

NATIONAL EDUCATION

FRAMEWORK USER GUIDE

For the provision of Financial Services

REF: CPC /DU/FIN/01



Contract managed by

 **Dukefield
Procurement**
Part of the Dukefield Group

CONTENTS

1	INTRODUCTION	2
2	FRAMEWORK SUMMARY	2
3	BUYING FROM THE FRAMEWORK	5
3.1	DIRECT AWARD.....	5
3.2	FURTHER COMPETITION.....	6
4	FURTHER COMPETITION SUPPORT SERVICE	7
5	PLACING AN ORDER.....	7
6	CONTRACT AND ACCOUNT MANAGEMENT	8
7	COMPLAINTS AND ESCALATION PROCEDURES	9
8	ANY QUESTIONS?	10
9	APPENDIX A – SUPPLIER CONTACT DETAILS.....	11
10	APPENDIX B – FURTHER COMPETITION TEMPLATE	14
11	APPENDIX C – EXAMPLE FRAMEWORK ORDER FORM	15
12	APPENDIX D – FRAMEWORK WEIGHTING.....	17

1 INTRODUCTION

Crescent Purchasing Consortium Limited has put in place a UK compliant framework for the provision of Financial Services - framework reference number CPC/DU/FIN/01. This is a proactive, best value, collaborative framework that can deliver your entire financial service needs.

2 FRAMEWORK SUMMARY

The Financial Services framework is open to all public sector bodies and consists of three lots.

Lot 1 – Financial Services for Maintained Schools

This Framework provides access to a comprehensive range of Financial Services as detailed below. This scope represents the minimum range of services available from each of the suppliers, with each also able to offer their entire range of such services within the broad definition of the Lot.

- Strategic financial management planning and support
 - Budget planning and setting
 - Compliance
 - Medium and long term planning, e.g., three-year financial plan
 - Financial modelling, forecasting and sensitivity analysis
 - Curriculum costing
 - Contingency planning
 - Regular monitoring including cashflow projections.
- Financial Systems and Accounting
 - Advice upon robust financial administration systems
 - Completion of VAT returns and advice
 - Advice regarding treatment of revenue and capital expenditure
 - Year-end procedures
 - Close-down including accruals/prepayments and carry forward calculations
 - final close-down and new year system set up.
 - Preparation of monthly\termly budget monitoring reports
- Financial Governance
 - Advice upon the nature, adoption and compliance with local authority regulations and procedures
 - Policies and Procedures review and amendment/construction
 - Attendance at Financial Committee and/Governing Body meetings
 - Financial Audit services
 - Internal and external benchmarking review and analysis
 - Training, review and support in the achievement of the Schools Financial Value Standard
 - Regular financial system checks and maintenance
 - Provision of general financial and risk management advice and guidance
 - Telephone/email support
 - On-Site support
 - New user induction
 - General financial management reporting
 - Completion of statutory local authority and central government returns
- Business Continuity
 - Locum service to cover absentees.
 - Access to external systems to provide business resilience

Flexible support services to provide out of normal working hours service

- Provision of Finance training to both staff and governors
- Provision of ad hoc consultancy services

Four suppliers have been awarded a place on this Lot and they are detailed below:



Lot 2 - Financial Services for Academies and Multi Academy Trusts

Lot 2 provides all the services detailed for Lot 1 along with a number of additional bespoke financial services, relevant to existing academies and those converting to academy status:

Academy Converting Services

- Advice to governing bodies, head teachers and school finance staff on the financial management implications of academy conversion.
- Closure of local authority accounts
- Closure and audit of school funds
- Setting up accounts and account policies
- New banking arrangements set up and support
- Cost calculations associated with conversion

Multi Academy Trust (MAT) Support Services

- Support to set up central finance team
- Advice and support upon the consolidation of budgets, financial returns and year end activities
- Calculation of the MAT recoupment
- Support upon the determination, creation and set up of the central MAT budget
- Advice upon the streamlining of policies, processes and procedures to deliver efficiencies
- Administration and reconciliation of intercompany transactions
- Calculation and transfer of GAG funding

Four suppliers have been awarded a place on this Lot and they are detailed below:





Lot 3 - Financial Services for Further and Higher Education Establishments and Wider Public Sector Organisations

This lot will provide access to similar services to those available under Lots 1 and 2 but in a form relevant to the needs and expectations of organisations within the wider education sector e.g., Colleges and Universities, and other Wider Public Sector bodies, i.e., those outside the education sector such as the NHS, Local Government, Central Government, Blue Light Organisations etc. This scope represents the minimum range of services available from each of the suppliers, with each also able to offer their entire range of such services within the broad definition of the Lot:

