The ability to generate orders based on previous orders or favourites,
c) Calculate orders based on pack size, line by line and total order value,
d) Create orders as a record of purchases,
e) Capable of sending order to supplier electronically,
f) Capable of electronic interface with supplier,
g) Specify the status of the order (with supplier, in transit, delivered),
h) Receipt of order from delivery notes,
i) Capable of dealing with exceptions e.g. missing items, substitutes, over deliveries, wrong item; substandard products.

4.4 Document Management

4.4.1 The software must be capable of holding multiple records of procedures, regulations, instructions, manuals, compliance forms and guidance documents in the form of PDF's which once sent cannot be edited.

4.4.2 The solution must have the ability to publish documents on specified devices as a read only document which is directed to specific folders e.g. Manuals, Health & safety, HR and menus etc.

4.4.3 The solution must be capable of recording the transaction and storing a read receipt.

4.4.4 The solution must be capable of holding an activity log that details when documents were sent and read; including date and time stamp.

	4.4.5	The solution must have the ability to remove or control versions of existing documents on mobile devices to ensure only the latest version is visible.
	4.4.6	The solution will provide the following document management functions:

     a)   Alert the user to new documents,

     b)   Allow pan and zoom to documents,

     c)   Store and record when documents are accessed, and by who,

     d)   Provide a transaction number back to the KOS for audit purposes,

     e)   Create a document folder hierarchy for different types of documents,

     f)   Easy document retrieval.

4.5 Statutory compliance/ internal forms

4.5.1 The KOS must be capable of creating templates suitable for statutory compliance and other internal forms. A full history of all completed forms from the mobile device must be searchable via a database application.

4.5.2 The mobile device must be capable of receiving standard templates for completion with defined cycles such as daily, weekly, monthly etc. with alerts if not completed on the required schedule. Each type of form will be stored in a folder hierarchy and capable of holding at least two signatures. The facility must be available to control how long forms remain visible on the device before archiving.

4.5.3 Minimum forms to be included

     a)   Hazard Analysis Critical Control Point (HACCP) – daily temperature recording of equipment and food at the daily regular frequencies, training records and work instructions.

     b)   Cleaning records signed for completion each day and each week,

     c)   Audited trading records,

     d)   Requests for internal stock – e.g. uniform orders, light equipment,

     e)   Comments forms

4.5.4 Each form must be capable of holding both free text fields and dropdown responses. Specified published forms must be capable of holding multiple signatures, allowing for individual kitchen team members to sign and acknowledge a document has been read. They should also have the capability to be de-personalised for security reasons, to ensure that no personal or sensitive data is stored on the mobile device.

4.6 Communication

4.6.1 The end to end solution must be capable of near real time communication using WiFi or 3/4G in order that all transactions are synchronised both ways on a regular basis, either by user or seamlessly in the background.

4.6.2 All key operational elements when set up must be publishable by the system administrator with control mechanisms which can identify a clear audit trail of transactions.

4.6.3 The KOS must be able to prioritise messages, publish documents and send and receive transactions in a timely manner.

4.6.4 Communication with the mobile devices must have both visual and audible alerts if required with reminders in order that no communication is missed.

4.6.5 All communications both from the KOS and mobile devices must be of a structured nature and held centrally in the key operational database as transactional records which can be searched and retrieved on demand.

4.6.6 The mobile devices must be capable of holding information until signal becomes available and synchronise in batches (store and forward if sync fails for any reason).

4.7 Reporting

4.7.1 The solution must have the ability to formulate information into reports and business intelligence, exportable reports in a number of output formats including but not limited to:
a) Printed,
b) PDF,
c) CSV,
d) Microsoft Excel spreadsheet.

4.7.2 The solution must be capable of ensuring PDF output reports can be customisable in order to take unique branding e.g. Customer logo, banners and footers to provide professionally designed reports.

4.7.3 The solution must have the ability to create ad-hoc reports using wizards and by filtering information based on all data sets included in the key operational system.

4.7.4 A set of standard performance reports must be provided in order that key performance indicators can be measured and easily extracted.

4.7.5 The mobile devices must have a performance module in order to show the trading unit's various key performance reports including uptakes and food cost percentage.

4.7.6 All reports will have the facility to be sorted and grouped as desired.

4.7.7 Performance reports to include:
a) Uptake reports – (numbers of meals served against numbers on roll, total and split by meal type),
b) Kitchen performance report,
c) Stock analysis,
d) Total meals served,
e) Stock taking,
f) Outstanding Actions - unread documents/alerts

4.8 Quality Assurance Monitoring System

4.1 The KOS must be capable of compiling a standard form that can be published to a quality assurance monitoring module in order that kitchen standards can be assessed on site, the form completed and sent back, from which performance management reports can be extracted and league tables published. Rectification notices for any defects or failures must be produced as actionable to the kitchen system providing a full auditable database for quality assurance.

4.2 The mobile device must be capable of holding a module, to which kitchen standards can be measured, comprised of a viewable template which weights and scores the totals for each individual kitchen activity. Calculations must be pre-programmed and the completed pro-forma to produce a summary report with an overall score. This information once collated should transfer to the kitchen system in order that managers can see their own performance only and any rectification notices based on results can be actioned.

4.3 Further follow up reports should be capable of being created which shall include corrective actions arising from the inspection to be calculated with follow up dates and subsequent scores to evidence action completed and a second upload to the kitchen device.

4.4 The module must be flexible to allow for changes to the monitoring template.

5. SECURITY STANDARDS

5.1 The Supplier must be committed to ensuring that security protocols are in place to ensure **any personal sensitive or commercially sensitive information is protected over the internet and all reasonable steps have been taken in order to maintain integrity of the information held on devices, transmitted over the airwaves and stored in a hosted cloud environment.**

5.2 Central Government have issued standards in order that small/medium enterprises systems can be assessed against security. It is therefore expected that any supplier of a system of a mobile nature and hosted in the cloud environment will hold accreditation to the Cyber Essential scheme by the rollout date.

