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
- QuickCliq
- School24
- SchoolShopOnline
- My Student Account
- 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.

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.

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:

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 place 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
Flexischools	☎ 1300 361 769 ✉ PO Box 1157 Manly NSW 1655 sales@flexischools.com.au http://flexischools.com.au	**Munch Monitor**	☎ 1300 796 190 ✉ PO Box 1431 Parramatta NSW 2124 info@munchmonitor.com https://www.munchmonitor.com/
My Student Account	☎ 1300 369 783 ✉ GPO Box 930 Brisbane QLD 4001 support@mystudentaccount.com.au http://mystudentaccount.com.au	**School Shop Online**	☎ 0498 610 105 ✉ PO Box 1292 Fortitude Valley QLD 4006 info@schoolshoponline.net.au http://schoolshoponline.net.au/
QuickCliq	☎ 1300 116 637 ✉ Suite 32, 135 Riseley Street Booragoon WA 6154 support@quickcliq.com.au https://quickcliq.com.au/	**School24**	☎ 02 8041 1132 ✉ 213/354 Eastern Valley Way Chatswood NSW 2067 info@school24.net.au https://www.school24.net.au/
QKR!	☎ 1800 020 306 https://www.commbank.com.au/corporate/industries/qkrschoolpayments.html		

Where can I get further help?

Please contact the Department of Education via: Procurement.ICT@qed.qld.gov.au or 1300 366 612 (Option 2) 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.

Attachment 1 - Detailed Product Overview

The below information may be used as a guide before engaging a supplier for an online ordering system. All information was provided at the time the supplier started delivering services under this arrangement. Customers are encouraged to seek clarification with suppliers regarding any specific requirements.

		Flexischools	MunchMonitor	QuickCliq	School24	School Shop Online	My Student Account	QKR!
GENERAL								
Parent Account								
1	Ability to view account balance.	Comply	Comply	Comply	Comply	Comply	Comply	N/A
2	Multiple ways to pay/top up account eg. Credit card, bank transfer, cash, automatic top up.	Comply	Comply	Comply	Comply	Comply	Comply	N/A
3	Automated order confirmation, receipt or statement provided.	Comply	Comply	Comply	Comply	Comply	Comply	Comply
4	Ability to edit and/or cancel orders.	Comply	Comply	Comply	Comply	Comply	Comply	Comply
5	'Shopping cart' functionality for the purchase of multiple items • Ability to view & edit the shopping cart • Itemised view with individual items and total prices	Comply	Comply	Comply	Comply	Comply	Comply	Comply
6	View past, current and future orders.	Comply	Comply	Comply	Comply	Comply	Comply	Comply
7	Funds can be refunded from the parent account at parent's request.	Comply	Comply	Comply	Comply	Comply	Comply	Comply

8	Ability to have multiple parent accounts for the same child / children.	Comply	Comply	Comply	Please check with Supplier	Comply	Comply	Comply
9	Ability to update contact details.	Comply	Comply	Comply	Comply	Comply	Comply	Comply
Administration Portal								
10	Pricing can be changed easily. Prices are clearly displayed with each item.	Comply	Comply	Comply	Comply	Comply	Comply	Comply
11	Create, view, edit and update stock/ items and descriptions.	Comply	Comply	Comply	Comply	Comply	Comply	Comply
12	Ability to sell products over the counter eg. via a kiosk	Comply	Comply	Comply	Comply	Comply	Comply	Comply
13	Administrators can download a range of reports in various formats eg. PDF, MS Excel, MS Word.	Comply	Comply	Comply	Comply	Comply	Comply	Comply
14	Ability to set available delivery methods.	Comply	Do Not Comply	Comply	Comply	Comply	Please check with Supplier	Comply
15	Categories can be set up for items of the same type.	Comply	Comply	Comply	Comply	Comply	Please check with Supplier	Comply
16	Images can be uploaded for each item.	Comply	Comply	Comply	Comply	Comply	Please check with Supplier	Comply
17	Ability to import data via CSV or Excel file.	Comply	Do Not Comply	Comply	Do Not Comply	Comply	Please check with Supplier	Please check with Supplier
18	Customisable to the school eg. Add school logo or banner.	Comply	Comply	Comply	Comply	Comply	Please check with Supplier	Comply

