

# Multi Supplier Framework Agreement for the Provision of School Payment Solutions for the Irish Schools and Education and Training Boards

## User Guide

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## **Background**

The Education Procurement Service (EPS) on behalf of the Department of Education (DoE) has put in place this multi-supplier Framework Agreement, for the provision of School Payment Solutions for the Irish Schools and Education and Training Boards (ETBs) of the Department of Education.

## **What is a Framework?**

Framework Agreements are procurement tools for facilitating the purchasing of defined goods and services and from which considerable potential time and cost savings can be made. Framework Agreements are widely used across the Public Sector.

A framework is an agreement put in place with a supplier, or range of suppliers, that enables buyers to place orders with service providers, without running a full tender exercise.

### **Key:**

- Framework Client – Contracting Authority
- Framework Member – Supplier

## **Potential Framework Clients**

The following Framework Clients are eligible to run Request for Quotes (RFQ), Mini-Competitions or Direct Awards under the framework: all schools, including primary, post-primary, special and secondary schools; education and training boards and all ETB schools; and ETBs acting on behalf of schools, groups and clusters of schools in centres.

ETBs will utilise this framework as required for all of their site requirements including further education colleges, multi-faith community national schools as well as a range of adult and further education and training centres.

## **Framework commencement date and term**

The Framework commencement date is the **30<sup>th</sup> September 2022**.

The term of the Framework is two (2) years. Any contract awarded within the Framework will be for a term of two (2) years from the date of contract signing.

The Contracting Authority reserves the right, at its discretion and subject to its obligations at law, to extend the Framework term for a period or periods of up to twelve (12) months with a maximum of two (2) such extensions on the same terms and conditions. **The term will not exceed 4 years aggregate.**

**Framework members appointed to each lot**

**Lot 1**

<b>Mandatory</b>	<b>Mandatory</b>	<b>Mandatory</b>	<b>Option 1</b>	<b>Option 2</b>
Cash Payments	DD/SO/electronic Funds Transfer	Online payment Service	Card Terminals (Physical)	Dial in Card Payments - (Virtual Card Terminal)

**Lot 2**

<b>Mandatory</b>	<b>Mandatory</b>	<b>Mandatory</b>	<b>Mandatory</b>	<b>Option 1</b>	<b>Option 2</b>
Cash Payments	DD/SO/electronic Funds Transfer	Online payment Service	Retail	Card Terminals (Physical)	Dial in Card Payments - (Virtual Card Terminal)

The following table illustrates the suppliers that have been appointed to each lot in the Framework Agreement for the Provision of School Payment Solutions for the Irish Schools and Education and Training Boards of the Department of Education.

**Please note successful tenderers admitted to each lot are listed in no particular order:**

<b>Lot 1 Mandatory</b>
<ul style="list-style-type: none"> <li>• MIT Education Solutions</li> <li>• Payzone</li> <li>• EVO/Way2Pay</li> </ul>
<b>Lot 1 Mandatory &amp; Option 1</b>
<ul style="list-style-type: none"> <li>• Payzone</li> <li>• EVO/Way2Pay</li> </ul>
<b>Lot 1 Mandatory &amp; Option 2</b>
<ul style="list-style-type: none"> <li>• MIT Education Solutions</li> <li>• Payzone</li> <li>• EVO/Way2Pay</li> </ul>
<b>Lot 2 Mandatory &amp; Options 1 &amp; 2</b>
<ul style="list-style-type: none"> <li>• Payzone</li> </ul>

## How to use this Framework

There are three methods of drawdown from this Framework – **Supplementary Request for Tender (SRFT)/Mini-Competition, Request for Quotations (RFQs)** and **Direct Award**. Call-off Contracts (A Call-off Contract is an agreement between a supplier and a contracting authority) may be awarded by potential Framework Clients in accordance with one of the following three methods depending on the needs of each school, ETB or centre;

### Mini Competition

Call-off method is defined as - each Framework Member appointed to a Lot will receive a Supplementary Request for Tender (“SRFT”). **See Appendix 1.**

An SRFT will be issued to all Framework Members in a Lot and this will set out:

- the scope and term of the Contract to be awarded,
- the deadline (date and time) for the receipt of the Response to SRFT (“Response”) taking into account the complexity of the Contract and the time needed to prepare an appropriate submission. Responses received after the deadline will not be considered,
- the designated method for receipt of Responses. This must be via specified email address; responses received in hardcopy or to any other email address will not be considered,
- the special conditions (if any) that apply to the Contract in addition to those published with the RFT.