5.3 This scheme provides a clear statement of the basic controls all organisations should implement to mitigate the risk from common internet based threats, within the context of the Government's 10 Steps to Cyber Security.

5.4 There should be a level of mobile device management (MDM) on the device to allow control and enforce policies on the device, e.g. remote wipe capability, switching features off and on such as access to the app store and internet.

5.5 The hosted data centre must be European Economic Area (EEA) based and comply with an information security management standard such as ISO 27001 or equivalent, or working to accreditation to the cyber essential scheme, and all backups carried out and stored within the EEA.

5.6 The Data Protection Act requires a written contract (Schedule 1 Part II paragraph 12(a)(ii)) between the data controller (customer) and the data processor (System supplier) requiring that the "data processor is to act only on instructions from the data controller" and "the data processor will comply with security obligations equivalent to those imposed on the data controller itself and therefore the customer will produce a data processing agreement with the successful supplier which will set out how information will be processed in order to mitigate security risks.

5.7 In order that the customer may retain sufficient control over the data to fulfil their data protection obligations any elements of personal, sensitive or commercially sensitive data will be assessed against the security of the system and determine the associated risks to decide what elements if any should be omitted e.g. Client signatures, employee information, supplier information.

6. IMPLEMENTATION

6.1 Project management – ability to fully manage a project, its resources and contractors, to ensure they are delivered on-time, with the required quality, and against budget, whilst meeting all expected outcomes and specifications. This may include:

6.1.1 Expected deliverables from supplier:
Prince2 Project (or equivalent) Initiation Document, incorporating but not limited to:
a) Business and Project Objectives,
b) Project constraints and limitations (Technical and Business),
c) Project scope,
d) Staff Accountabilities / Roles and responsibilities,
e) Project Phasing and Deliverables,
f) Detailed project costs.
g) Phase Acceptance & Progression Criteria,
h) Project Milestones
i) Project Controls / Reporting & Quality,
j) Management of Issues & Risks,
k) Software support schedule,
l) Hardware support schedule,
m) Quality standards implemented (e.g. ISO 9000),

      n)   Confirmation of adherence to data protection policies and details of data retention and deletion policies,

      o)   Details of any software development and service management methodologies used,

6.1.2   Where appropriate a Project Plan will be produced by the Supplier including but not limited to;

      a)   Project Risk Register,

      b)   Project Change Control Register,

      c)   Initial Support,

      d)   System Design & Architecture Documents including location of each software module,

      e)   Information on the hosting of software. If any elements of this are not explicitly owned by the supplier, please provide further details by way of a technical diagram highlighting any third party arrangements and licensing implications, support agreements with their suppliers and costs;

      f)   System Build Processes/Scripts & State Documents,

      g)   Cost of delivery,

      h)   Responsibility for all licenses,

      i)   On-going service support and issue resolution,

      j)   Help desk type approach to logging issues,

      k)   Dedicated Project Manager,

      l)   Defined roles and responsibilities documentation,

      m)   Project Organisation and Communication,

      n)   Samples of training materials and system documentation,

      o)   Qualified Trainer,

      p)   Implementation plan.

6.1   Training and Implementation

6.2.1   The system is to be installed following a pilot to test specific functions and to tailor to a customer's needs for reporting. The suppliers are required to host, set up, and agree an implementation plan with clear milestones defined which comply with the customer's timescales. This will be free of charge, regardless of whether the customer proceeds with the order or not.

6.2.2   Customers require a key user group demonstration and introduction with hardware familiarisation to take place before initial training phase commences. The supplier is required to take part in initial training as part of the solution and with an enhanced support arrangement for an embedding period after *Go Live* and before total migration from paper to device. While customers will endeavour to arrange these sessions with full attendance at a particular location, due to differing working patterns this training may be required to be delivered at multiple sites.

7.   ACCOUNT MANAGEMENT

7.1   A dedicated account manager

7.2   A free phone number to a UK based, ITIL compliant service desk as detailed below

7.3   Consistent performance meeting and exceeding agreed key performance indicators (see Appendix A)

7.4   Management Information provided to the customer at an individually agreed frequency

7.5   Management Information provided to YPO on a quarterly basis

7.6   The provision of a designated account manager to act as a single point of contact on all matters relating to the solution implemented;

7.7   Regular solution performance review meetings with the Customer (frequency and format to be agreed), to review the solution matters such as Service Levels, software upgrades, risks and issues, resource utilisation,

implementation progress and to agree future requirements and developments, including innovation and continuous improvement plans;

7.8   Provision of a Monthly report to support review meetings covering the items described above; and

7.9   Maintenance of records and provide monthly performance reports to demonstrate the levels of service provided, enabling the Customer to determine the Supplier's overall performance in providing the solution.

8.   SERVICE DESK

8.1   The Service Desk acts as the primary user interface between the customer and the Information System function. The role of the Service Desk is to take ownership of all calls made to it, and to ensure that the Contracting Bodies are provided with incident resolutions.

8.2   The Service Desk should preferably be ITIL (Information Technology Infrastructure Library) compliant and may include, but will not be limited to, the provision of the following services:

- A logical 'Single Point of Contact' for all user contacts
- Contacts can be by telephone, email, and fax.
- Accurate recording of all contacts
- Instigation of escalation procedures as appropriate
- Direct and prompt resolution of incidents
- Providing timely and accurate information to users
- Obtaining Customer's agreement or signoff prior to the closure of any contact
- Active ownership, tracking, management and reporting of all incidents within scope
- To keep the caller updated of the status of any incident where they are unlikely to be resolved or completed within the agreed time
- To update appropriate IT and user management of the status of all high priority and service affecting contacts
- Where necessary provide on-site support to the repair process

9.   MAINTENANCE SERVICES

9.1   The provision of maintenance services for software applications within the scope of the Lot (inclusive of any customisation) including but not limited to:

