

Online ordering systems DETSOA-62891

What can I buy?

Online ordering systems that allow parents to place orders for school items. Orders are collated and sent to the school with funds deposited into school/P&C bank accounts at least weekly.

The following online ordering systems are available:

- [Flexischools](#)
- [Monitor Business Machines](#) (NEW - 2016)
- [Munch Monitor](#) (NEW - 2016)
- [My Student Account](#)
- [Our Online Canteen](#)
- [SchoolShopOnline](#)
- [School24](#)

This is a **mandatory** arrangement. Schools and P&Cs are only permitted to use the above suppliers.

Currently finalising contracts with:

- Commonwealth Bank of Australia

Key Features:

- Access to online ordering systems (for parents to place orders) for:
 - tuckshop/canteen
 - uniform shop
 - bookshop
 - event ticketing (for example, formals and performances)
 - other modules or value added services may also be available
- Funds deposited into Customers accounts at least weekly
- Support, training and set up assistance is provided
- Agreed performance levels - 99% availability
- Compliance with the department's privacy and security requirements
- Additional suppliers can be added to the arrangement if required (and providing they meet the department's requirements).

Who can use this arrangement?

Schools, P&Cs, TAFEs, Corporate Office and Non-State Schools. It is mandatory for state schools & P&Cs to use this arrangement when procuring online ordering systems.

Supplier details

Discounted pricing has been negotiated with the suppliers.

Supplier	Contact Details	Supplier	Contact Details
Flexischools	☎ 1300 361 769	My Student Account	☎ 1300 369 783
	✉ PO Box 1157 Manly NSW 1655		✉ GPO Box 930 Brisbane QLD 4001
	📧 sales@flexischools.com.au		📧 support@mystudentaccount.com.au
	🌐 http://flexischools.com.au		🌐 http://mystudentaccount.com.au



Supplier	Contact Details	Supplier	Contact Details
Monitor Business Machines	<p>☎ 1300 766 611</p> <p>✉ 1a/109 Riverside Place Morningside QLD 4170</p> <p>✉ sales.qld@monitorbm.com.au</p> <p>🌐 http://www.monitorbm.com</p>	Munch Monitor	<p>☎ 1300 796 190</p> <p>✉ Level 4, 17-21 Macquarie Street Parramatta NSW 2150</p> <p>✉ info@munchmonitor.com</p> <p>🌐 https://www.munchmonitor.com/</p>
Our Online Canteen	<p>☎ 1300 116 637</p> <p>✉ 14 Cadiz Place Warnbro WA 6169</p> <p>✉ info@ouronlinecanteen.com.au</p> <p>🌐 http://ouronlinecanteen.com.au</p>	School24	<p>☎ 02 8041 1132</p> <p>✉ 213/354 Eastern Valley Way Chatswood, NSW 2067</p> <p>✉ info@school24.com.au</p> <p>🌐 http://school24.com.au</p>
SchoolShop Online	<p>☎ 1300 797 273</p> <p>✉ PO Box 388 Albion QLD 4010</p> <p>✉ info@schoolshoponline.com.au</p> <p>🌐 http://schoolshoponline.com.au</p>		

Benefits of using the standing offer arrangement

Value for money

The SOA has been established to ensure you get value for money, with discounted pricing for subscribing to this software.

Peace of mind

Products have been assessed in accordance with the department's Cloud Computing Decision Framework and they comply with the department's strict requirements around treatment of funds, hosting, privacy and security. When you use the SOA, the agreed terms and conditions protect you.

Products and services meet your needs

The arrangement has been developed in consultation with end-users to get a clear picture of the features and benefits users are wanting from online ordering systems. The SOA has been entered into with suppliers best able to fulfil those needs.

Performance monitoring

Key performance measures are in place to measure the supplier's performance under the SOA. Market research is carried out to assess whether the products and services delivered by the SOA continue to meet your needs and that the supplier is providing the required level of service. Your feedback is an essential part of this process.

Who do I contact for help?

Queries regarding the products, pricing, orders and invoicing should be directed to the supplier(s).

Queries relating to this arrangement or supplier performance should be directed to:

Nicole Woods

Contract Manager

☎ (07) 3034 4719

✉ PO Box 15033
City East QLD 4002

✉ prouement.ICTCategory@dete.qld.gov.au