- Strategic financial management planning and support
 - Budget planning and setting
 - Compliance
 - Medium and long term planning, e.g., three-year financial plan
 - Financial modelling, forecasting and sensitivity analysis
 - Contingency planning
 - Regular monitoring including cashflow projections
- Financial Systems and Accounting
 - Advice upon robust financial administration systems
 - Completion of VAT returns and advice
 - Advice regarding treatment of revenue and capital expenditure
 - Year-end procedures
 - Close-down including accruals/prepayments and carry forward calculations
 - Final close-down and new year system set up
 - Preparation of monthly\termly budget monitoring reports
- Financial Governance and Auditing
 - Policies and Procedures review and amendment/construction
 - Attendance at Financial Committee and Governance meetings
 - Financial audit services
 - Internal and external benchmarking review and analysis
 - Training, review and support in the achievement of appropriate Financial Standards
 - Regular financial system checks and maintenance
 - Provision of general financial and risk management advice and guidance
 - Telephone/email support
 - On-site support
 - New user induction
 - General financial management reporting
- Business Continuity
 - Locum service to cover absentees

- Access to external systems to provide business resilience
- Flexible support services to provide out of normal working hours service
- Provision of Finance training
- Provision of ad hoc consultancy services

Three suppliers have been awarded a place on this Lot and they are detailed below:



3 BUYING FROM THE FRAMEWORK

How do Members buy from the framework? This can be done in one of two ways:

3.1 DIRECT AWARD

Direct Award is an option under all framework Lots. Where Direct Award is undertaken, Members must do so in keeping with the provisions of the Public Contract Regulations 2015. Direct Award can occur where only one supplier is capable of fulfilling the Member's requirement in the manner in which the Member requires it to be performed. It entails the Member direct awarding business to a supplier without the supplier having to engage in a further competitive process to win the contract. Basic advice and guidance upon placing a direct award can be obtained from the Helpdesk (see Section 7.) but as a guide, the following provisions apply to Direct Award under the framework.

It is recognised that Members may elect to adopt Direct Award on the basis of many individual factors but as a guide, the framework recognises the potential for Direct Award to be made on the basis of any one, or a combination, of the following Direct Award criteria:

- Solution/Supplies/Service Specification
- Continuity of supply
- Cost of change - either in terms of solution or supplier
- Price
- Delivery Timeframe/Date/Charges

The framework Helpdesk can assist Members in understanding suppliers' capabilities in respect of aspects of the above criteria, or alternatively Members can contact each supplier direct to establish their capabilities and thus determine whether or not a Direct Award can be justified.

Where, having compared their requirements against the supplier's capabilities in respect of any one, or a combination of the factors detailed above, only one supplier meets their requirements, the Member will have identified their chosen successful Suppliers and will be at liberty to Direct Award to that Supplier without engaging in a further competition process. Where the result of the Member's review identifies more than one Supplier who meets their requirements, they will have the opportunity to undertake a further competition.

3.2 FURTHER COMPETITION

Members can engage suppliers in a further competition on any of the framework Lots. When engaging in a further competition exercise, Members must invite all the suppliers, from within the respective Lot from which they are purchasing, to participate in the further competition. All suppliers within the respective lot must be given the opportunity to engage in a further competition. Whereas all suppliers must be given the opportunity to engage in the further competition, they are not obliged to submit a quotation and may decide not to submit a bid under the further competition. This doesn't invalidate your further competition.

The following is an example of a traditional further competition process (for illustrative purpose only):

Requirement sent out to suppliers in a Further Competition Invitation to Submit Proposal document.

Suppliers to review specification and submit bid proposals

The Member evaluates submitted bid. Presentation may be received as part of the clarification process

Preferred supplier selected and award communicated

If conducting your own further competition exercise Members should note the base evaluation criteria and weighting for the Lot under which they are conducting the process. The evaluation criteria and weighting utilised for each Lot during the framework tender process is detailed within Appendix D.

A standard further competition template for use in a traditional further competition is attached in Appendix B should Members wish to utilise it to undertake their further competition exercise.

4 FURTHER COMPETITION SUPPORT SERVICE

In addition, the framework offers a comprehensive further competition procurement service. The service fee will vary depending upon the potential scale of the requirement and all enquiries should be made via the framework Help Desk. The further competition support service provides either a light touch documentation review service prior to engaging in the further competition, or a full procurement support service to undertake a fully compliant further competition exercise. The full procurement support service includes:



The documentation review service is available to Members engaging in further competitions. A Member's completed further competition documentation can be reviewed, critiqued and where appropriate amendments suggested, ensuring the documentation is fit for purpose and in keeping with spirit of the framework; thus enhancing the chances of a successful further competition. It is important to note that this service does not provide a documentation drafting service. Documentation drafting is an integral part of the full procurement support service detailed earlier in this section.

