

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 largest public sector buying organisations in the UK 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.

Overview

Start date:	1 September 2021
Expiry date:	31 August 2025
Extension(s) (if applicable):	None
Contracting authority (CA) call-off period:	CAs can specify a contract period, based on the term that will best suit their requirements. YPO generally recommend a call-off period of no longer than 5 years
Contract notice ref. no:	2020/S 185-447987
Corrigendum (if applicable):	Not applicable
Potential maximum value:	£200,000,000
Rebate:	1% paid by provider
Geographical location(s):	National

Specification, overview and service category structure

This framework is designed to create a simple and efficient solution for those looking to procure trustworthy advice from pre-approved service providers. Through our extensive list of service providers, you are able to determine which one best suits your needs and specifications. This framework has been established through a collaborative procurement exercise with ESPO.

With a wide range of areas covered, the framework allows for a wide range of needs; from consultations on waste and recycling, to finance, to auditing consultancy services. The flexibility of this framework allows it to be convenient, with the possibility of selecting more than one consultancy service from numerous service providers but all accessed in one place – saving you time, money and your mind.

The scope of the framework covers consultancy in the areas of:

- Lot 1 Business Services
- Lot 2a Audit Consultancy
- Lot 2b Internal Audit Services
- Lot 2c External Audit Services
- Lot 2d General Finance
- Lot 2e Procurement
- Lot 2f Revenues and Benefits
- Lot 2g Tax
- Lot 2h Treasury Management
- Lot 3 Food and Catering
- Lot 4a Public Health
- Lot 4b Social Care (Adults)
- Lot 4c Social Care (Children)
- Lot 5 Highways, Traffic and Transport
- Lot 6a Operational IT
- Lot 6b Strategic IT
- Lot 7 Leisure, Culture and Tourism
- Lot 8a Asset Management and Delivery
- Lot 8b Environmental and Sustainability
- Lot 8c Facilities Management
- Lot 8d Health and Safety
- Lot 8e Housing and Housing Support
- Lot 8f Planning, Valuation and Infrastructure
- Lot 8g Regeneration and Regional Development
- Lot 8h Waste and Recycling
- Lot 9a Community Research and Engagement

Benefits of using the framework agreement

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

Benefits of using the framework agreement:

- Reduced timescales – customers do not need to run a full OJEU procurement if procuring via the framework agreement
- Assured provider standards – providers are 'pre-qualified' as to their general suitability
- Aggregation of spend - customers will receive the benefits of the aggregated spend volume and increased leverage in the market
- Pre-defined terms and conditions – when awarding contracts customers have the option to use YPO's standard framework agreement terms and conditions as established or use their own terms and conditions
- Service providers listed on the framework were assessed during the procurement process for their financial stability, track record, experience and technical & professional ability

Services available

The framework is essentially a select list of service providers, all with a proven and successful track record of delivering consultancy services, from whom customers may set up supply arrangements quickly and simply.

This section offers a summary of the type of advice available under each of the framework's lots.

In order to keep the framework's lots as open and general as possible, and to provide customers with flexibility in terms of their requirements, please note that the advice listed under each of the framework's lots are only designed to be indicative of customers' requirements and are not intended to be exhaustive. In utilising the framework's lots, customers are not restricted to seeking advice on the specific areas listed, providing that the advice they are seeking is relevant to the broad heading of the lot.

Please note that a full-service specification is available by contacting ESPO via email to resources@espo.org

Lot 1 – Business Services

This lot includes (but not limited to) advice surrounding:

- Alternative delivery models
- Brexit preparedness, response and contingency planning
- Business continuity and resilience
- Business transformation
- Change management
- Corporate social responsibility
- Disaster recovery systems and testing
- HR and payroll
- Improvement programmes
- Legislation compliance
- Organisational design and policy
- Pandemic preparedness, response and contingency planning
- Process mapping
- Programme management
- Project management
- Quality management
- Risk management and mitigation
- Service improvement
- Strategy development
- Supply chain management

Lot 2a Audit Consultancy

This lot is divided into six sub-lots. These sub-lots include (but not limited to) advice surrounding:

- Audit assessments
- Audit consultancy
- Audit services
- Audit strategies and methodologies
- Benchmarking and quality assurance
- External audits
- Financial audits
- Governance, risk and internal control
- Internal audits

