Better value, delivered.

YPO®

Technology Hardware, Software and Services

Framework Agreement

User Guide
Ref No: 979

Innovating your world | Technology and Communication

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.

Helping you navigate the world of your procurement
The world of procurement is complex, with competing demands and increasing pressures. Through collaboration, we provide products and services to meet your needs as individuals and collectives, through our wide range of procurement categories and frameworks. Navigating the world of procurement needs to be easy, quick and effective for both buyers and suppliers, and needs to help you make sure that every penny counts. We believe that through our procurement activity there's an opportunity to make an impact and a real difference, by delivering social value and outcomes in the communities we serve.

Overview

Start date:	1 October 2019
Expiry date:	30 September 2021
Extension(s) (if applicable)	2 x 12 months
Contracting authority (CA) call-off period:	CAs can specify a contract period, based on the term that will best suit their requirements
Contract notice ref. no:	2019/S 139-324414
Rebate:	1% on spend, payable by the supplier/ provider. Free to access and utilise by all public sector customers
Potential maximum value:	£50m- £200m
Geographical location(s):	National

Specification, overview and lot structure

This framework is for the provision of hardware, software and associated services, from the supply of ICT equipment and applications through to secure hardware asset destruction. Services include subscription based 'anything as a service' models, operational services to manage the provision of your technology requirement and service design and implementation for assisting with evaluation and improvement of your technology infrastructure.

There are 33 suppliers/providers awarded across the 8 lots, 66% of which are SME's, all who can provide a high quality of services to the whole of the public sector. Both products and services can be procured in one single procurement, allowing customers to award to one supplier/provider for their full ICT solution.

LOT	DESCRIPTION	NUMBER OF SUPPLIERS/ PROVIDERS PER LOT
1	**Supply of Hardware** This lot is for the provision of ICT hardware across a wide range of manufacturers to provide a complete ICT equipment solution. Associated bundled software and operating systems included as part of a standard OEM factory build are included in this lot. Solutions may include but are not limited to: • Purchase, lease and BYOD/1:1 agreements • End user devices including device hardware such as desktop PCs, laptops, tablets, notebooks, smart phones, across a range of manufacturers/brands • IT peripheral equipment including input, output and storage devices such as mice and keyboards, monitors, printers and scanners across a range of manufacturers/brands • Infrastructure hardware including servers, enterprise storage, routers, switches, networking and associated services • Audio visual and video conferencing equipment including screens, webcams, microphones, headsets etc. • Digital signage • Hardware asset management services • Associated services for goods purchased such as warranties, installation, imaging and asset tagging • End user support including configuration and migration services, maintenance, training, on/off site support Any associated service must be purchased alongside a hardware requirement, for standalone services please use lot 6 Technology Operational Services.	15

LOT	DESCRIPTION	NUMBER OF SUPPLIERS/ PROVIDERS PER LOT
2	**Software Applications**	14
	This lot is for the provision of software applications and systems and any associated services across public sector organisations. This may be for a new solution, amendment, or upgrade of an existing solution, from a single boxed order through to full deployment of a software solution.	
	Covering commercial off the shelf software (COTS), open source software, software licenses or niche and bespoke software specific to your organisation. Solutions may include but are not limited to:	
	• Accounting and financial systems • Creative and graphic applications • Development software • Educational and training software • Enterprise Software (CRM, ERP, data analysis, BI) • HR and Payroll • Office applications • Procurement software • Recovery and data back up • School Information Management Systems • Security • Virtualisation • Workflow management • Software asset management/license management services • Requirement/identification analysis • Design, development and customisation of software applications • End user support including installation, implementation, configuration and migration services, maintenance, training, on/off site support ESCROW services	
	Any associated service must be purchased alongside a software requirement, for standalone services please use lot 6 Technology Operational Services.	
3	**Supply of Hardware and Software**	12
	This lot is for the provision of combined ICT hardware and software requirements to allow opportunity of one supplier/provider across both provisions.	