19	Itemised sales report including sale prices, for selected time periods	Comply	Comply	Comply	Comply	Comply	Please check with Supplier	Comply
TUCKSHOP/CANTEEN								
Parent Account								
1	Select day, time and items for the order.	Comply	Comply	Comply	Comply	Comply	Comply	Comply
2	Add specific allergy / item restrictions.	Comply	Comply	Comply	Comply	Comply	Comply	Comply
3	Ability to add notes to the order.	Comply	Comply	Comply	Comply	Comply	Comply	Comply
4	Ability to order in advance.	Comply	Comply	Comply	Comply	Comply	Comply	Comply
5	Ability to set recurring orders.	Comply	Comply	Please check with Supplier	Comply	Comply	Comply	Do Not Comply
6	Ability to print menus.	Comply	Comply	Comply	Comply	Comply	Comply	Do Not Comply
7	Set spend limits per child.	Comply	Comply	Comply	Comply	Comply	Comply	N/A
8	Ability for users to nominate a low balance amount notification trigger.	Comply	Comply	Comply	Comply	Comply	Comply	N/A
Administration Portal								
9	Daily order report can be generated.	Comply	Comply	Comply	Comply	Comply	Comply	Comply
10	Ability to configure days that the tuckshop / canteen is closed.	Comply	Comply	Comply	Comply	Comply	Comply	Comply
11	Ability to configure multiple break times.	Comply	Comply	Comply	Comply	Comply	Comply	Comply
12	Ability to set item traffic lights (Red/Amber/Green).	Comply	Comply	Comply	Comply	Comply	Comply	Do Not Comply

13	Additional toppings/ flavour choices of items can be set up.	Comply	Comply	Comply	Comply	Comply	Comply	Comply
14	Orders can be printed onto labels or bags.	Comply	Comply	Comply	Comply	Comply	Comply	Comply
15	Student cards linked for over the counter purchases.	Comply	Comply	Comply	Please check with Supplier	Comply	Comply	N/A
16	Student photograph linked to the account for over the counter security.	Comply	Comply	Comply	Please check with Supplier	Comply	Comply	Comply
17	Ability to create and manage a volunteer roster.	Do Not Comply	Comply	Comply	Comply	Comply	Comply	Do Not Comply
UNIFORM SHOP								
Parent Account								
1	Ability to select item, size, quantity and delivery method.	Comply	Comply	Comply	Comply	Comply	Comply	Comply
Administration Portal								
2	Ability to mark order status eg. Picking, packing, delivered.	Comply	Comply	Comply	Comply	Comply	Comply	Comply
BOOKSHOP								
Parent Account								
1	Ability to search and select book packs.	Comply	Available through "School Shop" function	Comply	Do Not Comply	Comply	Comply	Comply
2	Ability to change quantities of items in a book pack.	Comply		Comply	Do Not Comply	Comply	Comply	Comply
3	Ability to order multiple book packs in one transaction.	Comply		Comply	Do Not Comply	Comply	Comply	Comply
4	Ability to choose delivery method.	Comply		Comply	Do Not Comply	Comply	Comply	Comply

Administration Portal								
5	Functionality to set up book lists • Multiple stationery items can be added • Quantities ands pricing of items can be set	Comply	Available through "School Shop" function	Comply	Do Not Comply	Comply	Comply	Comply
6	A report with order details can be generated.	Comply		Comply	Do Not Comply	Comply	Comply	Comply
7	Ability to mark order status eg. Picking, packing, delivered.	Comply		Comply	Do Not Comply	Comply	Comply	Comply
8	Ability to add notes.	Comply		Comply	Do Not Comply	Comply	Comply	Comply
9	Ability to notify order status eg. items on back-order.	Comply		Comply	Do Not Comply	Comply	Comply	Do Not Comply
EVENT TICKETING								
Parent Account								
1	Select number of tickets to purchase.	Comply	Available through "School Shop" function	Comply	Comply	Comply	Comply	Comply
2	Select delivery method (e.g. email, pick up, mail)	Comply		Comply	Do Not Comply	Comply	Comply	Comply
3	Select seating preference	Comply		Comply	Comply	Comply	Comply	Comply
Administration Portal								
4	Set up ticket cost options (e.g. per seat, per table)	Comply	Available through "School Shop" function	Comply	Comply	Comply	Comply	Comply
5	Set option of seat preference	Comply		Comply	Comply	Comply	Comply	Comply