- Break-fix support

- Advisory services on the implementation of pre-built patches that the customer has rights to deploy/is licensed to use by the relevant Software Owner

- Development, testing and implementation of bug fixes (or such bug fixes where available from the relevant software owner, advisory services in the implementation thereof)

- Development, testing and implementation of workarounds where bug fix is not possible (or such bug fixes where available from the relevant software owner advisory services in the implementation thereof)

- Monitoring of the operation of the software in order to assure application and information availability and integrity

- Provision of a knowledge-base of known issues and solutions in respect of the software

- Provision of release notes to customers

- Assistance with upgrading, replacing, or otherwise changing the software

8   Protection of Personal Data

8.1   The Supplier shall:

(a)   process the Personal Data only in accordance with instructions from the customer to perform its obligations under this Framework Agreement;

(b)   ensure that at all times it has in place appropriate technical and organisational measures to guard against unauthorised or unlawful Processing of the Personal Data and/or accidental loss, destruction, or damage to the Personal Data;

(c)   not disclose or transfer the Personal Data to any third party or Supplier Personnel unless necessary for the provision of the Goods and/or Services and, for any disclosure or transfer of Personal Data to any third party, obtain the prior written consent of the customer (save where such disclosure or transfer is specifically authorised under this Framework Agreement);

(d)   take reasonable steps to ensure the reliability and integrity of any Supplier Personnel who have access to the Personal Data and ensure that the Supplier Personnel:

(i)   are aware of and comply with the Supplier's duties under this Clause (Confidentiality);

(ii)   are informed of the confidential nature of the Personal Data and do not publish, disclose or divulge any of the Personal Data to any third party unless directed in writing to do so by the Authority or as otherwise permitted by this Framework Agreement; and

(iii)   have undergone adequate training in the use, care, protection and handling of personal data (as defined in the DPA);

(e)   notify the customer within five (5) Working Days if it receives:

(i)   from a Data Subject (or third party on their behalf) a Data Subject Access Request (or purported Data Subject Access Request), a request to rectify, block or erase any Personal Data or any other request, complaint or communication relating to the Authority's obligations under the DPA;

(ii)   any communication from the Information Commissioner or any other regulatory authority in connection with Personal Data; or

(iii)   a request from any third party for disclosure of Personal Data where compliance with such request is required or purported to be required by Law;

(f)   provide the customer with full cooperation and assistance (within the timescales reasonably required by the customer) in relation to any complaint, communication or request made (as referred to above, including by promptly providing:

(i)   the customer with full details and copies of the complaint, communication or request;

(ii)   where applicable, such assistance as is reasonably requested by the Authority to enable the customer to comply with the Data Subject Access Request within the relevant timescales set out in the DPA; and

(iii) the customer, on request by the customer, with any Personal Data it holds in relation to a Data Subject; and

(g) if requested by the customer, provide a written description of the measures that the Supplier has taken and technical and organisational security measures in place, for the purpose of compliance with its obligations pursuant to this Clause and provide to the customer copies of all documentation relevant to such compliance including, protocols, procedures, guidance, training and manuals.

8.3 The supplier shall not Process or cause or permit any Personal Data to be transferred in or to any country outside the European Economic Area or any country which is not determined to be adequate by the European Commission pursuant to Article 25(6) of Directive 95/46/EC (together "Restricted Countries") without the Approval of the Framework Authority. If, after the Framework Commencement Date, the Supplier or any Sub-Contractor wishes to Process and/or transfer any Personal Data in or to anywhere outside the European Economic Area, the following provisions shall apply:

(a) the Supplier shall propose a variation to the Framework Authority which, if it is agreed by the Authority, shall be dealt with accordingly.

(b) the Supplier shall set out in its proposal to the Framework Authority for a Variation, details of the following:

(i) the Personal Data which will be transferred to and/or Processed in or to any Restricted Countries;

(ii) the Restricted Countries to which the Personal Data will be transferred and/or Processed; and

(iii) any Sub-Contractors or other third parties who will be Processing and/or receiving Personal Data in Restricted Countries;

(iv) how the Supplier will ensure an adequate level of protection and adequate safeguards in respect of the Personal Data that will be Processed in and/or transferred to Restricted Countries so as to ensure the customers compliance with the DPA;

(b) in providing and evaluating the Variation, the Parties shall ensure that they have regard to and comply with the Framework Authority, Central Government Bodies and Information Commissioner Office policies, procedures, guidance and codes of practice on, and any approvals processes in connection with, the Processing in and/or transfers of Personal Data to any Restricted Countries; and

(c) the Supplier shall comply with such other instructions and shall carry out such other actions as the Authority may notify in writing, including:

(i) incorporating standard and/or model clauses (which are approved by the European Commission as offering adequate safeguards under the DPA) into this Framework

Agreement or a separate data processing agreement between the Parties; and

(ii) procuring that any Sub-Contractor or other third party who will be Processing and/or receiving or accessing the Personal Data in any Restricted Countries either enters into:

(A) a direct data processing agreement with the customer on such terms as may be required by the customer; or

(B) a data processing agreement with the Supplier on terms which are equivalent to those agreed between the customer and the Supplier relating to the relevant Personal Data transfer,

and the Supplier acknowledges that in each case, this may include the incorporation of model contract provisions (which are approved by the European Commission as offering adequate safeguards under the DPA) and technical and organisation measures which the customer deems necessary for the purpose of protecting Personal Data.

8.4   The Supplier shall use its reasonable endeavours to assist the customer to comply with any obligations under the DPA and shall not perform its obligations under this Framework Agreement in such a way as to cause the customer to breach any of the customer's obligations under the DPA to the extent the Supplier is aware, or ought reasonably to have been aware, that the same would be a breach of such obligations.

Appendix A

KEY PERFORMANCE INDICATORS

1. GENERAL

1.1 The purpose of this is to set out the KPIs by which the Supplier's overall performance under this Framework Agreement shall be monitored and managed. This is considered to be an evolving document and is intended to be agreed post contract award.

