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User Guide | Ref No: 001205

Electronic Catering Management and Payment Solutions

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 to the left, 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

20.08.2024

Expiry date

19.08.2028

Extension(s) (if applicable)

2+2

Contracting authority (CA) call-off period

Not applicable, we don't stipulate CA's contract lengths.

Contract notice reference number

2024/S 000-013576

Potential maximum value

£40m for the maximum 4 years.

Rebate

1.5% on spend, payable by the supplier/provider. Free to access and utilise by all public sector customers.

Geographical location(s)

National

Specification, overview and lot structure

This framework will cover Electronic Catering Management and Meal Ordering within Hospitals (Lot 1a/Lot 1b), education, and the wider public sector (Lot 2). The aim of the service provision is to simplify administrative tasks, saving time, paper and food waste. The software will be capable of displaying all calorie and nutritional information in line with relevant Food Standard Regulations.

Lot 3 offers Cashless Catering Systems, which allows end users to pay for meals electronically. The system will provide real-time balance/credit information, ensuring accounts and balances are continuously up to date and enable reliable recognition methods for ease of transactions.

Lot 4 is for Online Payment Systems, which allows end users to pay for items electronically. These items may include but are not limited to meals, uniforms, school trips, and clubs.

This framework is designed to meet the needs of all public sector organisations, including NHS, education, local authorities, central government, charities, housing, and emergency services.

Providers were assessed on the following criteria, which has been used to establish the framework:

Award criteria – all lots assessment criteria	Percentage Weightings
Cost	30%
Non-Cost (Quality)	55%
Social Value and Sustainability	15%

Providers must have scored a minimum of 40% out of 70% across the Quality, and Social Value/Sustainability/Modern Slavery criterion to be awarded.

Lot Structure

Lot 1a – Electronic Meal Ordering and Catering Management within the NHS – Cloud Hosted

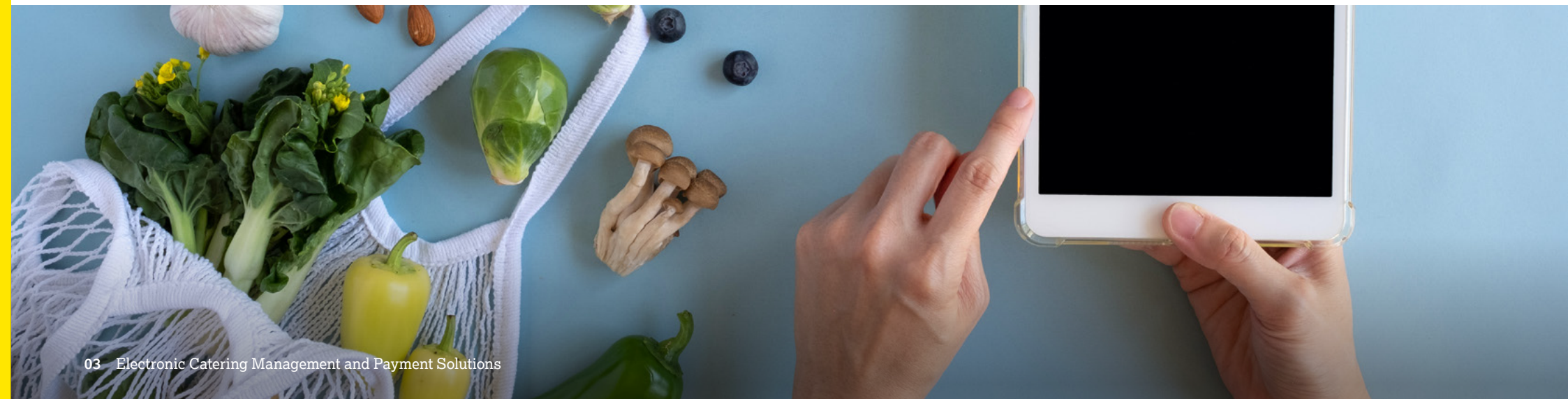
Lot 1b – Electronic Meal Ordering and Catering Management within the NHS – On-Premise

Lot 2 – Electronic Meal Ordering and Catering Management within the WPS

Lot 3 – Cashless Catering Systems

Lot 4 – Online Payment Solutions

To view the full specification for each lot, please email itservices@ypo.co.uk with a completed Access Agreement. The access agreement doesn't obligate you into using the framework, it simply acts as a Non-Disclosure Agreement and allows access into utilising the framework, along with any supplier pricing, templates, guidance and further documentation.



