

Procurement Service Specification

1. SERVICE SPECIFICATION

The Procurement service is designed to provide independent procurement advice and guidance to assist local authority schools and academies to obtain best value through procurement.

The service will provide:

- General Procurement Advice and Guidance via email and telephone
- Assistance with selection of the relevant Procurement method to obtain best value
- Providing guidance on formal procurement requirements, specifications, terms & conditions, evaluation methodologies, tender evaluation and contract award.
- Advice on TUPE requirements & regulations
- Advice on Contract Law and EU procurement regulations
- Assistance with Contract issues where schools/academies are having difficulty with contract performance or contract termination
- Review of tender/contract terms and conditions – identifying strengths and areas of weakness for further discussion/amendment
- Providing advice on products & services, signposting to relevant suppliers
- Quotation service – Provision of a quotation service for goods related requirements. Obtaining competitive pricing from contracted suppliers to meet the needs of the customer. This service includes the following:
 - Agree product specification/s with customer,
 - Request and receive pricing and additional information from contracted suppliers,
 - Carry out evaluation of supplier submissions
 - Provide results including evaluation breakdown to school/academy to enable school/academy to make final decision and place order for goods.
- Contracts for Schools. The Procurement service manages a portfolio of contracts and framework agreements for use by schools/academies and provides the following as part of that service:
 - Supplier Directory - Schools/academies signed up to the service have access to a Supplier Directory providing information about contracted/preferred suppliers and the services they provide.
 - Contract management of contracted suppliers, price negotiation and product review
 - Benchmarking & Category Management including review of procurement categories, spend analysis and price comparison, market analysis.
- Bespoke Tendering Service – Provision of a tendering services to schools. The Procurement Service will, for an additional charge, undertake procurement exercises on behalf of schools/academies. A variety of services are available, from assistance with completion of a business requirements specification or invitation to tender, through to a full EU compliant tendering service, managed by a CIPS qualified Suffolk County Council procurement officer.

Service Packages

The Procurement Service offers four different service packages that a school/s can choose to sign up to. An Annual charge is made to schools for use of the service, based on the package type chosen:



Package	Service
Bronze	<ul style="list-style-type: none"> • Procurement Advice & Guidance – 4 hours • Quotation Management – 1 Quotation • Access to Supplier Directory and compliant contracts
Silver	<ul style="list-style-type: none"> • Procurement Advice & Guidance – 6 hours • Quotation Management – 2 Quotations • Access to Supplier Directory and compliant contracts
Gold	<ul style="list-style-type: none"> • Procurement Advice & Guidance – 8 hours • Quotation Management – 3 Quotations • Access to Supplier Directory and compliant contracts
Platinum	<ul style="list-style-type: none"> • Procurement Advice & Guidance – 12 hours • Quotation Management – 4 Quotations • Access to Supplier Directory and compliant contracts

2. SERVICE AVAILABILITY

Schools' Choice will supply the Service on Business Days: Monday to Thursday between 9:00 and 17:00 and Friday between 9:00 to 16:00.

3 SERVICE LEVELS/STANDARDS

The following response times will apply in respect Customer enquiries relating to the Service:

Communication	Response time
letter	within five Business Days of receipt;
email	within three Business Days of receipt;
telephone	if made within the times referred to in paragraph 0, calls will be answered as soon as possible;
telephone voicemail message	within two Business Days of receipt of the message.

4. MONITORING SUCCESS

4.1 To monitor the success of the Service, representatives of Schools' Choice and the Customer shall:

- 4.1.1 hold regular meetings during the term of the Service; and
- 4.1.2 conduct an annual review of the Service.