LOT	DESCRIPTION	NUMBER OF SUPPLIERS/ PROVIDERS PER LOT
4	**Anything as a Service (XaaS)** This lot is for the provision of IT service solutions in which a supplier/provider will deliver full-service desk and support, where a customer will be able to sign up to a subscription-based model with a supplier/provider for the delivery of anything as a service. This may be facilitated by a supplier/provider via remote access over a network or managed on-site dependant on the nature. Solutions include but are not limited to: • Communications as a Services (CaaS) • Contact Centre as a Service (CCaaS) • Device/Desktop as a Service (DaaS) • Disaster Recovery as a Service (DRaaS) • Hardware as a Service (HaaS) • Infrastructure as a Service (Iaas) • IT as a Service (ITaaS) • Platform as a Service (PaaS) • Software as a Service (SaaS) • Unified Communications as a Service (UCaaS) Subscription models may include equipment, software and end user support services including configuration, migration, maintenance, training, on/off site support.	19
5	**Hardware Catalogue – for use by YPO only**	13

LOT	DESCRIPTION	NUMBER OF SUPPLIERS/ PROVIDERS PER LOT
6	**Technology Operational Services** This lot is for any operational services which are required for a customer to manage the provision of their technology requirement. You may procure a combination of any of the services listed below to meet your service needs. Where a full project from design, implementation and management is required by one supplier/provider end to end, please use lot 7 Service Design and Implementation. Solutions include but are not limited to: • Asset management • Backup and recovery • Business continuity • Cloud services • Configuration and implementation • Consultancy • Customer experience • Cyber security services • Data and analytics • Design • Disaster recovery • End user support • Infrastructure management • Integration services • Lifecycle management • Managed services • Process automation • Project/programme management • Risk assessment • Supply chain optimisation • Service desk • Support services • Testing services • Training services • Transformation services • Workplace solutions Services may be designed in line with IT service management models such as ITIL or others as required and stipulated by the customer at further competition stage.	12

LOT	DESCRIPTION	NUMBER OF SUPPLIERS/ PROVIDERS PER LOT
7	**Service Design and Implementation** This lot is for the provision of technology service design and implementation, with the purpose of helping customers evaluate their current technology environment and assist with developing/designing of an improved IT infrastructure, along with full implementation and associated services where required, providing a full end to end solution. All suppliers/providers awarded to this lot provide service design and implementation services, with suggested activities listed below, designed in line with IT service management models. Solutions include but are not limited to:	12

Service design	Implementation
• Auditing of current service provision with analysis and reporting • Identification, design and co-ordination of services • Demand and capacity management • Service level design • Risk management • Service availability • Service continuity management • Security protection • Compliance management • Architecture management • Supply chain management • Project management	• Risk analysis and management • Project management and delivery • Supply and delivery of goods as proposed at service design stage • Installation, implementation, configuration and migration of required solutions as per customer requirements • Support of transition from one provision to the other with minimum disruption • Post transition analysis • Change management • Decommissioning and disposal of legacy equipment • Services for end user support including upgrade and maintenance, training, on/off site support

LOT	DESCRIPTION	NUMBER OF SUPPLIERS/ PROVIDERS PER LOT
8	**IT Asset Destruction** This lot is for the provision of ICT hardware asset destruction, to allow for secure decommission of ICT electrical equipment to various levels of security classification, with fully traceable process including asset tracking, reporting, certification, and documentation. Solutions include but are not limited to: • Removal and destruction of IT hardware (which may be in a variety of states such as usable, broken or inoperable) including but not limited to end user devices, peripheral equipment and infrastructure hardware • Data erasure on/off site • Destruction of data across all levels of security classification • Physical destruction of equipment such as the shredding of SSD media to CPNI standards - customers to state the level of security and shredded size at further competition stage • Use of NCSC approved product and data destruction methods • Nationwide collection service with provision of audit and transfer documentation, using secure logistics such as security vehicles with CCTV cameras, point to point/person to person delivery with vetted staff and secure storage All suppliers/providers are EA upper tier waste license holders, obtain an environmental permit, comply with IS5 and CPNI standards and are an approved authorised treatment facility.	8

How to use 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 (https://www.ypo.co.uk/frameworks-home/900298).
Upon the signed access agreement YPO can provide CAs with the tender documentation and requirements to help assist with their further competition process.

Award criteria

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

CRITERION	PERCENTAGE/WEIGHTINGS
Cost	30%
Quality	30%
Delivery and customer service	30%
Sustainability and social value	10%

The award weightings shown above are what YPO recommend at further competition, these may be re-opened for evaluation within a CA's further competition but must add up to 100%. CAs can also set any appropriate KPI's and/or service levels within the quality award criteria.

How to award/call-off from the framework

Price on demand - award direct to a chosen supplier/provider after conducting a simple and fast 100% price quotation

For simple, low value requirements which fall under the threshold value of the current Public Contract Regulations, the CA can run a no obligation, quotation exercise based on price.