Structure of the Framework

The Framework is designed to meet the needs of all public sector organisations which includes YPO's and NEPO's internal requirements, by establishing an agreement where the end customer will place orders directly with the Provider on a 'contract' basis and the Provider will deliver direct to the end customer on an agreed basis.

To view the full specification for each lot, please email itservices@ypo.co.uk with a completed Access Agreement.

Lot	Description	Number of suppliers/providers	Method of call off contracts
1a	Electronic Meal Ordering and Catering Management within the NHS – Cloud Hosted	8	Direct Award and Further-Competition
1b	Electronic Meal Ordering and Catering Management within the NHS – On – Premise	3	Direct Award and Further-Competition
2	Electronic Meal Ordering and Catering Management within the Wider Public Sector (WPS)	7	Direct Award and Further-Competition
3	Cashless Catering Systems	7	Direct Award and Further-Competition
4	Online Payment Solutions	7	Direct Award and Further-Competition

Lot structure

The service solutions detailed within the lot descriptions are not representative of all services available under the framework but provide an example of what may be procured. Suppliers/providers can offer a wide scope of products, works and services which meet the criteria of the individual lots and will make this readily available to CAs upon request.

Lot 1a – Electronic Meal Ordering and Catering Management within the NHS – Cloud Hosted

This Lot is for an electronic catering management and meal ordering system hosted within the cloud, which enables end users to order meals digitally, and the Contracting Authority to manage any food related information for the purposes of reducing food waste, paper, and time.

Scenario

An NHS trust is looking to purchase a cloud hosted electronic catering management and meal ordering platform which will allow service users to order meals digitally, within bespoke timeframes and can be personalised to suit the end user requirements.

The digital menus must present all relevant nutritional and allergen information and allow for automated filters to suit all dietary requirements including allergens. It must also have capabilities to directly link with the NHS Trust's Electronic Patient Record System (EPR), to ensure patient safety.

Advice

The customer should utilise Lot 1a – Electronic Meal Ordering and Catering Management for the NHS.

To view the full specification, please email itservices@ypo.co.uk.



Lot 1b – Electronic Meal Ordering and Catering Management within the NHS – On-Premise

This Lot is for an electronic catering management and meal ordering system hosted on site at the Hospital (On-Premise) which enables end users to order meals digitally, and the Contracting Authority to manage any food related information for the purposes of reducing food waste, paper, and time.

Scenario

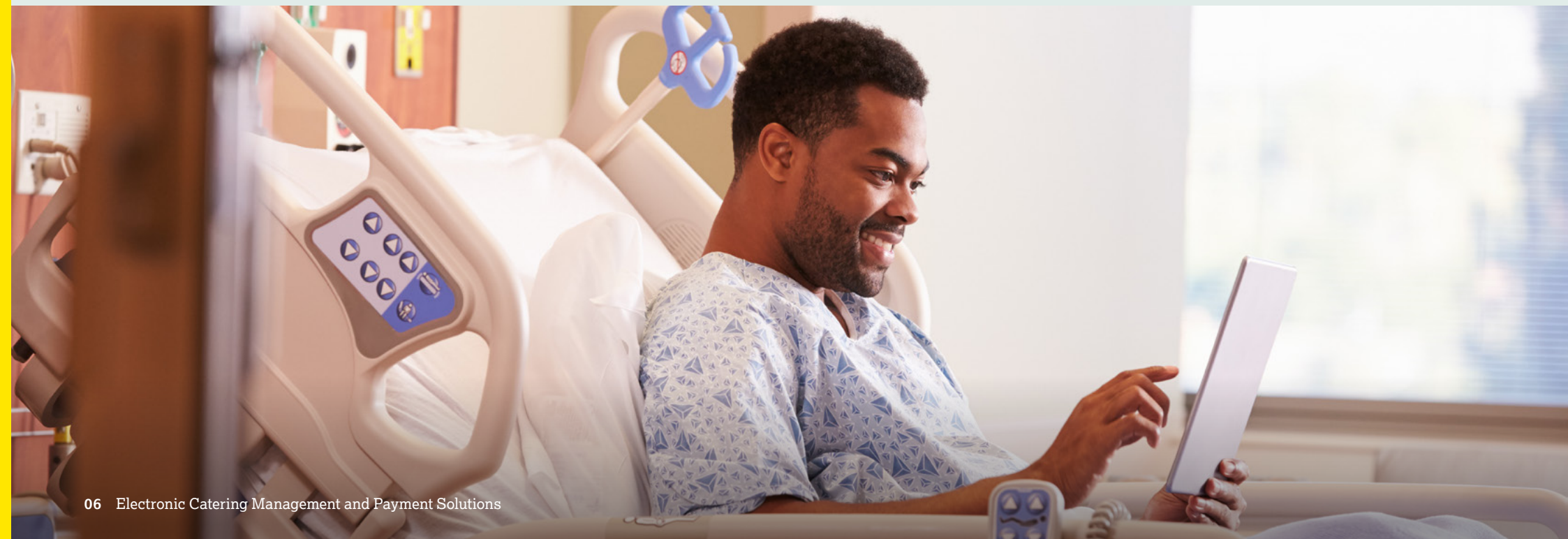
An NHS trust is looking to purchase an electronic catering management and meal ordering platform hosted on premise, which will allow service users to order meals digitally, within bespoke timeframes and can be personalised to suit the end user requirements.