Lot 2b Internal Audit Services

- Benchmarking and quality assurance
- Compliance reviewing
- Corporate governance
- Fraud investigation
- Internal control reviewing
- Internal audits
- Operational reviewing
- Risk management
- Specified purpose audits

Lot 2c External Audit Services

- Benchmarking and quality assurance
- Compliance reviewing
- Corporate governance
- External assurance services
- External audits
- Financial audit
- Fraud investigation
- Risk management
- Specified purpose audits
- Statutory audit

Lot 2d General Finance

- Actuary, investments and pensions
- Banking
- External funding
- Financial analysis and reporting
- Financial modelling and model reviews
- Financial options
- Financial reviews, evaluations and feasibility studies
- Financial policies and strategies
- Financial procedures and processes
- Funding applications and grants

Lot 2f Revenues and Benefits

- Efficiency reviews
- Government returns
- Health check programmes
- Model adoptions
- Payment arrears

Lot 2g Tax

- CIS (Construction Industry Scheme)
- Compliance and advisory
- Corporation tax
- Efficiency schemes
- Employment tax
- Land tax
- NICs
- PAYE
- Policy development
- Stamp duty
- Tax accounting services
- Tax planning
- Tax technologies
- VAT

Lot 2h Treasury Management

- Accounting treatment
- Credit ratings
- Codes of practice
- Debt management
- External loan portfolios
- Investment reviews and strategies
- Legislation
- Market conditions
- Prudential indicators
- Treasury management risks

Lot 3 – Food and Catering

This lot includes (but not limited to) advice surrounding:

- Commercial feasibility and technical reviews
- Equipment and facilities
- Food and drink menus
- Food hygiene
- Healthy eating programmes
- Legislation compliance
- Nutrition
- Options appraisals

Lot 4 – Health and Social Care

This lot is divided in to three sub-lots. These sub-lots include (but not limited to) advice surrounding:

- Behavioural science
- Biostatistics
- Developing and implementing of public health schemes
- Environmental health
- Epidemiology
- Health education
- Health services administration
- Pandemic contingency

Lot 4a Public Health

- Behavioural science
- Biostatistics
- Developing and implementing of public health schemes
- Environmental health
- Epidemiology
- Health education
- Health services administration
- Pandemic contingency

Lot 4b Social Care (Adults)

- Care toolkits
- Clinical evaluations
- Collaborative working arrangements
- Commissioning models
- Departmental and service reviews
- Demand management
- Health and social care integration
- Outreach programmes
- New service business cases
- Personalisation
- Safeguarding
- Service efficiency plans and improvements
- Service user pathways
- Technology developments

Lot 4c Social Care (Children)

- Care toolkits
- Clinical evaluations
- Collaborative working arrangements
- Commissioning models
- Demand management
- Departmental and service reviews
- New service business cases
- Outreach programmes
- Personalisation
- Safeguarding
- Service efficiency plans and improvements
- Service user pathways
- Technology developments

Lot 5 – Highways, Traffic and Transport

This lot includes (but not limited to) advice surrounding:

- Cycle route planning or improvements
- Demand management
- Highways asset management strategies
- Impact assessments
- Intelligent transport systems
- Junction planning or improvements
- Pedestrian route planning or improvements
- Public transport route planning or improvements
- Road/route safety
- Street and traffic management
- Transport and transport links
- Travel initiatives
- Travel plans and planning
- Transport planning and modelling

Lot 6 - IT

This lot is divided into two sub-lots. These sub-lots include (but not limited to) advice surrounding:

Lot 6a Operational IT

- Cloud solutions
- Server solutions
- Software assurance
- Systems development and analysis
- Telecommunications
- Wireless solutions
- Cyber security solutions

Lot 6b Strategic IT

- Capability assessment, review and development
- Cost analysis and projection
- Data protection and cyber security
- Digital strategy development
- Disaster recovery
- Forecast, planning and strategy
- IT project and programme management
- Policy development, maintenance and review
- Process mapping and optimisation
- Risk assessment and risk management (specific to IT)

Lot 7 – Leisure, Culture and Tourism

This lot includes (but not limited to) advice surrounding:

- Commercial and efficiency reviews
- Funding and funding applications
- Increasing public use of services
- Management improvement programmes
- Outsourcing of services
- Service strategy design
- Sport and library service studies
- Technical reviews
- Trusts and joint ventures

