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User Guide | Ref No: 1095

Software Application Solutions

Further Competition 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. We have completed a fully compliant process to allow our customers easy call-off routes via either direct award or further competition.

A full evaluation has been undertaken which allows Contracting Authorities (CAs) to procure compliantly via further competition within all 12 lots of the framework agreement. Giving the ability to evaluate supplier' capabilities on both cost, non-cost (quality) and social value and sustainability, using criteria and specifications relevant to their own organisation's individual requirements.

CAs should run a further competition process for complex requirements, individually tailored solutions, or those which exceed the threshold value of the current Public Contract.



Lot Structure

This Framework is divided into the following lots:

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

The simplified lot structure allows for purchase decisions based on solutions and outcomes. Each lot is inclusive of products, works and services which can be tailored to meet your specific requirements and provide you with delivery of standalone, or full service solutions, with solutions 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 of each individual lot.

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 further competition 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 further competition process.

CAs can carry out multi-lot call offs under this framework, which involve combining two or more lots, allowing you to obtain all your software application solution requirements in 1 single procurement. Only suppliers who are awarded to all lots, will be invited to compete, creating a one stop shop for all your software application solution needs.

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

Further Competition process

1/ Pre-engage to help define your requirements

Prior to running your further competition, you may find it useful to pre-engage with awarded suppliers on the contract, especially for large complex requirements, to seek additional information, help refine your requirements and explore available solutions. This may also assist you with the building of your Further Competition documents, to ensure they are clear and concise and encourage suppliers to respond, maximising your opportunity to obtain best value for money.

You may pre-engage directly with the suppliers using the contact details found within the user guide, or YPO can assist you with running a Request for Information exercise.

Please ensure that any pre-engagement references the framework number and further competition reference number so suppliers can identify the opportunity when this becomes available. Any engagement must remain fair, transparent and open.

2/ Define your requirements

CAs are responsible for defining requirements and providing a specification which gives suppliers a clear understanding of the specific goods/ services you require them to deliver, with as much information as possible.

CAs must also provide suppliers with the methodology behind the evaluation, including the criteria in which submissions will be evaluated against and the weightings that are applied, for fairness and transparency. CAs will be able to evaluate suppliers on both quality and price and will be responsible in the building of requirements, with assistance from YPO if required.

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 to compete at the CAs discretion, to suit their specific requirements, but must add up to 100%. CA's can also set any appropriate KPI's and/or service levels within the quality award criteria.

YPO can assist CAs to produce specifications, qualitative questions, pricing schedules and evaluation criteria to undertake a further competition, FOC.

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.

3/ Create documentation

Once you have a defined set of requirements and award criteria ready to send to the market, CAs need to decide on the appropriate lot to utilise and complete the further competition documents, either using the YPO template that can be downloaded via the YPO website or CAs may use their own templates if they prefer.

All documentation must reference the framework and lot number, and will need to include:

- Invitation to Tender (ITT) – including requirements specification, mandatory requirements, award criteria, timetable, evaluation methodology
- Any additional schedules

There are no minimum or maximum timescales that a further competition should be published within, however YPO would suggest the timescales are relevant to the complexity of your requirements/ documents. Please ensure that suppliers have sufficient time to respond to your further competition and remember to include a closing date and time for your clarification period too.

Best practice: Allow sufficient time for suppliers to respond to your further competition, taking into consideration any bank holidays and the complexity of your requirements. Best practice would advise that you allow a deadline of at least 4 weeks or more, depending on the complexity of your requirement, less than this may result in poor submissions or a lower amount of supplier responses.

4/ Issue the further competition

Upon completion of the further competition and all associated documents you are required to publish the documents which must be issued to all suppliers awarded to the relevant lot, to invite them to bid against your requirement. If your requirement covers multiple lots, only suppliers who are awarded to all lots that you are utilising, will be invited to compete.

The further competition may be issued via your own internal process, or via YPO's e-tendering portal, we can assist with managing the process or provide you

access to the portal to manage internally. If the CA decides to undertake their own further competition YPO must be informed via e-mail and notified of the outcome, using the confirmation of award form, available on the YPO website.

If you choose for YPO to run the further competition, we will manage any clarifications and keep an audit trail of communication with potential suppliers - CAs will need to provide clarification responses, which will be shared publicly unless the information contained is commercially sensitive to either party.

Responses received must be kept secure and unopened until the designated closing date and time for final submissions has passed. Responses received after the specified date and time should be rejected.

5/ Evaluation

Criterion	Example award criteria
Cost	<ul style="list-style-type: none"> • Price • Lifecycle costs • Cost effectiveness
Non-cost (Quality)	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Social value • Sustainability • CSR • Environment

After the submission closing date YPO will provide CAs with access to all submissions, for CAs to evaluate and identify their winning supplier based on the most economically advantageous tender. The submitted response must be evaluated in accordance with the criteria stipulated in the original further competition document.

6/ Award

On identifying the successful supplier, 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 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:

- Complete the order form provided on the YPO website
- Provide a PO where required
- CA and supplier to inform YPO of the successful award and complete the 'Confirmation of award'

A Contract Award Notice following any award via the framework agreement must be published within 30 days (YPO are able to do this on behalf of the CA if required).

How YPO can assist you

If you are looking to run a 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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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 the further competition documents (these can also be downloaded on the framework website page)



Stage 2
Creating the further competition documents

- YPO provides the CA with a unique reference code for the further competition, which should be referenced on all documentation
- CA completes the further competition documents, using the YPO template or their own internal documents if they prefer
- YPO can assist CAs with the development of their documents including the building of specification requirements, qualitative criteria, pricing schedules and evaluation criteria
- If the customer decides to undertake their own further competition YPO must be informed via e-mail



Stage 3
Running the further competition

- Once the further competition documents are completed, these must be issued to all suppliers awarded to the relevant lot, to invite them to bid against your requirement
- The further competition may be issued via your own internal process, or YPO can run this via our e-tendering portal and assist with managing the process
- If you choose for YPO to run the further competition, we will manage any clarifications that are received from potential suppliers (CAs will need to provide clarification responses)
- At the submission closing date YPO will provide CAs with access to all submissions, CAs can then evaluate (offline) the submissions in accordance with the criteria and prepare acceptance and rejection letters to inform of the outcome of the further competition



Stage 4
Contract award

- CAs issue the award decision documentation (acceptance and rejection letters)
- A 10 day stand still period is voluntary, YPO would suggest to carry out a standstill period especially for long term, or high value call-off contracts
- A Contract Award Notice following any award via the framework agreement must be published within 30 days (YPO are able to do this on behalf of the CA if required)
- CAs should provide the winning supplier with the completed call off contract and order form and inform YPO of the award