The digital menus must present all relevant nutritional and allergen information and allow for automated filters to suit all dietary requirements including allergens. It must also have capabilities to directly link with the NHS Trust's Electronic Patient Record System (EPR), to ensure patient safety.

Advice

The customer should utilise Lot 1b – Electronic Meal Ordering and Catering Management for the NHS.

To view the full specification, please email itservices@ypo.co.uk.



Lot 2 – Electronic Meal Ordering and Catering Management within the Wider Public Sector (WPS)

This Lot will be open to the whole of the Public Sector, but it is expected to be utilised primarily within education environments, more specifically primary schools (see Lot 3 for secondary schools).

An electronic catering management system and meal ordering service hosted within the cloud, which enables end users and pupils to order meals digitally, and the Contracting Authority to manage any food related information for the purposes of reducing waste, paper and time.

Scenario

A Local Authority is looking to purchase an electronic meal ordering and catering management solution which will be implemented within all primary schools within the Council's remit. The solution must support the use of multiple menus including but not limited to halal, vegetarian, vegan, as well as provide a suite of management reports including but not limited to wastage reports, usage reports and costing data reports.

Advice

The customer should utilise Lot 2 – Electronic Meal Ordering and Catering Management for Wider Public Sector.

To view the full specification, please email itservices@ypo.co.uk.



Lot 3 – Cashless Catering Systems

This Lot is for the provision of Cashless Catering Systems, which will be hosted within the cloud. The system will allow for payment and recognition methods which enable the end user (for e.g. students) to utilise the account and pay for meals.

This Lot will be open to the whole of the Public Sector, but it is expected to be utilised primarily within education environments, more specifically secondary schools.

The software (and hardware if applicable) will provide a secure cashless catering system allowing end users to pay for items and incorporate future cashless options, remaining in line with all relevant up to date regulations.

Scenario

A Multi Academy Trust (MAT) is looking to implement a cashless catering system which will link with existing online payment platforms, allowing pupils to purchase meals without the need for cash.

The system must provide real time balance / credit information which can be exported, where applicable to ensure accounts and balances are continuously up to date. Recognitions methods could include but not be limited to manual look ups, biometric methods, RFID card, pins, QR codes etc.

Advice

The customer should utilise Lot 3 – Cashless Catering Systems.

To view the full specification, please email itservices@ypo.co.uk.



Lot 4 – Online Payment Solutions

This Lot is for the provision of Online Payment Solutions, which will be hosted within the cloud. A secure online payment system allowing end users (e.g. students/parents/guardians) to pay for items/services digitally, and incorporate future cashless options.

The system will allow for payment methods which enable the end user (e.g. students/parents/guardians) to utilise the account and pay for items.

This Lot will be open to the whole of the Public Sector but utilised primarily within education environments.

Scenario

A Secondary school is looking to implement an online payment solution which will allow end users to pay for items electronically. These items may include but are not limited to meals, uniforms, trips, clubs.

The school requires the online payment solution to have a centralised application which can easily be operated by end users on a variety of devices including but not limited to PC, tablets and mobiles to manage secure payments.

Advice

The customer should utilise Lot 4 – Online Payment Solutions.

To view the full specification, please email itservices@ypo.co.uk.



How to use the Framework

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

Providers were assessed on their capacity and capability through a quality and pricing evaluation based on the delivery of standards which match the mandatory minimum requirements within the specifications for each lot bid for. Providers were also assessed on their Sustainability, Social Value and Modern Slavery commitments.

