

Better value, delivered.



User Guide | Ref No: 1221

Glass Replacement and Repair

Framework Agreement



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 one of 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.



This is an interactive PDF

You can click on the items listed above, and they will take you to the relevant page. You can also click on **Contents** in the top right of every page and it will bring you back to this contents page.

Overview

Start date

1 November 2023

Expiry date

31 October 2027

Extension(s) (if applicable)

2 x 1 Year Extension (2026 and 2027)

Contracting authority (CA) call-off period

CAs can specify a contract period, based on the term that will best suit their requirements. YPO generally recommend a call-off period of no longer than 5 years.

Contract notice reference number

2023/S 000-026312

Potential maximum value

£10,000,000

Rebate

Retrospective rebate of 1%

Geographical location(s)

National

Specification, overview and lot structure

Lot Structure

Lot 1 – Emergency Services Vehicle Glass Repair and Replacement

Lot 2 – Vehicle Glass Replacement and Repair for the Wider Public Sector

Providers were appointed onto the framework agreement for the provision of supply and fitment of vehicle glass replacement, repair and recalibration of cameras.

Glass will cover windscreens, side screens and sunroofs. This includes call out roadside repair for all glass, including windscreens and dynamic calibration, and workshop mobile calibration for use in the emergency services and the wider public sector.

The products and services that may be supplied under this Framework include but are not limited to supply and/or fit of:

- Car and 4x4 type vehicle windscreens, side glass and other vehicle glazing used in these types of vehicles.

- Van windscreens, side glass and other vehicle glazing's used in this type of vehicle(s).
- HGV windscreens, side glass and other vehicle glazing's used in this type of vehicle(s).

Additional Goods/Services (Lot 1):

- Vehicle windscreen, side glass and other glazing's repair
- Vehicle windscreen, side glass and other glazing's removal and/or re-fitting
- Specialist Services specific for the emergency services sector
- Ability to supply and supply and fit Bandit glass
- Ability to supply and supply and fit polycarbonate glass
- Ability to supply and supply and fit KASIGLAS® glass (or equivalent) or willingness to stock KASIGLAS® (or equivalent) to meet the Police/Emergency Services requirement(s).
- Associated services in relation to the distribution, removal, storage, installation etc. of vehicle glass

Incident Response Level (IRL) Lot 1 only:

- Under Lot 1 IRL will be identified at time of the original call and allocated a priority.
- Priorities are in three different categories high medium and low and will be allocated on priority level.

Additional Goods/Services (Lot 2):

- Vehicle windscreen, side glass and other glazing's repair
- Vehicle windscreen, side glass and other glazing's removal and/or re-fitting
- Specialist Services
- Associated services in relation to the distribution, removal, storage, installation etc. of vehicle glass.

All lots include the option for Further Competition or Direct Award. The framework can be accessed by all public sector bodies included: Local Authorities, NHS, Housing Associations, Education Establishments, Blue Light and many more. For a full list of eligible customers, please see the permissible users list.



How to use the framework

Frameworks can be considered as a procurement tool that helps to connect suppliers with public sector organisations.

YPO's Frameworks are usually established by following what is known as the 'open' procedure (a tender process). Currently, this means that suppliers from around the world can bid for a place on Frameworks and have the opportunity to work with public sector organisations.

Frameworks provide access to a pre-approved list of suppliers, meaning the public sector organisation does not need to run its own open procurement procedure and can offer its opportunity to a smaller number of suppliers.

Frameworks are managed by the Framework 'owner'

so public sector organisations can be sure that the suppliers on the Framework are undergoing regular due diligence checks.

CAs will be able to procure via direct award and further competition for all lots on the framework.

Suppliers were assessed on their capacity and capability as a specialist vehicle Supplier through an evaluation focused upon price, quality, delivery and customer service, and social value and sustainability.

The aim of this YPO framework is to give CAs the ability to assess Suppliers' capabilities to meet against their requirements, through utilising national and regional Suppliers.

CAs will have the ability to carry out a direct award or further competition through their own internal process or via the YPO's tendering portal. The YPO portal can be used to run all your Direct Award and Further Competitions.

A direct award is where a CA carries out an assessment on the criteria set in the YPO framework documentation to decide which Supplier they would like to award a call-off to.