To do this the CA will need to issue a specification to all eligible suppliers/providers awarded onto the lot, to submit a proposal in response to their requirement. Please ensure any documentation provided references the framework and lot number so suppliers/providers can identify the opportunity on issue and allow for a reasonable deadline, for suppliers/providers to turn the quote around.

YPO has standard quote template documents that can be downloaded either via the YPO website or at request from the YPO team, please contact itservices@ypo.co.uk. CAs may also use their own templates if they prefer.

YPO can assist with managing this process, including helping build the requirements, issuing the request and collating submission responses.

At the submission closing date YPO will provide CAs with access to all submissions, in which CAs can evaluate and then award direct to their chosen supplier/provider.

To award the call-off contract, CAs should provide the winning supplier/provider with a completed call-off contract and order form/purchase order and provide feedback to the supply base to inform of the outcome of the quotation.

Further competition – evaluate suppliers/providers based on criteria relevant to the CAs organisation

For complex requirements, or those which exceed the threshold value of the current Public Contract Regulations, CAs must run a further competition process either via their own internal processes or through YPO's procurement portal.

YPO has standard further competition template documents that can be downloaded either via the YPO website or at request from the YPO team, please contact **itservices@ypo.co.uk**. CAs may also use their own templates if they prefer.

To ensure your further competition remains fair, open and transparent, all awarded suppliers/providers within the selected lot must be invited to bid for your requirement.

Best practice tip: Allow sufficient time for suppliers/providers 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 four weeks or more, depending on the complexity of your requirement, less than this may result in poor submissions or a lower amount of supplier/provider responses.

Further competition process

On creation of any framework, YPO aims to evaluate suppliers/providers based on criteria relevant to any organisations that may decide to utilise the agreement.
A further competition gives CAs the ability to evaluate suppliers'/providers' capabilities on both quality and price, using criteria and specifications relevant to their own organisation's individual requirements.

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 engagement.
YPO can assist you as little or as much as required throughout this process, or here are some simple steps to guide you:

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/providers 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/providers to respond, maximising your opportunity to obtain best value for money.

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

Please ensure that any pre-engagement references the framework number so suppliers/providers can identify the opportunity when this becomes available.

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

CAs must also supply suppliers/providers 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/providers on both quality and price and will be responsible in the building of requirements, with assistance from YPO if required.

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

On return of a signed access agreement, CAs will be able to view the original tender documentation consisting of:

• Minimum specification requirements
• Assessment criteria (mandatory and award)

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. Example sub-criteria may include:

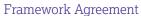| CRITERION	EXAMPLE AWARD CRITERIA
Cost	Price Lifecycle costs Cost effectiveness
Quality	Quality assurance Goods/services meet specification Installation/implementation methods Understanding buyer needs Fault/return procedures Customer satisfaction
Delivery and customer service	Account management Logistics/delivery capabilities and timescales Complaints process Pre/post service support Invoice management Training
Sustainability and social value	Social value local initiatives Environmental initiatives Modern slavery compliance

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

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

• Invitation to Tender – 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/providers 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 tip: Allow sufficient time for suppliers/providers 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 four weeks or more, depending on the complexity of your requirement, less than this may result in poor submissions or a lower amount of supplier/provider 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/providers 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 the CA decides to undertake their own further competition YPO must be informed via email and notified of the outcome, using the monitoring form found 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/providers - 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

After the submission closing date YPO will provide CAs with access to all submissions, for CAs to evaluate and identify their winning supplier/provider 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/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 on the YPO website

• Provide a PO where required

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).

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**.

Benefits of using the framework agreement

YPO's framework agreements are established to allow customers to purchase goods, works or services from suppliers/providers via further competition.

Benefits of using the framework agreement:

- Available to use by all UK public sector bodies

- This framework is compliant with UK/EU procurement legislation - we've done the work, so there's no need for you to run a full EU procurement process, reducing risk and timescales

- Assured supplier/provider standards – suppliers/providers listed on the framework were assessed during the procurement process for their financial stability, compliance to legislation, experience, and technical and professional ability to give customers confidence of a quality service

- Supplier/provider choice – with 30 suppliers/providers available on the framework across 8 lots, offering excellent choice between SME's, resellers, and specialist organisations

- Pre-defined terms and conditions – terms and conditions of the contract have already been established and signed and accepted by the supplier/provider. On awarding contracts customers have the option to use YPO's standard framework agreement terms and conditions as established, or use their own if preferred

