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User Guide | Ref No: 001126

Cloud Services, Data Centre Management and Transformation 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 on 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

11.01.2024

Expiry date

10.01.2026

Extension(s) (if applicable)

2+2

Contracting authority (CA) call-off period

Not applicable, we do not stipulate CA's contract lengths.

Contract notice reference number

TBC

Potential maximum value

£120m for the maximum 4 years.

Rebate

0.75% on spend, payable by the supplier/provider. Free to access and utilise by all public sector customers.

Geographical location(s)

National

Specification, overview and structure

This framework is for the supply of Cloud Services, Data Centre Management and Transformation Solutions, inclusive of products and services which support the delivery and functionality of the requirement. This may be for a new solution, or upgrade of an existing solution, hybrid cloud solution or a transformation project from A to Z and the associated ancillary services dependant on the Lot(s).

The Framework will incorporate outcomes which may be cloud hosted, on premise, colocation facility, own build, maintenance of a solution or via a hybrid model. The aim is to incorporate technologies that are currently available and those which will evolve through the lifetime of the framework.

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 Non-cost (Quality) and Social Value / Sustainability criterion to be awarded.

Lot	Description
01	Cloud Hosting Services
02	Cloud Support Services
03	Cloud and Hybrid Transformation Solutions
04	Data Centre Solutions, Design and Build
05	Data Centre Maintenance and Support
06	Colocation Services

The access agreement does not obligate you into using the framework, it simply acts as a Non Disclosure Agreement and allows access into utilising the framework.



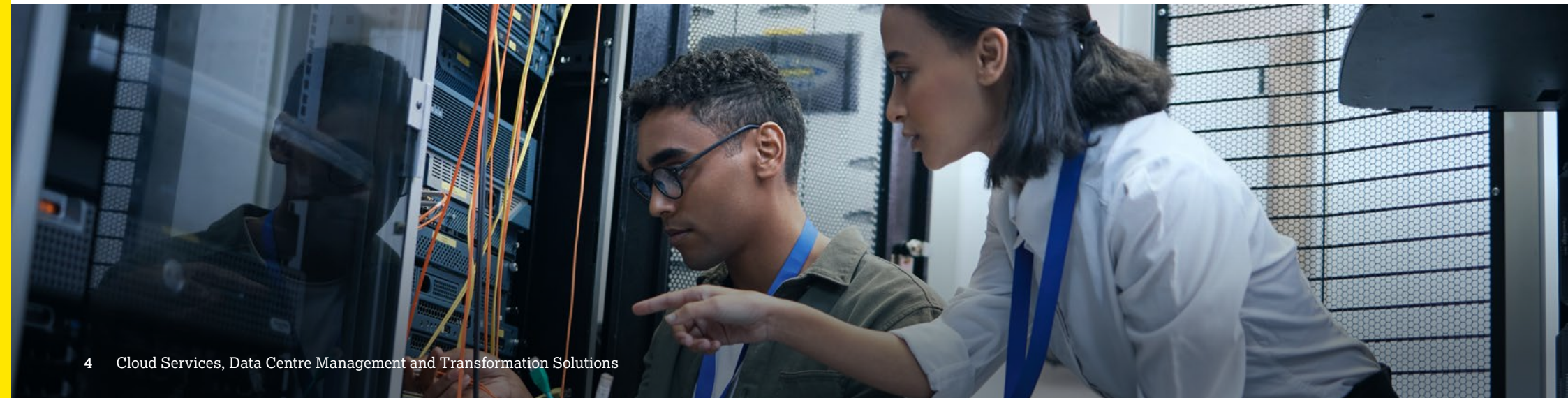
Structure of the framework

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.

Lot	Description	Number of suppliers / providers	Method of call off contracts
01	Cloud Hosting Services	11	Direct Award and Further-Competition
02	Cloud Support Services	15	Direct Award and Further-Competition
03	Cloud and Hybrid Transformation Solutions	10	Direct Award and Further-Competition
04	Data Centre Solutions, Design and Build	9	Direct Award and Further-Competition
05	Data Centre Maintenance and Support	5	Direct Award and Further-Competition
06	Colocation Services	5	Direct Award and Further-Competition

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 1 – Cloud Hosting Services

This Lot is for the provision of standard cloud compute requirements and ready to deploy solutions, provided ‘as a service model’, via a Cloud Infrastructure Service Provider (CISP), certified reseller or a Cloud Solution Provider (CSP).