Should you require further information about either of these services, or wish to benefit from the services, please contact the Strategic Contract Manager Steve Davies:

Email: steve.davies@eduframeworks.co.uk

Tel: 07966040564

5 PLACING AN ORDER

Having selected your chosen supplier and solution, be it through further competition or direct award, Members can utilise any one of the following order mechanisms to place their order. Please note, all order mechanisms are governed by the framework Call-Off Contract Terms and Condition regardless of the Member's choice of order mechanism. Your preferred supplier will populate your choice of the following order options:

- **The Framework Order Form**

This form should be populated by completing the appropriate sections stated within the form, detailing the Member’s solution requirement.

- **The Framework Access Agreement**

This form should be populated and additional schedules (in the form of a statement of works, Payment Schedule, Service Levels and other particulars) comprising the specifications and services being received by the Member, added to this Agreement to constitute the contract documentation suite.

- **Call-Off Contract Terms and Conditions incorporating appropriately populated Schedules**

The terms and conditions should be populated where indicated within the Call-Off Contract Terms and Conditions document, including full details of the Member’s requirements within the contract Schedules.

These documents will be populated by the supplier with the full details of your requirement and then presented to you once completed for signature.

Once one of these documents is completed, please send them to the framework Helpdesk at the email address displayed in Section 7 below. Please note, all information will be kept confidential and will only be used for internal monitoring and management information purposes.

It is anticipated that most framework Orders will be placed via the Framework Order Form – and a copy is detailed in Appendix C, copies of the Access Agreement and or the Call-Off Contract Terms and Conditions can be obtained from either the framework Helpdesk or your chosen supplier.

6 CONTRACT AND ACCOUNT MANAGEMENT

Day-to-day contract management support is available from the framework Help Desk. The Help Desk is open from 09:00 to 17:00 Monday to Friday excluding Bank Holidays and can be contacted either by phone or email as follows:

Email: info@eduframeworks.co.uk

Tel: 0345 900 2877

The friendly Helpdesk staff will be on hand to answer your questions and assist you in any way they can. Specifically, they can:

Provide advice and guidance upon the operation of the framework



Provide basic advice and assistance in the drafting of specifications and undertaking further competitions



Address any supplier specific questions

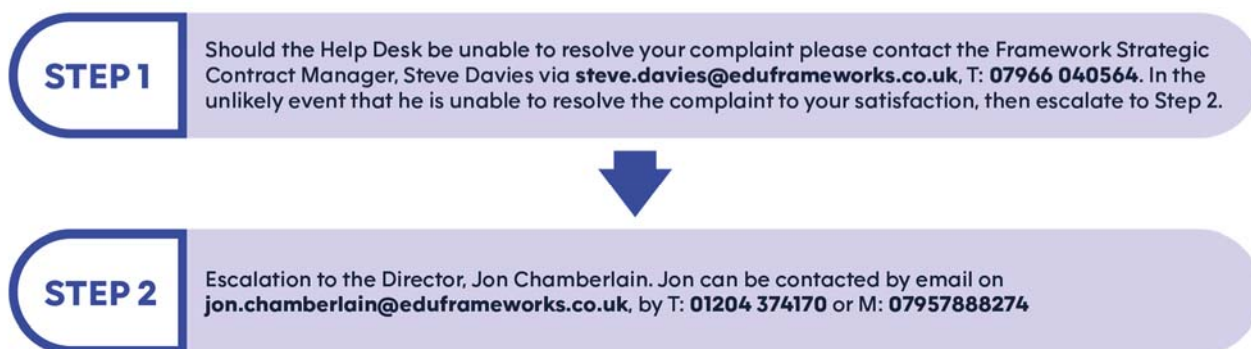


In addition to the Help Desk, additional account management support is provided by the appropriate supplier Account Manager. Account Managers are detailed in Appendix A and they can be contacted with regards to

any matter concerning the supply (including order, delivery and implementation) and operation of the devices/print service.

