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Procurement Support - School Book Schemes 2024/25

Status Update

18 April 2024



Procurement Support Status Update

Progress to Date:



- **Three webinars** were held with schools on **April 10th-12th** to provide an overview of the procurement process, timelines, key materials and support structure in place. There were **635 attendees** in total across the three webinars.
- The Schools Procurement Unit (SPU) website is being utilised as a central repository for all information, guides and supports outlined in the webinars.
- All questions raised during the webinars were captured in a Frequently Asked Questions document (FAQ), which will be available on the SPU website from 19 April
- A **dedicated Helpdesk team** has been established to support with queries.
- As of 1pm on the 17 April, **65 email queries** were received by the Helpdesk team. The status of queries are as follows:
 - **Closed:** 58 (89%)
 - **Open:** 4 (6%)
 - **Escalated to Level 2 Support:** 3 (5%)
- Queries received to date relate to; Quotes (69%), Contracts (6%), eTenders registration (11%), Assessing Cost for RFT / RFQ (11%), Evaluating (2%), Reason why schools need to procure (2%).
- As of 1pm on the 17 April, there have been **no complaints** submitted to the Helpdesk.
- New video loaded to SPU website on 17 April covering assessing of costs

Key Next Steps:



The key next steps are as follows;

- Establishment of a live phone line to support school queries – this will be managed by the Level 1 Helpdesk
- Additional school webinars to be scheduled for week of 22 April. Proposed topics include Estimating Cost and completing the RFQ and RFT templates
- Additional instructional / support videos on the Schools Procurement Unit (SPU) website in line with the queries received and requests from schools
- Publication of FAQ document by 19 April

Key Content Available in SPU Website:



A non-exhaustive list of the key content provided on the [Schools Procurement Unit \(SPU\) website](#) is listed below;

Item	Link
Recorded Webinar – “Introduction to JC Schoolbooks Procurement Guidance”	Here
Procurement Guidance for JC Schoolbook Scheme 2024/25	Here
Post-Primary School Quotation Template	Here
Call for Tender (CFT) Template	Here
Tender response Document (TRD) Template	Here
Introduction to eTenders Guide (how to register)	Here
Guide on Creating and Publishing a CFT on eTenders	Here