A further competition gives contracting authorities the ability to create a specification, method statements (questions) and pricing that is relevant to their own organisation.

The aim of this YPO framework is to give CAs the ability to assess Suppliers' capabilities to meet against their requirements, through utilising national and regional Suppliers.



How to carry out a direct award

This framework is set up to allow direct award. When establishing the framework, a competition was conducted, and the awarded supplier/provider the most economically advantageous tender from all the potential suppliers/providers who tendered and was awarded onto the framework and ranked in each lot. For more information on the rankings please contact YPO on the contact details given on page 8.

CAs are still able to run a further competition on across all lots, see page 7 for information regarding further competitions.

To access the framework agreement, CAs should complete and return the Non-Disclosure and Customer Access Agreement. This can be found on the YPO website under 'Documents' for this framework.

CAs will be responsible for their assessment of Suppliers for a direct award, which should be based on quality, price, delivery, customer service, social value, and sustainability.

CAs will be able to see the following documentation to assess the quality of the Supplier:

- Supplier overview
- Supplier contact sheet

CAs can carry out the assessment for a direct award on all Suppliers that are listed on the relevant lot, or they can utilise the sub-criteria that was created and evaluated as part of the YPO tender process.

At direct award stage you need to provide the Supplier with the relevant information to deliver the goods/ service you require.

The following needs to be completed for a direct award by advising the Supplier of the following:

- Complete the order form that is provided on the YPO website.
- Review the call off terms and conditions also provided on the YPO website

Ensure you add within the order form any bespoke terms and conditions within your order (please note these must be agreeable by both parties being the customer and Supplier prior to commencement of the call off agreement.

YPO can support CAs with the set-up of a Direct Awards to ensure the most advantageous outcome:

- Assessment of your needs and advice on the best approach
- Market and supplier insights
- Technical know-how on how to procure specific service, works or product
- Assistance in the completion of the documentation
- Advice on the call-off terms and conditions
- Advice on the KPIs
- Assistance with or management of the supplier pre-engagement

Templates for the following areas can be provided:

- Award and rejection letters
- Call-off contract terms and conditions
- Award form



Find out more by contacting the fleet team at YPO.

Carrying out your further competition

CAs will be able to evaluate Suppliers on Quality, Cost, Delivery and Customer Service, Social Value and Sustainability in their further competition. The CA will be responsible for the further competition process, with assistance from YPO on documentation review if required.

CAs will be able to see the following documentation to support the creation of their further competition:

- Supplier overview
- Supplier contact sheet

CAs can carry out a further competition based on the below criteria:

Criteria for further competitions	Range
Cost	40%
Quality	30%
Delivery and Customer Service	15%
Social Value and Sustainability	15%

This will allow for authorities to carry out further competitions with weightings, set out as above, the total percentage must add up to 100%.

CAs can carry out a further competition on all Suppliers, for the relevant lot and can use the sub-criteria as set out above. Please note you can vary your weightings +/- 10% for each of the criteria as set out in the ITT documentation, any variations above this threshold is at the sole risk of the CA.

CAs will need to create a further competition either via their own internal processes or via the YPO portal.

YPO can help CAs produce specifications, qualitative questions, pricing schedules and evaluation criteria to undertake a further competition. Templates can be provided please contact fleet at YPO; fleet@ypo.co.uk.

CAs can use their own template documents if they prefer. The further competition should meet the criteria provided in this document.

There are no set questions for CAs to include in their further competition, we would suggest that these are related back to your specification. Once you have created your further competition document you are required to publish the documents to all Suppliers that meet your sub-criteria. This document can be published via your own internal processes or by following the guidance on the YPO website.

There are no minimum or maximum timescales that a further competition should be published within, however YPO would suggest that the timescales are relevant to the detail of the specification and documents you publish. Please ensure that Suppliers have sufficient time to respond to your further competition template.

Once the deadline has ended, the response documents should be evaluated in accordance with the criteria in the further competition.

Evaluation must be fair and transparent, and the methodologies used to evaluate must be provided to the suppliers/providers within the further competition documentation.

Clarification responses, evaluation of further competition submissions, drafting of award letters and contracts and applicable Contract Award Notices are elements of the process that will need to be completed by the CAs.