The Response shall be submitted (as specified in the SRFT) and its content shall remain confidential until the stipulated time limit for reply has expired.

The Framework Client may award a Contract following an evaluation of the Responses based on the award criteria selected in line with Clause 6 Award Criteria in the Framework Agreement.

The Framework Client and the Contracting Authority shall not be responsible for any costs incurred by the Framework Member in the preparation of a Response to an SRFT.

Please refer to the following award criteria for Mini Competitions. Note that only **Ultimate Cost** is a mandatory requirement; the other criteria listed can be used if desired.

<b>Ultimate Cost</b>	<b>Weighting 10% to 100%</b>
Payment Solution	Weighting 0% to 60%
Integration with MIS Systems	Weighting 0% to 60%
Reconciliation of Payments	Weighting 0% to 30%
Communication	Weighting 0% to 30%
Training & Support	Weighting 0% - 30%
Sustainability	Weighting 0% - 30%

## Running a Mini-competition

The following steps apply when running a Mini-competition;



### Step 1: Draft SRFT (Supplementary Request for Tenders)

The SRFT shall set out:

- the deadline (date and time) for the receipt of responses to the SRFT taking into account the complexity of the Contract and the time needed to prepare an appropriate response. Responses received after the deadline will not be considered,
- Any other pertinent specific requirements,
- Evaluation Award Criteria and weightings.

It is essential to allow sufficient time for Framework Members to prepare and submit proposals. It is also important to specify how the criteria will be weighted when issuing a mini-competition. Framework Clients can decide their weightings based on the above ranges. The total award criteria should equal 1000 marks (i.e. 100%).

The award criteria table included in the SRFT will also ask Contracting Authorities to state a 60% minimum score for each weighting, i.e. suppliers will need to achieve a minimum of 60% for each criteria.

### Step 2: Send SRFT to Framework Members

The tenderer must issue an SRFT to all Framework Members. The SRFT must clearly outline how and when Framework Members must respond to the SRFT. It is recommended the SRFT is published for three (3) weeks.

### Step 3: Evaluate Responses

This step involves the following tasks:

- Evaluating SRFT against award criteria to identify the most economically advantageous tender. The evaluation report must include specific, impartial and objective comments to justify the scores given. These comments should be used to provide feedback to unsuccessful suppliers and a record kept for audit purposes.

### Step 4: Award Contract

To award a contract you will need to:

- Select the most economically advantageous tender,
- Notify the successful and unsuccessful suppliers in writing,
- The award does not require a standstill period (standstill period is a period of time for both parties to consider whether to accept or withdraw from the contract). This is not mandatory but a voluntary standstill period of 7 days is recommended.

### Request for Quotations (RFQs)

Call-off method is defined as: each Framework Member appointed to a Lot will be contacted to respond to an RFQ. Email is the preferred means of communication.

RFQ's may contain the following information:

1. RFQ reference number
2. School/ centre name
3. RFQ deadline date and time for submissions, by which responses must be received. Responses received after this date and time **will not** be accepted.
4. Framework Members **MUST** confirm in their RFQ response that they can provide the service in the timeframe required.

The responses to the RFQ will be evaluated by the school/centre and the framework members who responded to the RFQ will be informed of the outcome of the RFQ by email.

Please refer to the following award criteria for Request for Quotations (RFQs) Note only **Ultimate Cost** is a mandatory requirement. The other criteria listed can be used if desired.