1.2 The Supplier shall comply with all its obligations related to KPIs and shall use all reasonable endeavours to meet the KPI Targets identified in the table below.

1.3 The KPIs from which performance by the Supplier of this Framework Agreement will be reported against are set out below:

Key Performance Indicator (KPI)	KPI Target	Measured by
1. FRAMEWORK MANAGEMENT		
1.1 MI returns: All MI returns to be returned to the Framework Authority by a date and frequency to be determined post contract award.	100%	Confirmation of receipt and time of receipt by the Framework Authority (as evidenced within the Authority's spend portal
2. CUSTOMER SATISFACTION		
2.1 Services to be provided under Call Off Agreements to the satisfaction of Contracting Bodies	98%	Confirmation by the Framework Authority of the Supplier's performance against customer satisfaction surveys
3. ON TIME DELIVERY		
3.1 Percentage of milestones and contracts delivered in line with initial expected completion date.	95%	Performance shall be measured between the expected completion dates at the Commencement Date of each Call Off Agreement and the actual final date of contract fulfilment. This KPI will be calculated by the Framework Authority and

		corroborated by Customers.
4. ON QUOTE DELIVERY		
4.1 Percentage of the Call Off Agreements delivered at or below the initial contract value	90%	Performance shall be measured by comparing the expected final contract values at each Call Off Agreement Commencement Date and the cost of each completed Call Off Agreement. This KPI will be calculated by the Supplier and corroborated by the Customer.
5. RESPONSIVENESS TO TENDERS		
5.1 Responding to Invitations to Tender issued via the framework on 95% of further competitions.	**95%**	A response is defined as a communication to the Contracting Body confirming that a bid or no bid will be provided.

Electronic Communications, Payments and Kitchen Management Systems

YPO Ref 001002

1.   Specification

The minimum Specification required under this Framework is either:

- Detailed below **OR**
- Detailed in the Specification and the Tender Particulars

This is a minimum specification for evaluation at ITT stage only. Standard Call-off Contracts will be awarded by Direct Award i.e. without re-opening competition. For Standard Call-offs, Providers will be ranked based on the score provided by the evaluation of this Tender exercise. A Direct Award can be made to a Provider if the participating OCA can demonstrate the selected Provider offers the most economic advantageous offer. If the top-ranking Supplier cannot offer the services, then the customer has the option to use the 2nd ranked Supplier.

Competed Call-off Contracts will be awarded following a Further-competition. Customers conducting a Further-competition will write their own specification around their own requirements which will be evaluated and scored at Further-competition stage through an evaluation process.

Introduction:

YPO is looking to establish a Framework for Electronic Communications, Payments and Kitchen Management Systems re hardware and electronic solutions including apps which satisfies a number of aspects of Management Information (MI) and the administration and communication of this within, but not limited to, for example a school or a care home. This includes but is not limited to the kitchen and management administration including MI systems to store and manage the data for both the kitchen and the establishment i.e school. This Framework will also cover all electronic communications within the establishment e .g School and associated tools both internally and externally regarding communications out to end users. For example, within a school setting it can assist with the notification and processing of finance and payments online in relation to meals/trips/uniforms and the consents for school trips/after school clubs. Communications regarding information out to parents or carers/end users via SMS/email and notifications of arrival in lessons etc. Good communication and management, tracking and use of accurate data can help safeguard all pupils and assist in attracting new pupils to the school and this Framework aims to support this and many other factors.

Background:

The catered meal industry is highly legislated and regulated. There has been a huge shift to online administration of most meal services in schools, academies and care homes etc in the last 4 years and this Framework is aimed at continuing this progress.

The other side of this Framework is the management of the establishment site to reduce repetitive tasks by automating them into one or a number of systems with will speed up administration and provide accurate real time reporting. Sites will be able to communicate more internally and externally and much quicker and accurately. The Framework aims to be a child or patient centred solution and will allows these types of establishments to identify emerging problems and evidence them, provide data on performance, track successes and areas for improvement and analyse the supporting data. The Framework can create a community via communication. For example, but not limited to in a school setting Teachers

will get support through registration, assessments and be able to look at trends and interventions of pupils. Accounting will be less administrative by parents paying online. Pupils/classes/or Groups who need extra support can be supported. This will give the establishments a real snapshot of all incomes and outgoings.

Lot 1 – A Full Electronic Kitchen Management Solution - Comprising of Software and Hardware - Customer Hosted/On premise

- Key Operational System (KOS) - A central key operational system that can process and store all data and transactions provided by kitchen units, capable of producing management information in a variety of formats to sustain a successful meals provision, including management reports and league tables in a variety of formats stratified across the information. The KOS should also be a central hub for communication to remote staff.
- Kitchen System - A suitable system to be held on devices, ideally with touch screens. Each device should be capable of holding all the relevant information required to measure performance, record and store compliance data, manage stock and provide a method of communication with central offices.
- Catering Officers System - A solution to be held on a device that provides an overview and summaries of the key operational system in order that catering officers can manage and interpret the performance data from each unit or group of units in order to help and advise on how to improve performance and efficiency.
- Quality Assurance Monitoring System - A solution to be held on a device capable of collecting ad-hoc performance information about the trading unit in terms of compliance, menus, quality standards, hygiene and health & safety information.
- Suitable hardware including but not limited to e.g. tablet computer/mobile/PC/Laptop
- All of the above should have full audit transactional capability i.e. all transactions to be date and time stamped allowing for a fully accountable history, which can be retrieved on demand for the duration of the contract with author identification when logged. The data may need to be available after the contract as per the individual call off requirements.
- The end to end solution should be capable of sitting alongside existing systems and integrating with them dependant on customer requirement, and provide information in standard file formats e.g. Microsoft Excel, Comma Separated Value (CSV), should integration be necessary. The system could be of a mobile nature so this needs to be available if required for the kitchen unit, catering officers and monitoring teams. The KOS will offer multi seat functionality with the ability to differentiate roles and responsibilities.
- The customer will provide the Supplier with the relevant initial source data in an appropriate format to populate the system, and therefore bulk update facilities within the solution will be required to efficiently configure the system. Training must be included to allow the customer to facilitate such uploads themselves.

