

# Standing Offer Arrangement (SOA) for the Provision of Online Ordering Systems (DETSOA - 62891)

## Overview

A Standing Offer Arrangement (SOA) has been established for Online Ordering Systems (DETSOA-62891).

This is a **mandatory** SOA. Schools and P&Cs are only permitted to choose from the suppliers on the SOA when procuring an Online Ordering System. The following online ordering systems are available:

- Flexischools
- MunchMonitor
- My Student Account
- Our Online Canteen
- SchoolShopOnline
- School24
- QKR!

## What services are covered by this arrangement?

Online Ordering Systems allow parents to place orders, orders details are collated and sent to the school for processing, with funds deposited into school/P&C bank accounts at least weekly. Orders can be placed for:

- tuckshop/canteen;
- uniform shop;
- bookshop;
- event ticketing (for example, formals and performances);
- other modules or value added services may also be available

Key Features:

- Support, training and set up assistance is provided
- Agreed performance levels - 99% availability
- Compliance with the department's privacy and security requirements
- Additional suppliers may 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 and P&Cs to use this arrangement when procuring online ordering systems.

## Obtaining supplier quotes

As a procurement process has already been conducted to select appropriate suppliers, open invitations to offer/tender are not required.

There is no requirement under the SOA on the number of quotes to be obtained. Customers are required to obtain quotes in accordance with the cost thresholds provided in the table below:

## Benefits

### 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.



Estimated Total cost threshold	Minimum quote requirements
Up to \$5000	1 quote
\$5,001 - \$20,000	2 written quotes
\$20,001 - \$100,000	3 written quotes
\$100,001 - \$500,000	3 – 5 written quotes (mix of small/medium and large enterprises and indigenous if applicable)
\$500,000+	Purchases from supply arrangements over \$500,000 (excl. GST) require the prior approval of a Sourcing Strategy Form by the appropriate procurement delegate.

## How do I make an order and pay?

To place an order:

- Review the SOA information to determine which product most suits your needs. You may contact the suppliers for more information on the products or to request a demonstration.
- Contact the chosen supplier to 'sign up' and quote the arrangement number DETSOA-62891.

## Supplier details

Supplier	Contact Details	Supplier	Contact Details
<b>Flexischools</b>	<p>☎ 1300 361 769</p> <p>✉ PO Box 1157 Manly NSW 1655</p> <p>✉ <a href="mailto:sales@flexischools.com.au">sales@flexischools.com.au</a></p> <p>🌐 <a href="http://flexischools.com.au">http://flexischools.com.au</a></p>	<b>Munch Monitor</b>	<p>☎ 1300 796 190</p> <p>✉ PO Box 1431 Parramatta NSW 2124</p> <p>✉ <a href="mailto:info@munchmonitor.com">info@munchmonitor.com</a></p> <p>🌐 <a href="https://www.munchmonitor.com/">https://www.munchmonitor.com/</a></p>
<b>My Student Account</b>	<p>☎ 1300 369 783</p> <p>✉ GPO Box 930 Brisbane QLD 4001</p> <p>✉ <a href="mailto:support@mystudentaccount.com.au">support@mystudentaccount.com.au</a></p> <p>🌐 <a href="http://mystudentaccount.com.au">http://mystudentaccount.com.au</a></p>	<b>School Shop Online</b>	<p>☎ 0498 610 105</p> <p>✉ PO Box 1292 Fortitude Valley QLD 4006</p> <p>✉ <a href="mailto:info@schoolshoponline.net.au">info@schoolshoponline.net.au</a></p> <p>🌐 <a href="http://schoolshoponline.com.au">http://schoolshoponline.com.au</a></p>
<b>QuickCliq</b>	<p>☎ 1300 116 637</p> <p>✉ 4/3 Fieldon Way Port Kennedy WA 6172</p> <p>✉ <a href="mailto:support@quickcliq.com.au">support@quickcliq.com.au</a></p> <p>🌐 <a href="https://quickcliq.com.au/">https://quickcliq.com.au/</a></p>	<b>School24</b>	<p>☎ 02 8041 1132</p> <p>✉ 213/354 Eastern Valley Way Chatswood, NSW 2067</p> <p>✉ <a href="mailto:info@school24.net.au">info@school24.net.au</a></p> <p>🌐 <a href="https://www.school24.net.au/">https://www.school24.net.au/</a></p>
<b>QKR!</b>	<p>☎ 1800 020 306</p> <p>🌐 <a href="https://www.commbank.com.au/corporate/industries/qkrschoolpayments.html">https://www.commbank.com.au/corporate/industries/qkrschoolpayments.html</a></p>		

### When does the arrangement expire?

This Arrangement will expire on 30 August 2020.

### Where can I get further help?

Please contact the Department of Education via: [Procurement.ICT@qed.qld.gov.au](mailto:Procurement.ICT@qed.qld.gov.au) for more information relating to this arrangement.

### Where can I access tools and templates?

Information about the SOA for the Provision of Online Ordering Systems (DETSOA -62891) is located on [One Portal](#).

DoE's Customer Purchasing and Procurement Instructions and guidance can be found [here](#).