7 COMPLAINTS AND ESCALATION PROCEDURES

Day-to-day complaints should be raised in the first instance with your chosen supplier. Where appropriate they may also be raised/escalated to the Help Desk Manager. All complaints raised with the Help Desk will be recorded and the way forward agreed with the Member. In the vast majority of cases such complaints will be addressed to the satisfaction of the Member within a reasonable period of time (such time will vary depending upon the nature of the complaint). However, in the unlikely event that a complaint is not resolved to the satisfaction of the customer within a reasonable time, complaints should be escalated as follows:



8 ANY QUESTIONS?

Should you have any questions about the operation of the framework that are not adequately covered by the User Guide, please do not hesitate to contact the Help Desk quoting the framework ref: **CPC/DU/FIN/01**.

Email: info@eduframeworks.co.uk

Tel: 0345 900 2877

9 APPENDIX A – SUPPLIER CONTACT DETAILS

Beever & Struthers

Geraldine Finn

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10 APPENDIX B – FURTHER COMPETITION TEMPLATE

Can be downloaded VIA THE CPC WEBSITE:

CPC (thecpc.ac.uk) - Financial Services Framework

11 APPENDIX C – EXAMPLE FRAMEWORK ORDER FORM

NATIONAL EDUCATION FRAMEWORK

For the provision of Financial Services

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ORDER FORM

[] (the End User) wishes to procure the below mentioned Services from [] (the Supplier), commencing on [] and ending on [] /continuing for a minimum period of [] months (*delete as applicable*) unless varied in accordance with the Call-Off Contract Terms and Conditions.

The definitions that apply to the Agreement also apply to this Order Form.

This Order Form is issued under the Call-Off Contract Terms and Conditions (“Agreement”). Customers can use this Order Form to specify the Service requirements they wish to order. The execution and return of this Order Form by the End User to the Supplier forms a Contract which is legally binding agreement between the parties. A copy of which (as appropriate) has been provided to the End User and is also available via www.dukefieldprocurement.co.uk/frameworks

The Agreement applies to the exclusion of all other terms including, without limitation, any terms appearing on a purchase order of which the Supplier seeks to impose or incorporate, or which are implied by trade, customer, practice or course of dealings.

End User Site	
Address for Receipt of Solution	Invoice Address (if different)
Post Code	Post Code
Contact Name (PRINT) (Mr/Mrs/Miss/Ms/Dr/Rev):	
Tel No:	CPC Member No.
Email:	Fax No:
Delivery Date:	Installation Date (if different):
Signature (End User)	Date:
Name and Position (End User)	
Signature (Supplier)	Date:

The Service being purchased is detailed [below/within the attached document entitled []] (*delete as appropriate*).

Service	Price (ex VAT)	Price (inc VAT)
Services (insert below details of the services being delivered)		
TOTAL PRICE	£ _____ excl VAT	

A completed copy of this form should be emailed to the Help Desk at info@eduframeworks.co.uk

Please note this information will be kept confidential and will only be used for internal framework monitoring and management purposes.

**CONTRACT No CPC/DU/FIN/01
Contract for the Provision of Financial Services**

12 APPENDIX D – FRAMEWORK WEIGHTING

The weighting used to select suppliers through the original framework Invitation to Tender process is detailed below. Weighting is listed on a Lot-by-Lot basis and is provided for information purposes to assist Members in determining their further competition evaluation criteria and associated weighting. Members are advised to select evaluation criteria and associated weighting that supports the spirit of the particular Lot under which they are conducting their further competition and can be clearly related back to the original published criteria below. Certain criteria may be more or less relevant or indeed not relevant at all, to a Members' further competition and therefore their evaluation approach may be subtly different to that adopted in the original Invitation to Tender but must remain in compliance with the public procurement regulations. For guidance, the framework permits the Member to vary the weightings of the award criteria within the range of 50% and 200% (i.e. half or double their original tender weighting).

Members may also wish to utilise E-Auctions during the Further Competition stage of the supplier selection process.

Lot 1, 2 and 3

Price 40%

Quality 60%

Quality Criteria:

Question Number	Weighting %
Method Statement Strategic statement upon the delivery of the framework	5
Technical Specification Compliance with the technical specifications	25
Customer Support Services e.g. Helpdesk provision	5
Service Quality e.g. Quality Assurance arrangements	2
Order Process e.g. electronic communication/ordering systems, consolidation of invoices	2
Delivery and Commissioning of Service e.g. robust procedures and processes they have in place to ensure continuity of service provision in the event of a service failure.	3
Account Management Structure e.g. Account management structure, management information, key performance indicators, complaints and escalation procedures	13
Marketing e.g. promotion of the Framework	3
Sustainability e.g. approach to sustainability, carbon reduction and low energy devices	2
TOTAL	60%