Hardware requirements:

- All devices supplied as part of the contract (including cases, styli and charging equipment) will be replaced free of charge by the Tenderer in the event of a fault (Tenderers are asked to optionally offer cover for accidental damage). A fully functional replacement device shall be delivered to a designated address by following working day dependant when the call is logged and the individual call off
- If mobile devices are used then the data provision should be included in the solution
- A Fully managed solution. This should be customer hosted on site.
- Standard interface to load data sets
- Implementation of the solution
- Central application for access and storage of data
- Project Management Services until fully implemented
- A dedicated Account Manager to support from implementation and throughout the life of the contract
- Data validation (ensuring data accuracy) streamlining processes
- Provide a suite of management reports to manage performance of a meals service
- System backup /contingency/disaster recovery
- Documentation/user guide and training materials including updated versions to reflect system changes
- Storage of all data for the duration of the contract with archiving, replication and/or backup offerings if required. Data maybe required to be available for a period of time after the contract this will be determined at the call off stage
- User training
- A flexible licencing or subscription model as in the number of users
- Helpdesk for the lifetime of the contract timings will be established at call off stage
- Application support and maintenance for life of the contract charged annually
- All patches/upgrades to be supplied at no additional cost and remotely managed
- Technology upgrades to be either free of charge or at minimal cost
- Transfer of all data held on completion of contract at no additional cost
- 2-way communication from key operational system to all mobile devices
- All mobile modules must be suitable for use by kitchen staff with limited IT knowledge
- Near real time data transfer using Wi-Fi or 3/4/5G networks or above
- All connectivity to mobile devices must be capable of taking all transactions required
- Option for hardware including charging equipment, styli (where required) and cases all suitable for prolonged use in a commercial kitchen environment
- Suggested partial specification for mobile devices or equivalent:
  1. Screen resolution 1024 x 600 or above or equivalent
  2. Storage – sufficient to run the solution and hold the amount of data needed
  3. Camera rear facing or equivalent
  4. Network – Wi-Fi
  5. Mobile Data connection 3/4/5G capable, open to all networks UK wide coverage
- The key operating system (management tool) must be capable of operating via modern web browsers such as edge, chrome to be determined at call off stage

- Participate in Supplier relationship management meetings with the authority and/or its procurement partners in relation to this Framework Agreement and any Call-off Contract
- Provide quotations in a timely manner that clearly demonstrates to the contracting bodies the different costs associated with their procurement, solution, services included, on-going support and maintenance and any other costs associated and any assumptions that have been made in arriving at the proposed pricing such as anticipated no of days
- In order to produce management information and business intelligence the labour elements need to be collected on a daily/weekly basis in order that weekly trading performances can be compiled. These elements must be capable of being held and viewed in the key operational system for a minimum of 12 months in order to provide management information and reports on request. The mobile devices must collect the following information to allow complete performance management:
  1. Pay or Assignment Number
  2. Contracted Hours
  3. Sickness and absence hours
- Type of work – sickness codes system backup /contingency/disaster recovery in place to provide mandatory uptime of 95% availability
- Able to operate on a on a variety of devices including but not limited to desktop, PC, Laptop, tablet, mobile devices/
- Mobile App to facilitate payments
- Must be able to integrate with MI systems, pull printing systems and other related customer systems as required
- Innovative options for the future such as language options, customer branding

Lot 2 – A Full Electronic Kitchen Management Solution comprising of software and hardware – cloud hosted or off premise

A fully managed solution. This could be hosted locally or remotely in the cloud.

- Standard interface to load data sets
- Implementation of the solution
- Central application for access and storage of data
- Project Management Services until fully implemented
- A dedicated Account Manager to support from implementation and throughout the life of the contract
- Data validation (ensuring data accuracy) streamlining processes
- Provide a suite of management reports to manage performance of a meals service
- System backup /contingency/disaster recovery
- Documentation/user guide and training materials including updated versions to reflect system changes
- User training
- A flexible licencing or subscription model as in the number of users

- Helpdesk for the lifetime of the contract timings will be established at call off stage
- Application support and maintenance for life of the contract charged annually
- All patches/upgrades to be supplied at no additional cost and remotely managed
- Transfer of all data held on completion of contract at no additional cost
- 2-way communication from key operational system to all mobile devices
- The key operating system (management tool) must be capable of operating via modern web browsers such as edge, chrome to be determined at call off stage
- Participate in supplier Relationship management meetings with the authority and/or its procurement partners in relation to this Framework Agreement
- Provide quotations in a timely manner that clearly demonstrates to the contracting bodies the different costs associated with their procurement, solution, services included, on-going support and maintenance and any other costs associated and any assumptions that have been made in arriving at the proposed pricing such as anticipated no of days
- In order to produce Management information and business intelligence the labour elements need to be collected on a daily/weekly basis in order that weekly trading performances can be compiled. These elements must be capable of being held and viewed in the key operational system for a minimum of 12 months in order to provide management information and reports on request. The mobile devices must collect the following information to allow complete performance management:
  1. Pay or Assignment Number
  2. Contracted Hours
  3. Sickness and absence hours
  4. Type of work – sickness codes

Lot 3 – Software only Lot for Electronic Kitchen Management Customer Hosted

This is a software only Lot . This should be customer hosted on site.