- No defined call off length – you can specify a contract period, based on the term that will best suit your requirements

- Aggregation of spend - customers will receive the benefits of the aggregated spend volume and increased leverage in the market

- Aggregated competitions – YPO can assist with developing and running aggregated competitions with other buyers with similar requirements

- Choice of procurement options – purchase, lease or subscription-based models covered within the agreement

- Choice of call-off routes

- One stop shop – both products and services can be procured in one single procurement, allowing customers to award to one supplier/provider for their full ICT solution across multiple lots

- Easy to use - customers need only to identify their requirements, present these to the market and award a contract. This can be done either via YPO or directly with the awarded suppliers/providers

- Full support service – YPO can assist you with your procurement and managing the call off-process, from the building of documents, running the further competition, through to evaluation. YPO can conduct this on your behalf (at no cost to you) taking care of all key areas making the process totally hassle free and compliant with as little or much involvement as you require

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Assessment criteria

Suppliers/providers were assessed on the following award criteria for the acceptance onto the framework:

LOT 1 – SUPPLY OF HARDWARE	
ASSESSMENT CRITERIA	**WEIGHTING**
Cost	**30%**
Quality	**30%**
Supply chain effectiveness	40%
Key personnel	20%
Installation and integration	20%
Logistics and delivery capabilities	20%
Delivery and customer service	**30%**
Customer service and complaints handling	50%
Pre and post sales service and support	30%
Marketing	20%
Sustainability and social value	**10%**
Social value impact	50%
Environmental and continuous improvement initiatives	50%

LOT 2 – SOFTWARE APPLICATIONS	
ASSESSMENT CRITERIA	**WEIGHTING**
Cost	**30%**
Quality	**30%**
Supply chain effectiveness	40%
Key personnel	20%
Understanding customer needs	20%
Installation, integration, and quality assurance	20%
Delivery and customer service	**30%**
Customer service and complaints handling	50%
Pre and post sales service and support	30%
Marketing	20%
Sustainability and social value	**10%**
Social value impact	50%
Environmental and continuous improvement initiatives	50%

LOT 3 - HARDWARE AND SOFTWARE APPLICATIONS
This lot consists of suppliers/providers who were successful across both lots 1 and 2.

LOT 4 – ANYTHING AS A SERVICE (XAAS)	
ASSESSMENT CRITERIA	**WEIGHTING**
Cost	**30%**
Quality	**30%**
Project management	50%
Key personnel	20%
Installation, integration, and migration	20%
Business continuity	10%
Delivery and customer service	**30%**
Customer service and complaints handling	50%
Pre and post sales service and support	30%
Marketing	20%
Sustainability and social value	**10%**
Social value impact	50%
Environmental and continuous improvement initiatives	50%

LOT 6 – TECHNOLOGY OPERATIONAL SERVICES	
ASSESSMENT CRITERIA	**WEIGHTING**
Cost	**30%**
Quality	**30%**
Project & relationship management	60%
Key personnel	20%
Business continuity	20%
Delivery and customer service	**30%**
Customer service and complaints handling	50%
Pre and post sales service and support	30%
Marketing	20%
Sustainability and social value	**10%**
Social value impact	50%
Environmental and continuous improvement initiatives	50%

LOT 7 – SERVICE DESIGN AND IMPLEMENTATION	
ASSESSMENT CRITERIA	**WEIGHTING**
Cost	**30%**
Quality	**30%**
Project & relationship management	60%
Key personnel	20%
Installation and integration	20%
Delivery and customer service	**30%**
Customer service and complaints handling	50%
Pre and post sales service and support	30%
Marketing	20%
Sustainability and social value	**10%**
Social value impact	50%
Environmental and continuous improvement initiatives	50%

LOT 8 – IT ASSET DESTRUCTION	
ASSESSMENT CRITERIA	**WEIGHTING**
Cost	**30%**
Quality	**30%**
Security of service	60%
Key personnel	20%
Business continuity	20%
Delivery and customer service	**30%**
Customer service and complaints handling	50%
Secure logistics process	30%
Marketing	20%
Sustainability and social value	**10%**
Social value impact	50%
Environmental and continuous improvement initiatives	50%

Awarded suppliers/ providers

To find out more about our suppliers/providers please visit the framework website page (**www.ypo.co.uk/frameworks-home/900298#**) where you can read an overview about their organisation and view a range of resources showcasing what they can provide.

