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User Guide | Ref No: 1218

Critical Incident Management and Public Safety Software and Systems

Framework Agreement





This is an interactive PDF

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About YPO

YPO provides procurement solutions for public sector organisations to set up or renew contracts for a wide range of services.

Established in 1974 by a group of 13 local authorities, we're the UK's largest public sector buying organisation and we're still 100% publicly owned today. We work closely with our suppliers and collaborate with other public sector buying organisations to achieve efficiencies and value for money, returning all our profits back into the heart of the public sector. Our team of qualified procurement professionals can offer advice, guidance and expertise on procurement, as well as regular engagement and communication to make sure your objectives are achieved.

Overview

Start date

13.02.2024

Expiry date

12.02.2029

Extension(s) (if applicable)

No further extensions available

Contracting authority (CA) call-off period

CA's can specify a contract period, based on the term that will best suit their requirements.

Contract notice reference number

2023/S 000-034632

Rebate

1% paid by supplier/provider

Geographical location(s)

National

Background to the DPS

Emergency / Blue Light Services have used this technology for many years and its capability to perform a wide range of complex tasks is increasing all the time. Other public sector organisations are also managing their public spaces and events using technology to be more efficient and effective.

Whilst developing this solution YPO engaged with many suppliers and potential customers to ensure this

DPS allows the flexibility to implement a wide range of solutions from off the shelf software to full end to end solutions.

The DPS allows new suppliers to be added which enables this growing and innovative market access to public sector procurement and customers the ability to use them.

We understand that for many customers the development of their specification could take a significant amount of time and we encourage engagement with the market as part of this process. We find that customers who do this very early on in their project often get the best results from the market at the point of further competition.



Specification, overview and category structure

This Dynamic Procurement System (DPS) is for the supply of Critical Incident Management and Public Safety Software / Systems inclusive of products and services which support the delivery and functionality of the requirements such as incident command, risk management, event management.

This may be for a new solution, amendment, or upgrade of an existing solution, from a single boxed order through to the full deployment of a software solution the associated hardware and ancillary services.

This may include commercial off the shelf software (COTS), open-source software, software licences or niche and bespoke software.

Solutions may be cloud hosted, on premise, or via hybrid and are to incorporate technologies that are currently available and those which will evolve through the lifetime of the DPS.

Category	Title
01	Critical Incident Management Software / Systems
02	Public Safety and Place Management Software / Systems

How to call-off

YPO have completed a full compliant process to allow our customers easy call-offs via further competition, through any of the awarded suppliers/providers. This gives CAs the ability to evaluate supplier/provider capabilities on both quality and price, using criteria and specifications relevant to their own organisation's individual requirements.

Prior to publishing your further competition opportunity, you may find it useful to pre-engage with awarded suppliers/providers, especially for large complex requirements, to seek additional information, help refine your requirements and explore available solutions. YPO can assist with publishing RFIs to the supply base and gather responses.

Your specification should give suppliers/providers a clear understanding of the specific goods/services you require them to deliver. CAs must also supply suppliers/ providers with the evaluation methodology, based on the cost and quality criteria set out below.

There are no set questions that CAs must include in their further competition, we would suggest that these are related back to your specification and the outcome you are trying to achieve. YPO envisages that the award criteria may be made up of (but not limited to) the questions under the areas listed below:

Cost

- Price
- Lifecycle costs
- Cost effectiveness

Non-Cost (Quality)

- Quality of service
- Supplier standards and certification
- Customer service and account management
- Delivery and logistics
- Lead times
- Innovation and added value
- Pre/post service support

Social Value and Sustainability

- Social value
- Sustainability
- CSR
- Environment

Criterion	Percentage Weightings
Cost	30%
Quality	60%
Social Value/ Sustainability	10%

The customer has the option to flex the evaluations criteria by +/-10%

If customer chooses to alter the award criteria then they do so at their own risk.

On identifying the successful supplier/provider, YPO would suggest carrying out a standstill period of 10 calendar days, before contract award. This period is voluntary, but would be recommended especially for a long term, or high value call-off contract. The CA must ensure all suppliers/providers who tendered are advised of the outcome of the further competition in writing, including brief details on where scores were achieved and missed.

At the end of the standstill period, the CA will need to complete the following with the successful supplier/ provider;