CAs must inform YPO of the outcome of any further competition they undertake themselves. This includes completing the award template and returning to fleet@ypo.co.uk.

When running a further competition, CAs should award based on the most economically advantageous tender and must provide suppliers/providers with the methodology behind.

A 10-day standstill period is then voluntary under the YPO framework. YPO would suggest carrying out a standstill period for a long term or high value call-off contract.

Review the call off terms and conditions provided by YPO and ensure you add any supplementary information/amendments within the order form any bespoke terms and conditions within your order (please note these must be agreeable by both parties being the customer and Supplier prior to commencement of the call off agreement.)

How to call-off from the framework

For all lots under this framework CAs can run a further competition to award a call-off contract to the winning supplier/provider. This can be done via the contracting authorities own procurement portal or via YPO's procurement portal.

Please see the step-by-step process for arranging a call from the framework below:

Initial Customer Enquiry

CAs can contact the fleet team at YPO at for information by emailing fleet@ypo.co.uk.

- YPO will send CAs a copy of the User Guide, NDA / Access Agreement
- Customer completes and returns NDA / Access Agreement

NDA/Access Agreement Returned to YPO

Following receipt of signed NDA/Access Agreement YPO may send the CA a Further Competition Template, and Framework Agreement Scope.

YPO will provide the customer with a unique reference code for the further competition and direct award, which will be referenced on all documentation

CA completes the documents and returns to YPO.

If the CA decides to undertake their own further competition YPO must be informed via e-mail (fleet@ypo.co.uk) and a unique reference number used.

Further Competition

YPO can issue further competition documents to all suppliers/providers on the framework agreement if required by the CA.

YPO will manage any clarifications that are received from potential suppliers/ providers (CAs will need to provide clarification responses) clarifications will be managed through the e-portal.

At the submission closing date YPO will provide customers with access to all submissions.

CAs can then evaluate (offline) the submissions and prepare acceptance and rejection letters (templates can be provided).

Direct Award

CAs will be responsible for their assessment of Suppliers for a direct award, which should be based on quality, price, delivery, customer service, social value, and sustainability.

CAs will be able to see the following documentation to assess the quality of the Supplier:

- Supplier overview
- Supplier contact sheet

CAs can carry out the assessment for a direct award on all Suppliers that are listed on the relevant lot, or they can utilise the sub-criteria that was created and evaluated as part of the YPO tender process.

At direct award stage you need to provide the Supplier with the relevant information to deliver the goods/service you require.

Contract Award

The CA to complete any award documentation required such as the Call Off Terms, Order Form etc.

YPO will issue the award decision documentation (acceptance and rejection letters) via e-portal.

Optional 10-day standstill period: CAs 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.

Suppliers

All awarded supplier lists are available on the YPO website, if you would like individual lot break downs, please contact fleet@ypo.co.uk.

As part of the tender process YPO asked each Supplier to give an overview of their organisation, this should support CAs to understand the Suppliers in more detail where they have shared information about their capability and experience.

Terms and conditions

YPO has agreed a set of framework terms and conditions; these are between YPO and the Supplier. These framework terms and conditions cannot be amended by the contracting authority or the Supplier.

To supplement the framework terms and conditions, YPO has created call-off terms and conditions for contracting authorities to put in place with the Supplier.

The call-off terms and conditions can be utilised to ensure that they fit your requirements and if both parties agree, they can be amended to support the delivery of the service.

Once the call-off terms and conditions are agreed you will need to specify these within the order form under the 'amendment to terms and conditions' section. The order form then forms the legally binding contract between you the customer and the Supplier.

Contact information

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

Name	Kate Clayton
Job title	Category Buyer – Fleet
Telephone	01924 834864
Mobile	07827 368203
Email	Kate.Clayton@ypo.co.uk

Name	Joanna Szeszol
Job title	Assistant Category Buyer – Fleet
Telephone	01924 834868
Mobile	07776 775084
Email	Joanna.Szeszol@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, NDA and Access Agreement• Customer completes and returns NDA and Access Agreement
<p>Stage 2 NDA/Access Agreement Returned to YPO</p>	<ul style="list-style-type: none">• Following receipt of signed NDA/Access Agreement YPO may send the customer a Further Competition Template, 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 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