The purpose of this Lot is to put in place a route for Contracting Authorities to buy their Infrastructure as a Service (IaaS) and Platform as a Service (PaaS) requirements, for hosting their applications in the cloud. The Contracting Authority will use the Providers cloud platform to store and process their data requirements on

demand, without the need for capital hardware or additional cloud support services.

Services will be hosted in a Cloud Service Provider (CSP)’s data centre/s using the CSP’s infrastructure and technology. All models of cloud are available to purchase under this Lot.

Provisions must be on-demand, scalable and elastic and incorporate self-service infrastructure to enable the customer to build and manage their own cloud environment and the solutions within it, that is payable

based on the resource consumption, or via reserved instances where required.

For Contracting Authorities who require additional support such as deployment and management of their cloud environment, please utilise Lot 2 – Cloud Support Services.



Lot 2 – Cloud Support Services

This Lot is for the provision of Cloud Support Services which assist customers with supportive cloud services to build, manage, develop, maintain and/or modernise their cloud environment and deliver desired outcomes.

This Lot covers all the cloud utilities available within Lot 1 – Cloud Hosting, but with additional service wrap support such as deployment and management of a cloud environment to allow Contracting Authorities to procure within a single Lot.

Where a customer requires cloud hosting only (without any supporting services), they should utilise Lot 1 – Cloud Hosting Services.

The Service Provider/s shall be able to supply the requirements and assist with a wide range of supporting services which delivers all the mandatory service requirements and functionalities detailed within Section 4, Mandatory Requirements which may incorporate a full end to end managed cloud support service solution, or ad hoc support requirements. Customer call-offs may include the entire suite or may be individual applications to add to their existing technology environment.

An end-to-end managed service solution is expected to include, but is not limited to; audit and discovery, design and development, deployment, migration, and transitioning, maintenance, monitoring, and management. (These services may be tailored to individual customer requirements and may be provided in elements, or as a fully managed service by the Supplier).



Lot 3 – Cloud and Hybrid Transformation Solutions

This Lot is for the provision of an end-to-end cloud and hybrid transformation solutions, which are designed to assist and support a Contracting Authority with their cloud and data strategy, from initial point of discovery and analysis, through to end service delivery and management.

The purpose of this Lot is for the Contracting Authority to align with a strategic service Provider who will collaborate with the Contracting Authority throughout their transformation project, no matter the size of the requirement, or length of the journey, to successfully migrate their services to the right workload for their environment.

The Provider must be able to assist with all elements of data environments including cloud, data centre, colocation services, or a hybrid model to determine the best environment and outcome for any Contracting Authority.



Lot 4 – Data Centre Solutions, Design and Build

This Lot is for the provision of Data Centre Solutions, incorporating design and build, to assist Contracting Authority's with the planning, development and/or enhancement of their current or future environment(s).

Under this Lot, the Contracting Authority will be buying Data Centre Solutions, Design and Build. The Provider shall supply guidance to the Contracting Authority where appropriate, on the type of works, goods and/or services best suited to their requirements within the remit of this Lot.

The Provider/s must be able to assist with on or off premise infrastructure providing a range of data centre solutions including but not limited to new build, refurbishment of existing structures, environment upgrades, modular, prefabricated and micro data centres (such as but not limited to server rooms).