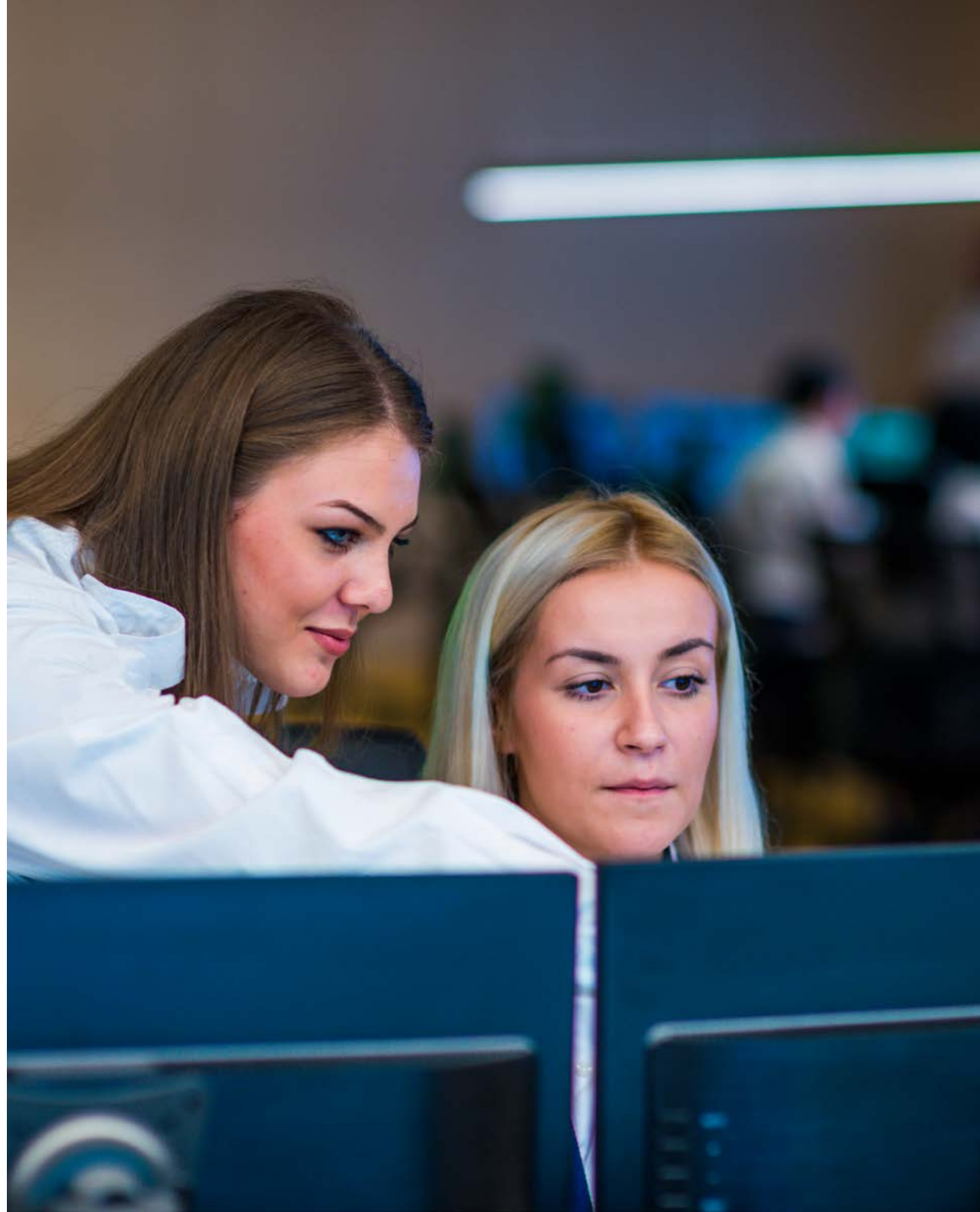
- Complete the order form provided
- Provide a PO where required
- Complete the 'Confirmation of award' template and return to YPO

How YPO can assist you

If you are looking to run an opportunity through this framework, YPO can assist you with the following.

- Provide DPS advice.
- Work with customers to run engagement/ meet the supplier/ provider sessions.
- Publish RFIs to the supply base and gather responses.
- Assist with developing further competition documents.
- Compliance check of documents
- Advertise on our e-tendering site – this can be managed by YPO, or the customer may have log in access.
- Manage the sending of clarifications.
- Guidance and assistance throughout the entire process
- Provide evaluation templates.
- Publish award and rejection letters
- Award on our e-tendering site

In essence we will assist you as much or as little as needed, the only things we cannot do are: write your specification or evaluate the quality of the product/ service as this needs to be done in house. If you require any further guidance, or would like the YPO team to run your further competition please contact us.



Terms and conditions

Suppliers/providers awarded to the Establishment Agreement have agreed to and signed YPO's standard Terms and Conditions. The Call Off Terms and Conditions can be amended by the CA and supplier/provider by mutual agreement to include additional terms to supplement the standard Terms and Conditions. A variation form is included in the standard Terms and Conditions document to allow customers and suppliers/providers to amend any terms if required.

Contact information

For further information or to discuss individual requirements, please use the contact details below:

Name	Laura Megson
Job title	Category Buyer
Category	Emergency Services and Blue Light
Telephone	07552 320097
Email	laura.megson@ypo.co.uk

Name	Leanne Westmoreland
Job title	Assistant Category Buyer
Category	Social Care and Emergency Services
Telephone	07435 830988
Email	emergencyservices@ypo.co.uk

Stages 1 to 4

<p>Stage 1 Initial Customer Enquiry</p>	<ul style="list-style-type: none">• Customer contacts YPO for information• YPO will send customer a copy of the User Guide and Access Agreement.• Customer completes and returns the Access Agreement.
<p>Stage 2 Access Agreement Returned to YPO</p>	<ul style="list-style-type: none">• Following receipt of signed Access Agreement YPO may send the customer a Further Competition Template, Bank of Optional Questions, and Framework Agreement Scope.• YPO may provide the customer with a unique reference code for the further competition, which will be referenced on all documentation.• Customer completes the documents and sends to YPO.• If the customer decides to undertake their own further competition YPO must be informed via e-mail
<p>Stage 3 Further Competition</p>	<ul style="list-style-type: none">• YPO can issue further competition documents to all suppliers/providers on the framework agreement if required by the customer.• YPO will manage any clarifications that are received from potential suppliers/ providers (customers will need to provide clarification responses).• At the submission closing date YPO will provide customers with access to all submissions.• Customers can then evaluate (offline) the submissions and prepare acceptance and rejection letters.
<p>Stage 4 Contract Award</p>	<ul style="list-style-type: none">• YPO will issue the award decision documentation (acceptance and rejection letters) via YPO's e-portal.• Optional 10-day standstill period: customers are advised to implement a voluntary standstill period of 10 days.• A Contract Award Notice following any award via the framework agreement must be published within 30 days.