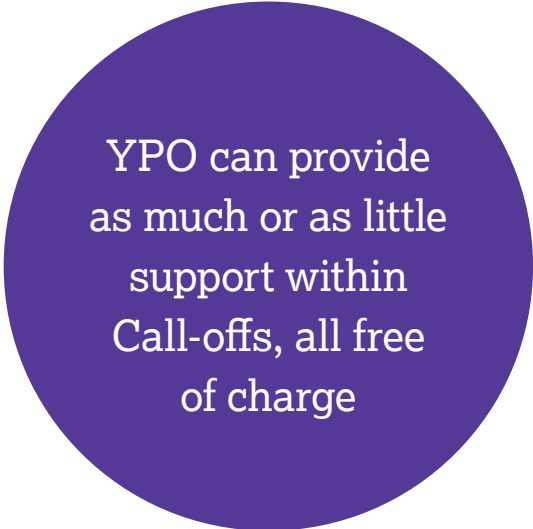
CAs can carry out multi-lot call-offs under this framework, which involve combining two or more lots, allowing you to procure all your digital catering management and payment solutions under one Framework.

Only the Providers who are awarded to all Lots, for which the Further competition is being carried out, will be invited to compete, meaning you have the option to award to a single supplier for multiple needs.

CAs will have the ability to carry out a direct award or further competition through their own internal process / e-procurement portals, or allow YPO to assist on their behalf. YPO can provide as much or as little support within Call-offs, all free of charge. The services we offer includes:

- Publishing the further competition on our e-tendering portal (Pro Actis/Due North)
- Assisting with Direct Awards
- Request for Quotes (RFQ)
- Request for Information (RFI)
- Pre-Engaging support
- Tendering templates
- And much more.

Please email itservices@ypo.co.uk if you require any support.



YPO can provide
as much or as little
support within
Call-offs, all free
of charge

Call – off Options

A direct award is where a CA carries out an assessment on the criteria set in the YPO framework documentation to decide which provider they would like to award a call-off to, providing justification for best value. YPO have a direct award guidance document, should you require.

A further competition allows the CA to create a specification, method statements (questions) and pricing that is relevant to their individual Call-off Contract's needs. The further competition will then be advertised to all providers on the specific Lot(s), allowing the Contracting Authority to test the market.

If the Contracting Authority is Multi Lotting, they may only invite suppliers who are awarded on both lots to compete.

There are 13 suppliers/providers awarded, over 84% of which are SME's, all who can provide a high quality of services to the whole of the public sector.

Benefits of using a YPO Framework Agreement

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

Benefits of using the framework agreement:

Available to use by all UK public sector bodies

This framework is compliant with UK procurement legislation – we've done the work, so there's no need for you to run a full 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 13 suppliers/providers available on the framework across offering excellent choice and industry expertise

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 (can only be changed for further competitions)

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

Simplified lot structure

Easy to understand lot requirements which allow purchase decisions based on solutions and outcomes

Choice of call-off routes

Direct award capability for a quick, easy and compliant call-off route or re-open award criteria weightings at further competition to suit your specific requirements

One stop shop

Multi-lot call-offs are permitted with this framework, allowing customers to procure all their digital catering management and payment solutions under one Framework, in one single procurement and award to one supplier/provider.

Access to the latest technology

The framework allows for delivery of solutions using technologies that are currently available and those which evolve throughout the lifetime of the framework agreement, giving you access to the newest equipment and service offerings.

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.

To find out more about our suppliers/providers please visit the framework website page [Technology and Communication | Electronic Catering Management and Payment Solutions – 1205 Coming Soon \(ypo.co.uk\)](#) where you can read an overview about their organisation and view a range of resources showcasing what they can provide.

How to carry out a direct award

Direct award allows you to call-off directly to a chosen supplier/provider without conducting a full competitive process.

CA can demonstrate the selected supplier/provider offers them the most economically advantageous solution. CAs will be responsible for their assessment of providers to determine a direct award. Upon signing the Access Agreement, CAs will be able to view the following documentation:

- The results of the tender evaluation including supplier/provider responses and scores
- Supplier/provider 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/providers 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.

At direct award stage you need to provide the supplier/provider with the relevant information to deliver the service you require. The following needs to be completed for a direct award:

- Advise the supplier/provider 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
- Complete the confirmation of award document and send this to itservices@ypo.co.uk

Best Practice Tip

Direct award is best suited to situations such as (but not limited to); low value/low complexity requirements, goods or services which are exclusive to one supplier/provider, continuity or additions to existing goods or services, urgent/one-off requirements. Ensure to follow any internal processes and procedures to assess supplier/provider capability and determine if this route offers best value for your procurement.