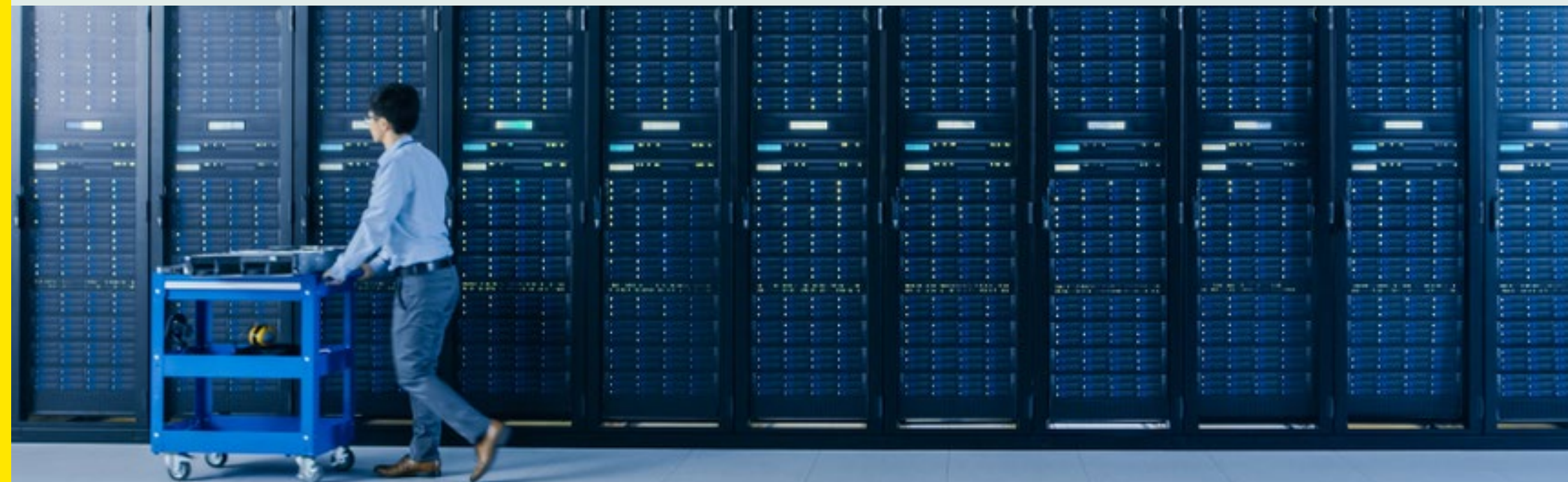


Lot 5 – Data Centre Maintenance and Support

This Lot is for the provision of Data Centre Maintenance and Support Services, which can be used by organisations to perform various business support functions to ensure information is stored securely and safely and it is readily available by reliably maintaining the Data Centre environment where it is housed.

This includes but is not limited to preventative and reactive services which ensure the ongoing protection of critical systems, reduce the risk of failure, and improve performance. These can be provided remotely, on premise (at a customer location) or off premises (in a purpose-built facility).

This may be for a new solution, amendment, or upgrade of an existing solution, from maintenance on a single piece of equipment, to the end-to-end preventative maintenance service and support of a full Data Centre/server room. This will incorporate equipment and infrastructure, critical systems, inspection services, testing and more. All tasks to be completed by suppliers and their listed sub-contractors.



Lot 6 – Colocation Services

This Lot is for the provision of colocation services, which allows a Contracting Authority to rent dedicated and lockable space for the housing of their existing IT equipment (such as servers and associated hardware).

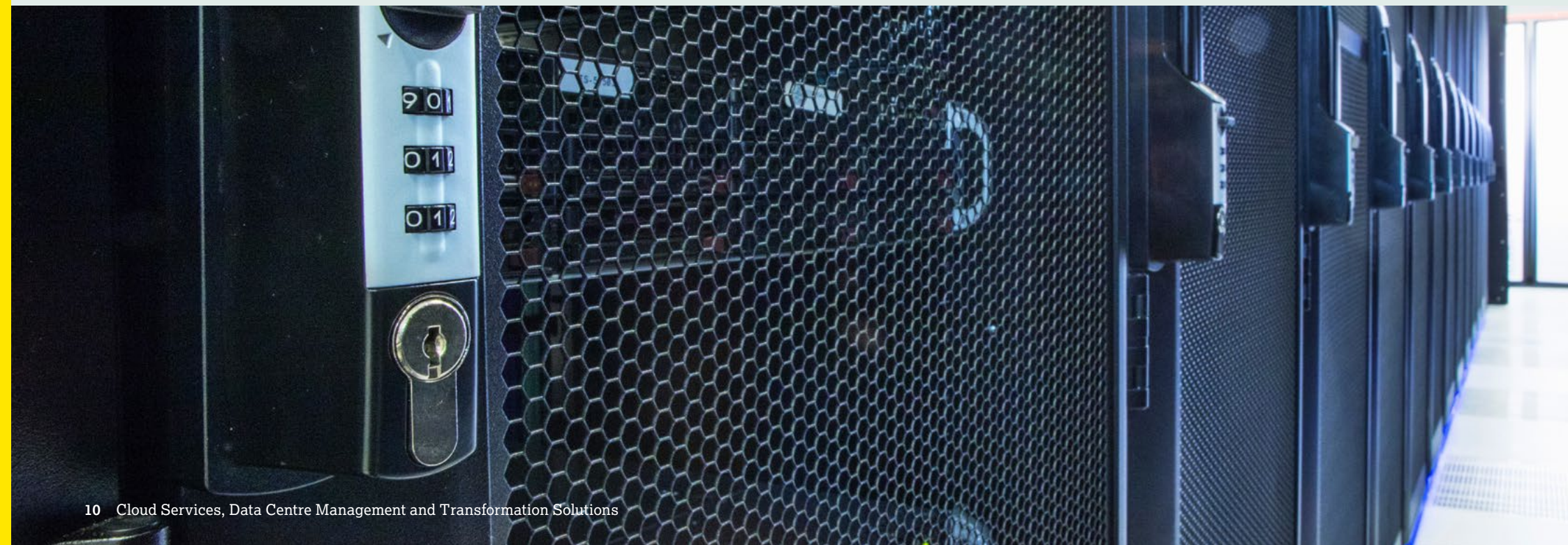
The racks, cages and/or rooms, are housed at a colocation service Providers data centre facility to host the Contracting Authorities services from an alternative site to their own. A colocation facility can be utilised for a primary or secondary data centre.

