Framework Frequently Asked Questions

Why are MIS licencing arrangements changing?	The MIS market and IT landscapes have changed considerably over the life of the existing contract with new products on the market differentiated to particular types of school. There are a number of credible cloud-based MIS on the market, HfL believes that schools should be migrating their IT infrastructure to the cloud and should be considering a cloud based MIS. The new framework was open to all MIS providers to bid for a place; the aim was to bring the best in class products at the most competitive prices in the market.
Why a Framework?	HfL have carried out a full procurement exercise meaning that schools can call-off from the framework with confidence that we have appointed the best in class products with competitive pricing. Our framework ranks the MIS providers on the framework following a technical and price evaluation.
Why does the Framework cover licences and not support	HfL provides the support for MIS systems direct to schools, we therefore are not required to procure our support. The licences we sell for MIS systems are procured from Suppliers and as a Public Body, we are therefore required to follow a Public Sector Procurement prior to reselling to schools. Use our **enquiry form** to find out more about the framework suppliers, request indicative quotes and HfL support quotes.

What does the Framework look like?	We have arranged the Framework into 5 lots, recognising the differing needs and characteristics of schools and settings. Where more than one Framework Supplier was awarded in the lot, they have been ranked according to their overall score in evaluation.

Lot Name	Framework Suppliers and Ranking
Lot 1 Primary On Premise	1. Bromcom
Lot 2 Primary Cloud	1. Arbor 2. Bromcom 3. ScholarPack
Lot 3 Secondary On Premise	1. Bromcom
Lot 4 Secondary Cloud	1. Arbor 2. Bromcom
Lot 5 Multi-Academy Trust Cloud Solution	1. Arbor 2. Bromcom

Is it disruptive to change MIS?	An MIS is a key school system. Ensuring that data across multiple areas is held safely and securely and can be interpreted to inform decisions and provide key information to the LA and DfE is essential. MIS' inevitably become embedded in school operations. Changing MIS is therefore a significant decision with staff needing training on a new product. However, the data migration process is straight-forward and the process will be fully supported by the Framework Supplier and by the HfL Data Management Services team. The team have supported a significant number of schools with MIS migrations already, we have posted some case studies from some of those schools at the end of our **HfL MIS Framework webpage**
Where do I find out more about the Framework Suppliers?	We have set up a webpage that contains lots of information about the Framework: **https://www.hertsforlearning.co.uk/ business-services/data- management-services/multi-supplier-mis-framework** We held a series of free demonstration sessions with the Framework suppliers. Recordings of the sessions are available at the above page (scroll to the 'Further Information' section) where you will also find links to the supplier websites.

Can I direct award through the Framework?	The Framework is set-up to enable schools to direct award where one supplier meets their requirements. If you decide to call off from the framework, your chosen supplier will provide a proposal to meet your requirements and HfL will subsequently issue the order form and license agreement. Where more than one Supplier can meet their requirements then a mini-competition is required.
What is a mini-competition?	The Framework was designed to secure best value to schools. Where more than one MIS meets a school's requirements then a mini- competition is run by HfL on behalf of a school. This involves collating your requirements for the Suppliers on the Lot to submit competitive bids to provide MIS to meet those needs. The technical scores from the Framework procurement are carried forward to the mini- competition with price evaluated by the HfL team following submission of bids. Schools will be required to contract with the Supplier that wins the mini-competition should they wish to proceed with an order.
What are the timescales for the framework and when do we need to decide?	The new framework will begin on 1st April 2022. Schools who have renewed their licence for SIMS and took advantage of the break clause but are now thinking they would like to move to a new MIS can take full advantage of our Framework. Use our **enquiry form** to find out more about the framework suppliers, request indicative quotes and HfL support quotes if also required.
What timescale is needed for a successful MIS migration?	Schools will need to allow sufficient time for a switch in system if they choose to move away from SIMS. Schools will be migrated on a first come, first served basis as capacity planning allows. Once orders are placed, the HfL Data Management Services team will work with you to create a bespoke migration plan for your school and schedule migration and training. Depending on the complexity of your requirements, we would anticipate most primary migrations to take four to six weeks from planning to implementation.

