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User Guide | Ref No: 1095

Software Application Solutions

Direct Award Guidance



Overview

Upon creation of any Framework, YPO aims to evaluate suppliers based on criteria relevant to any organisations that may decide to utilise the agreement. YPO have completed a fully compliant process to allow our customers an easy call off route via direct award, for all lots of the framework agreement, with any of the awarded suppliers on the relevant lot/s.

A direct award is where a Contracting Authority (CA) carries out an assessment on the criteria set in the YPO framework documentation, to determine which supplier they will call-off to, which can be based on quality and/or price.

The software application market is ever evolving, with new solutions and services being continuously developed and improved. To ensure prices and solutions remain relevant, prices for direct award will be re-evaluated throughout the lifetime of the framework agreement.





Lot Structure

This Framework is divided into the following lots:

*Further Competition

Lot	Description	Method of call off contract
1	Business Application Systems	Direct Award
2	HR, Payroll and Workforce Management	Direct Award and FC*
3	Financial and Accounting Management	Direct Award and FC*
4	Environmental, Street and Waste Management	Direct Award and FC*
5	Election Management and Citizen Services	Direct Award
7	Library Management	Direct Award and FC*
8	Procurement and Contract Management	Direct Award
9	Land, Housing and Property Management	Direct Award and FC*
10	Booking Systems and Management	Direct Award and FC*
11	Education Management and Learning Systems	Direct Award and FC*
12	Health and Social Care Systems	Direct Award and FC*

The simplified lot structure allows for purchase decisions based on solutions and outcomes. Each lot is inclusive of products, works and services to meet all your software solution requirements and provide you with delivery of standalone, or full service solutions, using technologies that are currently available and those which evolve throughout the lifetime of the framework agreement.

Please refer to the user guide and/or the Scope and Specification document for a full description

Award criteria

Suppliers were assessed on the following award criteria, which has been used to establish the framework agreement:

Assessment criteria	Percentage weightings
Cost	30%
Non-cost (Quality)	60%
Social value and sustainability	10%

CAs may use the criteria and weightings published by YPO, or the full weightings may be re-opened at the CAs discretion, to suit their specific requirements, but must add up to 100%.

of each individual lot. Suppliers who are awarded onto multiple lots can provide direct award solutions which include goods, works and services from two or more lots, but only those to which they have been successfully appointed to.

YPO have not placed limits on the call-off contract duration, providing you the flexibility to define your call-off period which best fits your requirements.

How to access the framework agreement

To access the framework agreement and accompanying documents, customers should complete and return the Customer Access Agreement found in the 'Documents' tab of the framework website page (www.ypo.co.uk/frameworks-home/900621#details). Here you will also find standard templates to assist with the creation of your documents, or CAs may use their own if they prefer.

Upon the signed access agreement YPO can provide CAs with the tender documentation and requirements to help assist with their direct award process.

As soon as you wish to utilise the framework, please contact YPO to receive a unique reference code for the direct award, which should be referenced on all documentation and any supplier engagement.

What to consider for direct award call-offs

YPO have completed a fully compliant process to allow our customers a quick and easy call off route via direct award, meaning CAs can purchase directly from a chosen supplier without having to run a further competitive process.

Direct awards can be awarded to any supplier on the authorised lots, if the participating CA can demonstrate the selected supplier offers them the most economically advantageous solution, which can be based on price and quality.

Direct award is best suited to procurements such as (but not limited to):

- Low value/low complexity requirements
- Where goods or services are exclusive to one supplier
- Continuity or additions to existing goods or services
- Urgent/one-off requirements
- Where retaining of a suppliers services provide best value

CAs should ensure to follow any internal processes and procedures to assess supplier capability and determine if this route offers best value for your procurement.

Top tip: *Best value equates to more than just price. You may wish to consider your existing supplier relationships and service delivery experience, internal resource and timescales, cost of running a tender exercise vs expected savings etc.*

Direct Award process

1/ Define your requirements

The first step is to establish and define your requirements, to develop a clear understanding of the specific goods/services you require to call-off and appraise which lot on the framework will meet these requirements, with assistance from YPO if required. As soon as you wish to utilise the framework, please complete the access agreement and contact YPO to receive a unique reference code for the opportunity, which should be referenced on all documentation and any supplier engagement.

2/ Assess suppliers/providers

CAs will be responsible for their assessment of suppliers to determine a direct award, which can be based on quality and price.

Upon the signed access agreement, YPO will be able to provide you with the following documentation, in which you can assess the suitability of the supplier:

- The results of the tender evaluation including supplier responses and scores
- Supplier pricing submitted as part of the tender process
- Supplier price list showcasing the scope of products, work, and services they can provide under each lot

If you are unable to find a match to your requirements, you can raise a Request for Information (RFI) to the suppliers on your relevant lot. You will need to provide a statement of your requirements, so they can direct you to an existing submitted offer or add this solution to their price list.

Throughout the lifetime of the framework agreement, prices for direct award will be re-evaluated to ensure they remain relevant. Suppliers can add/amend solutions to their individual price lists, so their offers and prices remain current and competitive.

Direct award can be made to any awarded supplier/provider if the participating OCA can demonstrate the selected supplier/provider offers them the most economically advantageous solution.

3/ Award

Once you have completed your evaluation you can place your order with the chosen supplier and provide all the relevant information. The following needs to be completed for a direct award:

- Advise the supplier of the direct award
- Complete the call-off contract that is provided on the YPO website
- Complete the order form that is provided on the YPO website

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 contacting authority (CA) 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 provider. The call-off terms and conditions can be utilised to ensure 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 completed you will need to complete the order form to finalise

your agreements and requirements with the provider. The order form is for the CA and supplier to tell the story of the service they require. The CA and supplier are both required to sign the call-off terms and conditions and advise YPO of the award.

Upon successful award, please complete the 'Confirmation of award' which can be found on the framework website page and send to YPO at itservices@ypo.co.uk.

How YPO can assist you

If you are looking to run a direct award, or further competition through this framework, YPO can assist you with the following (all FOC):

- Provide framework advice including suitable lots, call off routes etc
- Work with CAs to run engagement/meet the supplier sessions
- Publish RFIs to the supply base and gather responses
- Assist with developing further competition/direct award documents
- Compliance check of documents
- Advertise further competitions on our e-tendering site – this can be managed by YPO, or the CA may have access
- Manage the clarifications
- Assist with evaluation of price and any other non-quality aspects
- Guidance and assistance throughout the entire process
- Provide evaluation templates
- Produce award and rejection letters
- Award on our e-tendering site
- Assist with debriefs

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 at itservices@ypo.co.uk.

Contact information

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

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Further Competition Coordinator
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Stage 1
Initial customer enquiry

- CA reviews the User Guide, then completes and returns the Access Agreement
- Following receipt of signed Access Agreement YPO may send the customer the Framework Agreement Scope and associated documents. Please visit the framework website page for any templates
- YPO provides the CA with a unique reference code for the direct award, which should be referenced on all documentation



Stage 2
Assessing suppliers/
providers

- CA assesses suppliers to determine a direct award which can be based on price, or price and quality
- CAs evaluate suppliers to demonstrate the selected supplier offers the most economically advantageous solution



Stage 3
Award to supplier

- Once you have completed your assessment/evaluation you can place your order with the chosen supplier
- Complete all the relevant documents including call-off contract, order form and send directly to the supplier
- CA and supplier to inform YPO of the award. Please complete the 'Confirmation of award' and send to itservices@ypo.co.uk