<b>Ultimate Cost</b>	<b>Weighting 10% to 100%</b>
Payment Solution	Weighting 0% to 60%
Integration with MIS Systems	Weighting 0% to 60%
Reconciliation of Payments	Weighting 0% to 30%
Communication	Weighting 0% to 30%
Training & Support	Weighting 0% - 30%
Sustainability	Weighting 0% - 30%

### **Direct Award**

Framework Clients shall have the absolute right to procure the required services directly from a particular framework member outside of the mini-competition or RFQ process. In this regard, and in accordance with Article 33(4) (b) of Directive 2014/24/EU the objective criterion to be relied upon in determining whether to procure service directly from a particular framework member is as follows:

- The need to ensure integration and compatibility with existing systems, particularly if the purchase of a new brand, variety or type of service delivery would cause disproportionate technical/practical difficulties for the Framework Client.
- The Framework Client's identification of a particular service delivery model, available from one of the framework members, that best meets its specific requirements.

Where the Direct Award method is used it is recommended for audit and good governance purposes that the form titled '**Direct Award Justification**' (See **Appendix 2**) is completed by the Framework Client and saved for reference and audit purposes as required.

## Appendix 1 Supplementary Request for Tender (SRFT)



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FT%20-%20Schools9

## Appendix 2 Direct Award Justification



Direct%20Award%20  
Justification%20Fo

## Appendix 3 Framework Members Contact Details

### Evo Payments / Way2Pay Ltd

- Contact: Des McHugh
- Tel No: 087 6782770
- Email: Des.McHugh@evopayments.com
- Address: Adelphi Plaza, Georges St. Upper, Dun Laoghaire, Co. Dublin.

### MIT Education Solutions

- Contact: Seamus Morris
- Tel No: 051 834150
- Email: smorris@mit.ie
- Address: Arclabs Research Centre, SETU West Campus, Carriganore, Waterford X91 P20H.

### Payzone Ireland Ltd

- Contact: Mary Kelly
- Tel No: 1800 748 44484
- Email: hello@payzone.ie
- Address: 4 Heather Road, Sandyford Industrial Estate, Dublin 18.

### Framework contact details:

For guidance and support on using this framework, please contact the Schools Procurement Unit (SPU) on:

- Tel No: (01) 2035899
- Email address: [procurementsupport@spu.ie](mailto:procurementsupport@spu.ie)

ETB schools and centres please contact Education and Training Boards Ireland (ETBI) on:

- Tel No: (045) 901070
- Email address: [procurement@etbi.ie](mailto:procurement@etbi.ie)

## Appendix 4 Framework Pricing

### Lot 1

	Mandatory	Mandatory	Mandatory	Option 1	Option 2
<b>Framework Member</b>	Cash Payments	DD/SO/electronic Funds Transfer	Online payment Service	Card Terminals (Physical)	Dial in Card Payments - (Virtual Card Terminal)
<b>MIT</b>	€3.00				No additional charge for this option
<b>Payzone</b>	€3.50			€0.50	€0.50
	Merchant Charges: 1.2% (Note: This includes Scheme fees, interchange and 3DS2 charges. There is a separate PCI compliance charge of €9.75 per month)				
<b>Evo Payments</b>	€2.90			Note: Both physical card terminal machines and virtual terminals (dial-in payments) can be provided under a separate merchant services agreement, which would include rates for credit/debit card & gateway fees separately. Competitive rates can be offered for schools by BOIPA (Irish division of Evo Payments). However, these products & merchant services are not priced per capita per annum.	

### Lot 2

	Mandatory	Mandatory	Mandatory	Mandatory	Option 1	Option 2
<b>Framework Member</b>	Cash Payments	DD/SO/electronic Funds Transfer	Online payment Service	Retail	Card Terminals (Physical)	Dial in Card Payments - (Virtual Card Terminal)
<b>Payzone</b>	€3.50				€0.50	€0.50
	Merchant Charges: 1.2% (Note: This includes Scheme fees, interchange and 3DS2 charges. There is a separate PCI compliance charge of €9.75 per month)					

Please note all pricing stated are inclusive of VAT & are the **maximum** chargeable rates, which are valid until next pricing review.