- Standard interface to load data sets
- Implementation of the solution
- Project Management Services until fully implemented
- A dedicated Account Manager to support from implementation and throughout the life of the contract
- Provide a suite of management reports to manage performance of a meals service
- System backup /contingency/disaster recovery
- Documentation/user guide and training materials including updated versions to reflect system changes
- User training
- A flexible licencing or subscription model as in the number of users
- Helpdesk for the lifetime of the contract timings will be established at call off stage
- Application support and maintenance for life of the contract
- All patches/upgrades to be supplied at no additional cost and remotely managed
- Transfer of all data held on completion of contract at no additional cost
- 2-way communication from key operational system to all mobile devices

- Participate in Supplier relationship management meetings with the authority and/or its procurement partners in relation to this Framework Agreement and any Call-off Contract
- Provide quotations in a timely manner that clearly demonstrates to the contracting bodies the different costs associated with their procurement, solution, services included, on-going support and maintenance and any other costs associated and any assumptions that have been made in arriving at the proposed pricing such as anticipated no of days
- The software should enable production of management information (MI) and business intelligence the labour elements need to be collected on a daily/weekly basis in order that weekly trading performances can be compiled. These elements must be capable of being held and viewed in the key operational system for a minimum of 12 months in order to provide management information and reports on request. The mobile devices must collect the following information to allow complete performance management:
    Pay or Assignment Number
    Contracted Hours
    Sickness and absence hours
    Type of work – sickness codes
- System backup /contingency/disaster recovery in place to provide mandatory uptime of 95% availability
- Documentation/user guide and training materials including updated versions to reflect system changes
- User training
- Mobile App to facilitate payments
- Must be able to integrate with MI systems, pull printing systems and other related customer systems as required
- Innovative options for the future such as language options, customer branding

Lot 4 – Software only Lot for Electronic Kitchen Management – Cloud Hosted or Off premise

A software only Lot . This should be cloud hosted or off premise.

- Standard interface to load data sets
- Implementation of the solution
- Project Management Services until fully implemented
- A dedicated Account Manager to support from implementation and throughout the life of the contract
- Data validation (ensuring data accuracy) streamlining processes
- Software to have ability to provide a suite of management reports to manage performance of a meals service
- System backup /contingency/disaster recovery

- Documentation/user guide and training materials including updated versions to reflect system changes
- User training
- A flexible licencing or subscription model as in the number of users
- Helpdesk for the lifetime of the contract will be established at call off stage
- Application support and maintenance for life of the contract
- All patches/upgrades to be supplied at no additional cost and remotely managed
- Transfer of all data held on completion of contract at no additional cost
- 2-way communication from key operational system to all mobile devices
- Near real time data transfer using Wi-Fi or 3/4/5G networks
- The key operating system (management tool) must be capable of operating via MS Internet explorer 9 or later versions
- Participate in Supplier relationship management meetings with the authority and/or its procurement partners in relation to this Framework Agreement and any Call-off Contracts
- Provide quotations in a timely manner that clearly demonstrates to the contracting bodies the different costs associated with their procurement, solution, services included, on-going support and maintenance and any other costs associated and any assumptions that have been made in arriving at the proposed pricing such as anticipated no of days
- In order to produce Management Information (MI) and business intelligence the labour elements need to be collected on a daily/weekly basis in order that weekly trading performances can be compiled. These elements must be capable of being held and viewed in the key operational system for a minimum of 12 months in order to provide management information and reports on request. The mobile devices must collect the following information to allow complete performance management:
  Pay or Assignment Number
  Contracted Hours
  Sickness and absence hours
- Type of work – sickness codes System backup /contingency/disaster recovery in place to provide mandatory uptime of 95% availability
- Documentation/user guide and training materials including updated versions to reflect system changes
- All patches/upgrades to be supplied at no additional cost and remotely managed
- Able to operate on a on a variety of devices such as desktop, PC, Laptop, tablet, mobile devices but not limited to
- Mobile App to facilitate payments
- Must be able to integrate with MI Systems, pull printing systems and other related customer systems as required
- Innovative options for the future such as language options, customer branding

Lot 5 - Online Payment Applications/~~Solutions~~

- Software that connects to internal systems and data to provide an option for end users to make online payments which may include but not limited to such things as school meals/trips/uniforms/after school clubs, day centre activities
- Must have the ability to store all the information required to process, manage and reconcile payments securely in a central online system
- Must have functionality for end users to review their own balances and have the ability to cancel payments if required
- Timely transfer of funds no longer than 5 working days but can be agreed at call off stage
- Suppliers and/or their payment partners must be PCI DSS compliant and be able to demonstrate the compliance to customers upon request
- Facilitation of secure collection and payments from end users
- Provide a suite of management reports to manage performance, analyse and integrate with cashless catering systems and any other Lot(s) if required and other Management Information systems if required
- System backup /contingency/disaster recovery in place to provide mandatory uptime of 95% availability
- Documentation/user guide and training materials including updated versions to reflect system changes
- Storage of all data for the duration of the contract with archiving, replication and/or backup offerings if required. Data maybe required to be available for a period of time after the contract this will be determined at the call off stage
- User training
- A flexible licencing or subscription model as in the number of users
- Helpdesk for the lifetime of the contract will be established at call off stage
- Application support and maintenance for life of the contract
- All patches/upgrades to be supplied at no additional cost and remotely managed
- Technology upgrades to be either free of charge or at minimal cost
- Transfer of all data held on completion of contract at no additional cost
- Participate in Supplier relationship management meetings with the authority and/or its procurement partners in relation to this Framework Agreement and any Call-off Contract
- Provide quotations in a timely manner that clearly demonstrates to the contracting bodies the different costs associated with their procurement, solution, services included, on-going support and maintenance and any other costs associated and any assumptions that have been made in arriving at the proposed pricing such as anticipated no of days
- Able to operate on a on a variety of devices including but not limited to desktop, PC, Laptop, tablet, mobile devices
- Mobile App to facilitate payments which should be user friendly and secure
- Must be able to integrate with customer systems as required including but not limited to library management systems, travel card systems, pull printing systems, car park access systems and other related systems
- Innovative options for the future such as language options, customer branding