The Provider will provide 24/7/365 access to the shared data centre building, plus all the facilities and infrastructure such as but not limited to:

- Power and cooling;
- Generator and UPS backup systems;
- Fire suppression systems;
- Onsite security and associated systems;
- Remote hands/operational support where these services are required;
- Preventative maintenance.

The customer will provide and have control of their own IT equipment, which may be monitored/managed either by themselves, the colocation facility Provider, or a 3rd party operator.

Customer call-offs may include but not limited to one rack or a full suite plus support services of a varying level to add to their existing technology environment.



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 and Social Value commitments which incorporated Modern Slaver, Environmental and Sustainability questions.

CAs can carry out multi-lot call-offs under this framework, which involve combining two or more lots, allowing you to obtain all your Cloud and / or Data Centre requirements in one single procurement.

Only the Providers who are awarded to all Lots, for which the Further competition is being carried out, will be invited to compete.

There are 27 suppliers/providers awarded, 59%

of which are SME's, all who can provide a high quality of services to the whole of the public sector.

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 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
- Template documentation
- And much more.

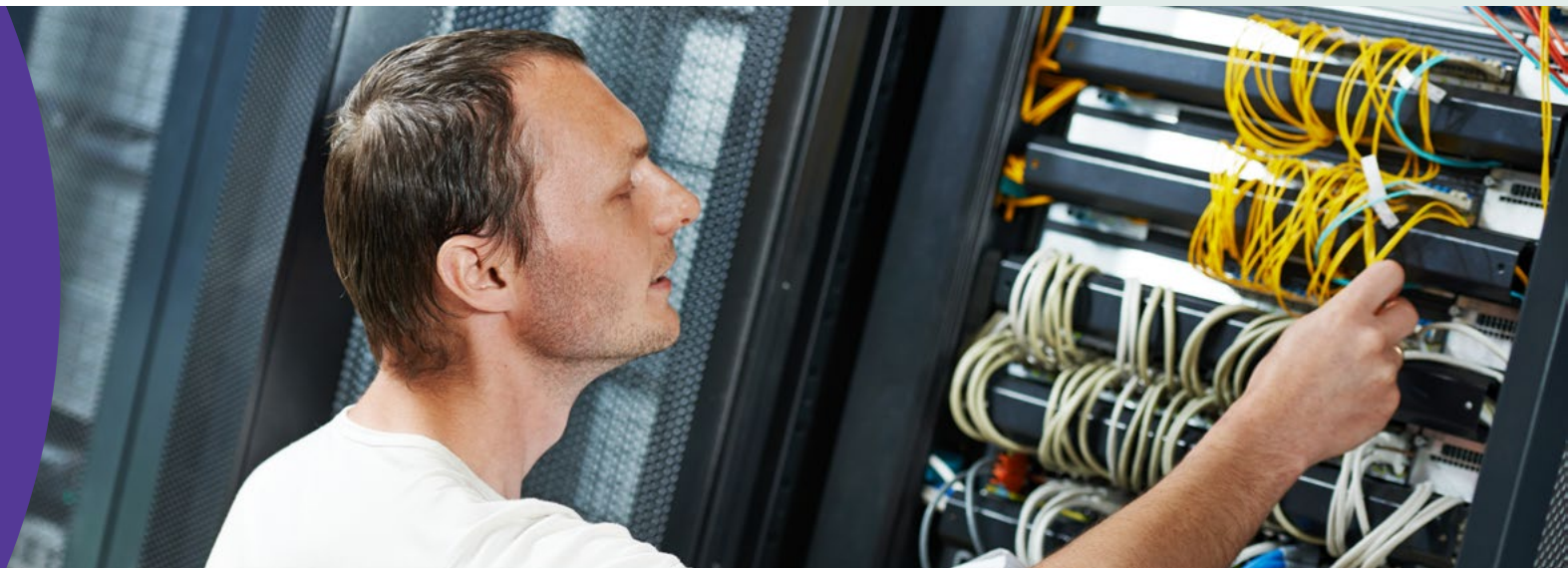
Call-off options

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.