LOT 1 – SUPPLY OF HARDWARE	LOT 2 – SOFTWARE APPLICATIONS
ACS Business Supplies	CCS Media Ltd
CCS Media Ltd	Daisy Corporate Services Trading Ltd
Daisy Corporate Services Trading Ltd	Insight Direct (UK) Ltd
Getech Ltd	Kefron
Insight Direct (UK) Ltd	Kyocera Document Solutions (UK) Ltd
Kingsfield Computer Products Ltd	Novosco Ltd
Kyocera Document Solutions (UK) Ltd	Phoenix Software Ltd
Novosco Ltd	Ricoh UK Ltd
Phoenix Software Ltd	Softcat plc
Ricoh UK Ltd	Specialist Computer Centres
Softcat plc	The Pure Technology Group
Specialist Computer Centres	UKCloud Ltd
The Pure Technology Group	XMA Ltd
XMA Ltd	Yotta DCL
Yotta DCL	

LOT 3 – SUPPLY OF HARDWARE AND SOFTWARE	LOT 4 – ANYTHING AS A SERVICE (XAAS)
CCS Media Ltd	Centerprise International Ltd
Daisy Corporate Services Trading Ltd	Certes Computing Ltd
Insight Direct (UK) Ltd	CloudCoCo Ltd
Kyocera Document Solutions (UK) Ltd	Daisy Corporate Services Trading Ltd
Novosco Ltd	Gamma Telecom Ltd
Phoenix Software Ltd	Insight Direct (UK) Ltd
Ricoh UK Ltd	Kyocera Document Solutions (UK) Ltd
Softcat plc	Novosco Ltd
Specialist Computer Centres	Phoenix Software Ltd
The Pure Technology Group	Probrand Ltd
XMA Ltd	Ricoh UK Ltd
Yotta DCL	Rostrvm Solutions
	Softcat plc
	SoftwareONE UK Ltd
	Specialist Computer Centres
	The Pure Technology Group
	UKCloud Ltd
	XMA Ltd
	Yotta DCL

LOT 6 – TECHNOLOGY OPERATIONAL SERVICES	LOT 7 – SERVICE DESIGN AND IMPLEMENTATION
Cloud 21 Ltd	Cloud 21 Ltd
Daisy Corporate Services Trading Ltd	Daisy Corporate Services Trading Ltd
Insight Direct (UK) Ltd	Insight Direct (UK) Ltd
Littlefish (UK) Ltd	Littlefish (UK) Ltd
Novosco Ltd	Novosco Ltd
Phoenix Software Ltd	Phoenix Software Ltd
Ricoh UK Ltd	Ricoh UK Ltd
Softcat plc	Softcat plc
Specialist Computer Centres	Specialist Computer Centres
The Pure Technology Group	The Pure Technology Group
UKCloud Ltd	UKCloud Ltd
XMA Ltd	XMA Ltd

LOT 8 – IT ASSET DESTRUCTION
CCS Media Ltd
Disklabs Ltd
Gigacycle Ltd
Insight Direct (UK) Ltd
Specialist Computer Centres
The Pure Technology Group
Tier 1 Asset Management
XMA Ltd

Supplier/providers contact information

Prior to running your further competition, you may find it useful to pre-engage with awarded suppliers/providers on the contract, especially for large complex requirements, to seek additional information, refine your requirements and explore available solutions. You may pre-engage directly with the suppliers/providers using the contact details found below, or YPO can assist you with running a Request for Information exercise.

Please ensure that any pre-engagement references the framework number so suppliers/ providers can identify the opportunity when this becomes available.