Lot 6 - Communication Software via omni channel solutions email/SMS

This Lot is for Communication Software that connects to internal systems and data to provide communications to external users via email and/or SMS

- Must give end users the ability to update/amend/Recall and cancel where required
- Examples of use will be to notify end users of events including but not limited to per school/class/groups such as parents evening, after school activities via email and or text message or direct access to the portal
- End user to have access to update their own contact details via a self-serve portal removing the administration from the school/establishment this information could be extended to incorporate but not limited to medical details, allergen information, dietary requirements, timetables, attendance
- Provide a suite of management reports to manage performance
- System backup /contingency/disaster recovery
- Documentation/user guide and training materials including updated versions to reflect system changes
- Storage of all data for the duration of the contract with archiving, replication and/or backup offerings if required. Data maybe required to be available for a period of time after the contract this will be determined at the call off stage
- Storage of all data for the duration of the contract with archiving, replication and/or backup offerings if required. Data maybe required to be available for a period of time after the contract this will be determined at the call off stage
- User training
- A flexible licencing or subscription model as in the number of users
- Helpdesk for the lifetime of the contract will be established at call off stage
- Application support and maintenance for life of the contract
- All patches/upgrades to be supplied at no additional cost and remotely managed
- Technology upgrades to be either free of charge or at minimal cost
- Participate in Supplier relationship management meetings with the authority and/or its procurement partners in relation to this Framework Agreement and any Call-off Contracts
- Provide quotations in a timely manner that clearly demonstrates to the contracting bodies the different costs associated with their procurement, solution, services included, on-going support and maintenance and any other costs associated and any assumptions that have been made in arriving at the proposed pricing such as anticipated no of days
- Transfer of all data held on completion of contract at no additional cost
- System backup /contingency/disaster recovery in place to provide mandatory uptime of 95% availability
- Documentation/user guide and training materials including updated versions to reflect system changes

- Storage of all data for the duration of the contract with archiving, replication and/or backup offerings if required. Data maybe required to be available for a period of time after the contract this will be determined at the call off stage
- User training
- Able to operate on a on a variety of devices including but not limited to desktop, PC, Laptop, tablet, mobile devices
- Must be able to integrate with other related customer systems as required including but not limited to library management systems, travel card systems, pull printing systems, car park access systems and
- Innovative options for the future such as language options, customer branding, two way communication for example notification of illness from parent to school

Lot 7 - Cashless Catering Systems

This Lot covers Software that connects with internal systems and data to provide cashless payment systems including but not limited to educational establishments e.g. schools and any other environments that it is suitable for such as care homes for example meals via card or fingerprint access to individual accounts and subtracting payments accordingly

- Provide software and/or hardware solutions for end user customer requirements to include supply, delivery, installation and support
- Although the aim is to enable a cashless catering system Suppliers should be able to, if required, deal with cash to avoid discrimination of individuals who are unable to operate in a cashless manner
- Transferring of funds shall be no longer than 5 working days but can be agreed at call off stage
- Supplier and/or payment partners must be PCI DSS complaint and able to demonstrate
- EPOS (Electronic Point of Sale) systems to include touch screen terminals
- User recognition systems such as biometric readers, swipe cards, PIN systems, fingerprint recognition
- Self-service terminals
- Smart card readers
- Meal pre ordering
- Provide a suite of management reports to manage performance
- System backup /contingency/disaster recovery
- Documentation/user guide and training materials including updated versions to reflect system changes
- Storage of all data for the duration of the contract with archiving, replication and/or backup offerings if required. Data maybe required to be available for a period of time after the contract this will be determined at the call off stage

- User training
- A flexible licencing or subscription model
- Helpdesk for the lifetime of the contract will be established at call off stage
- Application support and maintenance for life of the contract
- All patches/upgrades to be supplied at no additional cost and remotely managed
- Technology upgrades to be either free of charge or at minimal cost
- Transfer of all data held on completion of contract at no additional cost
- Participate in supplier Relationship management meetings with the authority and/or its procurement partners in relation to this Framework Agreement and any Call-off Contract
- Provide quotations in a timely manner that clearly demonstrates to the contracting bodies the different costs associated with their procurement, solution, services included, on-going support and maintenance and any other costs associated and any assumptions that have been made in arriving at the proposed pricing such as anticipated no of days
- System backup /contingency/disaster recovery in place to provide mandatory uptime of 95% availability
- Documentation/user guide and training materials including updated versions to reflect system changes
- Storage of all data for the duration of the contract with archiving, replication and/or backup offerings if required
- User training
- Able to operate on a on a variety of devices including but not limited to desktop, PC, Laptop, tablet, mobile devices
- Mobile App to facilitate secure payments
- Must be able to integrate with other related customer systems as required including but not limited to library management systems, travel card systems, pull printing systems, car park access systems
- Innovative options for the future such as language options, customer branding, email receipting

Lot 8 - Registration Solutions

This Lot is for Software that connects to internal systems and data to provide registration communications to external users via email and/or SMS including but not limited to such as when a child arrives at school, particular class, after school club etc

- Provide a suite of management reports to manage performance
- System backup /contingency/disaster recovery
- Documentation/user guide and training materials including updated versions to reflect system changes
- Storage of all data for the duration of the contract with archiving, replication and/or backup offerings if required

- User training
- A flexible licencing or subscription model
- Helpdesk for the lifetime of the contract will be established at call off stage
- Application support and maintenance for life of the contract
- All patches/upgrades to be supplied at no additional cost and remotely managed
- Technology upgrades to be either free of charge or at minimal cost
- Transfer of all data held on completion of contract at no additional cost
- Participate in supplier Relationship management meetings with the authority and/or its procurement partners in relation to this Framework Agreement and any Call-off Contract
- Provide quotations in a timely manner that clearly demonstrates to the contracting bodies the different costs associated with their procurement, solution, services included, on-going support and maintenance and any other costs associated and any assumptions that have been made in arriving at the proposed pricing such as anticipated no of days
- System backup /contingency/disaster recovery in place to provide mandatory uptime of 95% availability
- Documentation/user guide and training materials including updated versions to reflect system changes
- Able to operate on a on a variety of devices including but not limited to desktop, PC, Laptop, tablet, mobile devices to
- Must be able to integrate with other related customer systems as required including but not limited to library management systems, travel card systems, pull printing systems, car park access systems and
- Innovative options for the future such as language options, customer branding