Why should I consider moving my MIS to the Cloud?	**The DfE's 2019 strategy paper** on realising the potential of technology in education encourages schools to adopt cloud technologies. Para 28 states "We recommend that all education providers actively consider and evaluate the benefits of moving to a cloud-based approach for their IT system (moving away from relying solely on 'on-site' servers). Cloud-based systems are usually more secure, cheaper to run and enable more flexible working. This recommendation aligns with the Government Cloud First policy introduced in 2013, which requires central government to consider and fully evaluate potential cloud solutions first, before considering any other options, and strongly recommends that all public sector organisations should do the same".
What about network capacity and broadband availability?	Schools purchasing HfL Broadband should have sufficient broadband capacity for cloud-based systems. If broadband services are purchased elsewhere then please check with your Service provider to make sure there is enough bandwidth to run a cloud-based MIS Servers used for hosting SIMS can be repurposed for Bromcom, who are our awarded on-premise provider in Lots 1 and 3. Schools should consider adopting a cloud-based MIS where their server is coming to the end of its natural life.
How does the pricing work?	Indicative prices provided to schools will be based on the pricing submitted in the framework procurement. **Framework Suppliers will provide more precise costs in their proposal, following a discussion about your individual school's specific requirements.** Schools can call-off directly on the Framework where there is only one provider that meets their requirements, otherwise a mini-competition will be run based on price. This will ensure the prices schools are quoted are highly competitive. Please remember that the Framework pricing is only concerned with licences for the MIS, support and training costs can be obtained from HfL.
What is the term of the contract?	The HfL framework agreement runs from 1st April 2022 until 31st March 2026. The suggested term for an individual contract is a minimum term of two years, with an option to extend for a further year or two years, depending on the remaining term of the framework. The duration of individual contracts will be agreed between the school and the supplier and confirmed on the initial order form. Individual contracts based on a framework agreement must be awarded before the end of the term of the framework agreement itself.

Who should be involved in the decision-making process?	Schools should follow their local procurement process when deciding which MIS to invest in. Given the significance of MIS system in a school, we would recommend that Governors are consulted on the decision, particularly around technology strategy and cloud migration. Other stakeholders include admin and teaching staff who will use the MIS every day.
Will we still be able to get support from HfL if we change MIS?	Data Management Services will provide support for all the MIS on our framework in addition to the existing support offered for SIMS. We will work very closely in partnership with all suppliers of MIS we support. Support contracts are separate to the framework, which is purely for licences. Use our **enquiry form** to find out more about the framework suppliers, request indicative quotes and HfL support quotes if required.
What about staff training if we switch to a product on the framework?	HfL training programmes are being created for all the MIS on our framework. The HfL migration package includes some pre-recorded basic training to get you started, so that staff are in a position to familiarise themselves with the new system ahead of 'go-live'. This gives schools the best possible start from day one. Additional training can be arranged if required.
What is the real cost of changing MIS?	All components of change need to be considered and this will be different for each school. The licensing and support are the direct costs. The indirect costs may include additional training, data migration and servers, as well as time while staff become familiar with functionality.
How will a new MIS be different?	Each MIS is unique. Specific functionality differs between systems, whichever you choose will work differently and look different. The added value of the system in relation to your school should be carefully considered e.g. dashboards for data insights in Trusts.
What about compatibility with other products?	Consider any systems that you require to link to your MIS such as Finance systems, school meals, communications and other third-party products. Check with the supplier that they have integrations with the solutions that are important to you. Consider whether there is functionality built-in to the MIS that could replace these products and save you money. As in the question above, bear in mind that the 'how' will be different in every system!