SUPPLIER/PROVIDER	CONTACT NUMBER	EMAIL ADDRESS
ACS Business Supplies Ltd	01274 556 056	adam.coates@acsacs.co.uk
CCS Media Ltd	01246 200 200	contractsandtenders@ccsmedia.com
Centerprise International Ltd	01256 378 000	tendersteam@centerprise.co.uk
Certes Computing Ltd	01675 468 941	richard.copeland@certes.co.uk
Cloud 21 Ltd	08458 388 694	bid-management@cloud21.net
CloudCoCo Ltd	07773 769 375	peter.nailer@cloudcoco.co.uk
Daisy Corporate Services Trading Ltd	07787 243 259	publictenders@daisygroup.com
Disklabs Ltd	0182 756 004	mj@disklabs.com
Gamma Telecom Ltd	03332 403 022	sam.winterbottom@gamma.co.uk
Getech Ltd	01473 240 470	rslade@getech.co.uk
Gigacycle Ltd	08000 242 476	denver.hodgson@gigacycle.co.uk
Insight Direct (UK) Ltd	08446 928 694	pstenderteam@insight.com
Kefron	+353 (0)14 380 221	vgrover@kefron.com
Kingsfield Computer Products Ltd	01604 643 888	sueg@kingsfieldcomputers.co.uk
Kyocera Document Solutions (UK) Ltd	07850 775 803 07917 373 884	richard.burton@duk.kyocera.com lee.bradley@annodata.co.uk
Littlefish (UK) Ltd	07773 599 469	dave.aspindle@littlefish.co.uk
Novosco Ltd	02890 454 433	andrew.knight@novosco.com
Phoenix Software Ltd	01904 562 233	keith-martin@phoenixs.co.uk bids@phoenixs.co.uk
Probrand Ltd	0800 262 629	ypo@probrand.co.uk
Ricoh UK Ltd	07802 597 898 03301 230 311 (Service Desk)	ian.fullerton@ricoh.co.uk bid.team@ricoh.co.uk
Rostrvm Solutions	07968 856 189	simon.gaut@imimobile.com
Softcat Plc	01612 723 133	andybr@softcat.com psitq@softcat.com
SoftwareONE UK Ltd	02035 300 270	technology-products.uk@softwareone.com
Specialist Computer Centres	01217 667 000	frameworksales@scc.com
The Pure Technology Group	01133 871 064 01133 871 070	stacy@tptg.co.uk richardwi@tptg.co.uk
Tier 1 Asset Management	01617 771 042	jselby@tier1.com
UKCloud Ltd	07795 954 204 01252 303 300	atait@ukcloud.com support@ukcloud.com
XMA Ltd	01158 464 149	jat.tumber@xma.co.uk
Yotta DCL	01926 319 600 07464 486 735	steve.white@weareyotta.com

Terms and conditions

The suppliers/providers awarded to this framework agreement have agreed to and signed YPO's standard Terms and Conditions. These can be amended by the CA and supplier 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 to amend any terms if required.

Contact information

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

Charlie Holland
Assistant Category Buyer | ICT
Tel: **01924 821 796** | Email: **charlie.holland@ypo.co.uk**

Robyn Lamport-Rann
Category Buyer | ICT
Tel: **01924 664 365** | Email: **robyn.lamport-rann@ypo.co.uk**

Sarah Sesum
Category Manager | ICT
Tel: **01924 834 895** | Email: **sarah.sesum@ypo.co.uk**

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, qualitive 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
Further Competition

- Once the further competition documents are completed, these must be issued to all suppliers/providers 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/providers (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 carrying 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/provider with the completed call off contract and order form

CUSTOMER ACCESS AGREEMENT
Contract: Technology Hardware, Software & Services
YPO Contract Reference: 979
Period of the Contract: 1st October 2019 to 30th September 2021

Prior to conducting any activity through this framework, please complete and return this form to YPO using the details given below.

Access Agreement: I/we confirm that the organisation detailed below intends to participate in the above mentioned YPO arrangement, and that in doing so will act in accordance with the Public Contracts Regulations 2015. I/we confirm that any guidance and/or template documentation provided to me will only be used in relation to this YPO arrangement and will only be used for other purposes where prior consent from YPO has been granted. I/we also confirm that in consideration of YPO acting in this capacity I/we authorise YPO to make such arrangements with its' suppliers relating to rebates (and to make enquiries in relation thereto) as it considers necessary in order to recover its operating costs.

I/We confirm that I/We will notify YPO of any awards (via further competition) made under this arrangement via e-mail to: **itservices@ypo.co.uk**

Signature		**Date**	
Name of person signing this form:		**Position:**	
Address:			
Telephone no:		**Email:**	
Product/service/lot(s) of interest			
Estimated value			

To return this form, please email it to: **itservices@ypo.co.uk**

Activity Monitoring Form
Contract: Technology Hardware, Software & Services
YPO Contract Reference: 979
Period of the Contract: 1st October 2019 to 30th September 2021

YPO must be informed of any activity conducted under this framework which is run directly by the CA. Upon award of your call-off contract please complete this form and return to **itservices@ypo.co.uk.**

Lead contact name:	
Name and address of the organisation:	
Lot number utilised	
Goods/services purchased	
Awarded supplier/provider	
Call-of contract start date / date of purchase	
Total/estimated value of the call-off contract	
Please provide feedback of your experience using the framework agreement	

To return this form, please email it to: **itservices@ypo.co.uk**