Lot 9 - Application Software (Apps) to integrate with internal systems for a one log on one view experience

This Lot is for an app that brings multiple systems into one view to access the above Lot(s) for the end user. Must integrate with Lots 5,6 & 8 and ideally with Lots 1,2,3,4,7 and 11 or as per customer call off requirements

- Integrates with Management Information System to collate data
- Provide a suite of management reports to manage performance
- System backup /contingency/disaster recovery
- Documentation/user guide and training materials including updated versions to reflect system changes
- Storage of all data for the duration of the contract with archiving, replication and/or backup offerings if required
- User training

- A flexible licencing or subscription model
- Helpdesk for the lifetime of the contract will be established at call off stage
- Application support and maintenance for life of the contract
- All patches/upgrades to be supplied at no additional cost and remotely managed
- Technology upgrades to be either free of charge or at minimal cost
- Transfer of all data held on completion of contract at no additional cost
- Participate in supplier Relationship management meetings with the authority and/or its procurement partners in relation to this Framework Agreement and Call-off Contract
- Provide quotations in a timely manner that clearly demonstrates to the contracting bodies the different costs associated with their procurement, solution, services included, on-going support and maintenance and any other costs associated and any assumptions that have been made in arriving at the proposed pricing such as anticipated no of days
- System backup /contingency/disaster recovery in place to provide mandatory uptime of 95% availability
- Documentation/user guide and training materials including updated versions to reflect system changes
- Able to operate on a on a variety of devices including but not limited to desktop, PC, Laptop, tablet, mobile devices
- Mobile App capable of facilitating payments
- Must be able to integrate with other related customer systems as required
- Innovative options for the future such as language options, customer branding

Lot 10 – Management Information Systems

- Participate in Supplier relationship management meetings with the authority and/or its procurement partners in relation to this Framework Agreement and any Call-off Contract
- Provide quotations in a timely manner that clearly demonstrates to the contracting bodies the different costs associated with their procurement, solution, services included, on-going support and maintenance and any other costs associated and any assumptions that have been made in arriving at the proposed pricing such as anticipated no of days
- Provide a suite of management reports to manage performance
- System backup /contingency/disaster recovery
- Documentation/user guide and training materials including updated versions to reflect system changes
- Storage of all data for the duration of the contract with archiving, replication and/or backup offerings if required. Data maybe required to be available for a period of time after the contract this will be determined at the call off stage
- User training
- A flexible licencing or subscription model
- Helpdesk for the lifetime of the contract will be established at call off stage

- Application support and maintenance for life of the contract
- All patches/upgrades to be supplied at no additional cost and remotely managed
- Technology upgrades to be either free of charge or at minimal cost
- Transfer of all data held on completion of contract at no additional cost
- Provide quotations in a timely manner that clearly demonstrates to the contracting bodies the different costs associated with their procurement, solution, services included, on-going support and maintenance and any other costs associated and any assumptions that have been made in arriving at the proposed pricing such as anticipated no of days
- System backup /contingency/disaster recovery in place to provide mandatory uptime of 95% availability
- Documentation/user guide and training materials including updated versions to reflect system changes
- Transfer of all data held on completion of contract at no additional cost
- Participate in Supplier relationship management meetings with the authority and/or its procurement partners in relation to this Framework Agreement and any Call-off Contracts
- Able to operate on a on a variety of devices including but not limited to desktop, PC, Laptop, tablet, mobile devices
- Must be able to integrate with library management systems as required including but not limited to all Lots on the Framework, travel card systems, pull printing systems, car park access systems and other related customer systems
- Innovative options for the future such as language options, customer branding

Lot 11 – Pupil Attainment Solutions

This Lot covers Software that connects to internal systems and data to provide pupil and teacher solutions to achieve but not limited to attainment, support, revision tools, teaching tools

- Pupil teacher log on for assessments related to learning
- Automated marking and scoring of homework and tests
- Statistical information relating to results for teacher and pupil trends around learning and revision
- Provide a suite of management reports to manage performance of attainment via graphs at pupil, class or group level
- School learning resources for pupils
- System backup /contingency/disaster recovery
- Documentation/user guide and training materials including updated versions to reflect system changes
- Storage of all data for the duration of the contract with archiving, replication and/or backup offerings if required. Data maybe required to be available for a period of time after the contract this will be determined at the call off stage
- User training

- A flexible licencing or subscription model
- Helpdesk for the lifetime of the contract will be established at call off stage
- Application support and maintenance for life of the contract
- All patches/upgrades to be supplied at no additional cost and remotely managed
- Technology upgrades to be either free of charge or at minimal cost
- Transfer of all data held on completion of contract at no additional cost
- Participate in Supplier relationship management meetings with the authority and/or its procurement partners in relation to this Framework Agreement and any Call-off Contract
- Provide quotations in a timely manner that clearly demonstrates to the contracting bodies the different costs associated with their procurement, solution, services included, on-going support and maintenance and any other costs associated and any assumptions that have been made in arriving at the proposed pricing such as anticipated no of days
- System backup /contingency/disaster recovery in place to provide mandatory uptime of 95% availability
- Documentation/user guide and training materials including updated versions to reflect system changes
- Storage of all data for the duration of the contract with archiving, replication and/or backup offerings if required
- User training
- Able to operate on a on a variety of devices including but not limited to desktop, PC, Laptop, tablet, mobile devices
- Must be able to integrate with other related customer systems as required
- Innovative options for the future such as language options, customer branding