A further competition allows the CA to create a specification, method statements (questions) and pricing that is relevant to their own organisations, which will then be advertised to all providers on the specific Lot(s), allowing the CA to test the market.

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

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



Benefits of using a YPO framework agreement

YPO's framework agreements are established to allow customers to purchase goods, works or 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/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 27 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.
- **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 Cloud and Data Centre requirements in one single procurement and award to one supplier/provider for their full ICT solution across multiple lots.
- **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.

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 NDA, 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	Range
Cost	20%-40%
Quality	45%-65%
Social Value / Sustainability	5%-25%

Contracting Authorities may reopen the criterias 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** – 20% Price / 60% Quality / 20% Social Value
- **Example 2** – 40% Price / 50% Quality / 10% Social Value
- **Example 3** – 35% Price / 55% Quality / 10% Social Value

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.

CAs will have the ability to carry out a 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 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
- Template documentation
- And much more

CAs can use their own template documents if they prefer. The further competition should include a price and quality assessment, and must reference the framework number 001126.

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

Awarded providers / suppliers

Supplier / provider	Lot 1	Lot 2	Lot 3	Lot 4	Lot 5	Lot 6
2BM				○	○	
Advanced Power Technology				○		
Amazon Web Services	○					
Aspire Technology Solutions	○	○				○
BJSS			○			
Centerprise International Ltd	○	○				
Dalkia Facilities					○	
Digital Craftsmen	○					
GCI Network Solutions Ltd / Nastaar		○	○			
Intercity Technology Limited	○	○	○			○
Joskos	○	○	○			
Keysource				○	○	○
Konica Minolta Business Solutions	○	○				
Phoenix Software	○	○	○			
Prodyna		○				
Secure IT Environments				○		
Softcat	○	○	○	○		○
Software One		○	○			
Sota Solutions	○	○				
Sudlows Ltd				○	○	
TPXimpact Ltd		○				
Trustmarque Solutions Ltd			○			
Upnorth Engineering				○	○	
VE3		○	○			
Version 1 Solutions		○	○			
Wavenet	○	○		○		○
Workspace Technology Ltd				○		
Total	11	15	10	9	5	5



Supplier / provider contact details

Supplier / provider	Contact email	Phone number	Mobile
2BM	neil.roberts@2bm.co.uk	01159 256 000	07968 606 798
Advanced Power Technology	info@advancedpower.co.uk	01943 831 990	07595 778 514
Amazon Web Services	katyjn@amazon.co.uk		07825 025 112
Aspire Technology Solutions	bid_team@aspirets.com		07706 318 086
BJSS	presales@bjss.com	020 7337 9800	
Centerprise International Ltd	tendersteam@centerprise.co.uk	01256 738 000	
Dalkia Facilities	debbie.lunt@dalkia.co.uk		07770 645 533
Digital Craftsmen	simons@digitalcraftsmen.com	020 3745 7706	
GCI Network Solutions Ltd / Nastaar	tenders@nasstar.com		
Intercity Technology Limited	tenders@intercity.technology	0330 332 7933	
Joskos	Tomn@joskos.com	07950 914 002	
Keysource	sales@keysource.co.uk	0345 204 3333	0781 080 5545
Konica Minolta Business Solutions	bidsandtenders@konicaminolta.co.uk Andy.cornish@konicaminolta.co.uk		07793 758 759
Phoenix Software	ypo@phoenixs.co.uk	01904 562 200	
Prodyna	Nicholas.Brash@prodyna.com		07944 856 721
Secure IT Environments	joannegarvie@siteltd.co.uk enquiries@siteltd.co.uk	01767 317564	07770 960 977
Softcat	CharlesHar@softcat.com NeetaPa@softcat.com AndyBr@softcat.com	01612 723 133	
Software One	tom.hook@softwareone.com	0203 005 0238	
Sota Solutions	chris.geary@sota.co.uk	01795 413 500	
Sudlows Ltd	chrishatton@sudlows.com	0800 783 5697	
TPXimpact Ltd	edward.atkins@redcortex.co.uk		07483 841 340
Trustmarque Solutions Ltd	darren.moyes@trustmarque.com	01904 934 435	
Upnorth Engineering	john.soulsby@upnorthgroup.com	0191 414 2882	
VE3	prime@ve3.global	020 4552 0840	
Version 1 Solutions	tendernotices@version1.com	0203 859 4790	
Wavenet	publicsector@wavenet.co.uk	0330 024 3333	077147 37991
Workspace Technology Ltd	nick.roberts@workspace-technology.com		

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