For further guidance on the direct award process, please refer to the 'Direct Award Guidance' found in the 'Documents' tab of the framework website page.

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.



How to carry out your further competition

CAs will be able to evaluate providers on both quality and price 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:

- The results of the tender evaluation including supplier/provider responses and scores
- Supplier/provider price list showcasing the scope of products, work, and services they can provide under each lot

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

Criteria for further competitions	Recommended Criterion	Flexible Range Permitted
Cost	30%	20% – 60%
Quality	55%	40% – 70%
Social Value / Sustainability / Modern Slavery	15%	5% – 25%

Contracting Authorities may reopen the criteria's in full, or scores may be carried through from the framework establishment stage.

The total % must add to 100% for all Further Competitions.

Examples:

Example 1 – 30% Cost / 55% Quality / 15% Social Value / Sustainability / Modern Slavery

Example 2 – 20% Cost / 60% Quality / 20% Social Value / Sustainability / Modern Slavery

Example 3 – 40% Price / 50% Quality / 10% Social Value / Sustainability / Modern Slavery

Further Competitions must be advertised to **all** providers within the Lot(s), unless the CA is Multi Lotting, therefore may only invite suppliers on **both** lots.



How to carry out your further competition (continued)

CAs will have the ability to carry out a further competition through their own internal process/ e-procurement portals or YPO can assist on their behalf. YPO can provide as much or as little support within Call-offs, all free of charge.

The service we offer includes:

- Publishing the further competition on our e-tendering portal (Pro Actis/Due North)
- Assisting with Direct Awards
- Request for Quotes (RFQ)
- Request for Information (RFI)
- Pre-Engaging support
- Tendering templates
- And much more.

CAs can use their own template documents if they prefer, however they must reference the framework number 001205 Framework.

The specification detailed in the further competition template should give providers a good understanding of the specific services you want them to deliver. 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 providers that meet your sub-criteria. This document can be published via your own internal processes or by YPO on Due North.

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 providers 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.

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.

When the successful provider is awarded, CA's must complete:

- The call-off contract that is provided on the YPO website
- The order form that is provided on the YPO website
- The Confirmation of Award document

Contact the IT Services Team at YPO to receive the awarded providers T&Cs which are inserted into the Call-off T&Cs.

Please send the confirmation of award to itservices@ypo.co.uk.



Awarded Providers/Suppliers

Supplier	Lot 1a	Lot 1b	Lot 2	Lot 3	Lot 4
Civica UK Limited	○		○	○	○
CRB Cunninghams Limited				○	○
Parent Pay Limited	○		○	○	○
Datasym UK Ltd	○	○		○	
Kafoodle Limited	○				
Nutritics Limited	○		○		
School Catering Support Limited			○		
SchoolGrid Ltd	○		○	○	○
SF Software Limited T/A Pebble				○	
Synbiotix Solutions Limited	○	○	○		
Tucasi Limited					○
Vericool Systems Ltd	○	○	○	○	○
Total	8	3	7	7	7

Framework providers

Supplier	Contact Name	Email Address	Phone Number
Civica UK Limited	Andrew Pond	andrew.pond@civica.co.uk	07114 5519462
CRB Cunninghams Limited	Gareth Hunter	gareth.hunter@crbcunninghams.co.uk	0333 014 3065
Parent Pay Limited	Nicola Howard	nicola.howard@parentpay.com	07881 915899
Datasym UK Ltd	Jenna Lamonby	jenna.lamonby@datasym.co.uk	01329 243 920
Kafoodle Limited	Julie Franzese	julie@kafoodle.com	07765 601 239
Nutritics Limited	Richard Ward	richard@nutritics.com	07535 664676
School Catering Support Limited	Ciara Grieve	ciaragrieve@relishschoolfood.co.uk	03300 240016
SchoolGrid Ltd	Mike Travis	mike.travis@schoolgrid.co.uk	07487 554328
SF Software Limited T/A Pebble	Barry Turner	barry.turner@mypebble.co.uk	0845 310 1788
Synbiotix Solutions Limited	Jay Siad	jay.siad@synbiotix.com	07458 084712
Tucasi Limited	Terry Brown	tbrown@tucasi.com	02380 016563
Vericool Systems Ltd	Paul Coase	paul@vericool.co.uk	07495 733661

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