Lot 8 – Property and Environment

This lot is divided into eight sub-lots. These sub-lots include (but not limited to) advice surrounding:

Lot 8a Asset Management and Delivery

- Acquisitions
- Evaluations and reviews
- Liability
- Maintenance
- Management and delivery
- Mapping
- Rationalisation
- Remodelling
- Sale and disposal

Lot 8b Environmental and Sustainability

- Assessments and appraisals
- Alternative energy
- Archaeology studies
- Biodiversity
- Carbon foot-printing and reduction
- Carbon reduction and climate change adaptation
- Climate change adaptation and mitigation
- Eco-towns
- Environmental audits
- Environmental initiatives
- Environmental legislation
- Energy efficiency and targets
- Flood alleviation and drainage
- Green technologies
- Heat networks
- Landscape management
- Mapping
- Modelling
- Pollution
- Resource efficiency behaviour change programmes
- Smart cities
- Sustainability
- Water management
- Waste auditing

Lot 8c Facilities Management

- Delivery models
- Fire risk
- Hard FM consultancy
- Outsourcing of FM services
- Premises, caretaking and cleaning
- Property security
- Reorganisation of FM services
- Soft FM consultancy

Lot 8d Health and Safety

- Accident statistics
- Assurance reports and model documentation
- COSHH and REACH
- H&S legislation
- H&S policies and management
- Inspections and audits
- Notices and corrective action plans
- Risk assessments and controls
- Safe working procedures

Lot 8e Housing and Housing Support

- Benchmarking
- Development project management
- Governance
- Homelessness
- Housing needs and assessments
- Investment programmes
- Management and support
- Quality assurance
- Process mapping
- Regeneration project management
- Revenue optimisation and funding
- Risk and internal control
- Service improvement and performance
- Supported housing
- Tenant participation schemes
- Tenant scrutiny
- Transfers and de-commissioning

Lot 8f Planning, Valuation and Infrastructure

- Agricultural and retail planning
- Employment land reviews
- Local economic assessments
- Planning applications and appeals
- Planning legislation
- Planning taxes and levies
- Spatial planning
- Specialist planning

Lot 8g Regeneration and Regional Development

- Business case development
- Employment land reviews
- Government policy and awareness
- Income generation schemes
- Local business development
- Local economic assessments
- Regeneration and economic development
- Supply chain development
- Sustainable community strategies
- Sustainable economic growth plans

Lot 8h Waste and Recycling

- Auditing services
- Alternative waste treatment
- Business cases
- Campaigns
- Carbon assessments
- Commercial waste
- Domestic waste
- Legislation
- Management investment programmes
- New waste sites
- Options appraisals
- Permits and accreditations
- Policies and strategies
- Service reviews
- Street cleansing support service

Lot 9 – Research and Marketing

This lot is divided in to two sub-lots. These sub-lots include (but not limited to) advice surrounding:

Lot 9a Community Research and Engagement

- Academic research
- Communication
- Community research and strategies
- Customer insight information
- Demand management
- Feedback facilitation
- Public dialogue, engagement and consultation
- Soft market testing
- Stakeholder engagement

Lot 9b Marketing, Communications and PR

- Branding
- Creative communications
- Communication and marketing materials
- Crisis management
- Digital communications
- Events management
- Market research
- Marketing campaigns, plans and strategies
- Media relations
- Social media
- Targeting strategies
- Website design

Lot 10 – Strategic Projects

This lot is for customers seeking advice and support across a broad range of disciplines in relation to high value and/or complex, strategic projects. It is anticipated that such projects will require a combination of the consultancy services outlined under lots 1-9, although the scope of the requirement is not limited to these services.

Examples of such projects may include, but not limited to, the following:

- Infrastructure projects
- Organisations reviews and re-design
- Outsourcing projects
- Shared Services implementations
- Business start-ups and joint partnerships

This lot is limited to projects that require multi-specialism consultancy. Where the customer's requirements are covered under another lot of the framework (i.e. a specific discipline of consultancy is required) this lot should not be used.

Pricing information

Pricing for direct awards is available on request by contacting resources@espo.org and requesting the accompanying spreadsheet.

We will require a completed Customer Access Agreement before sending out any pricing information. Complete the Customer Access Agreement which can be found on our website at <https://www.ypo.co.uk/frameworks-home/900112>

Customers should note that:

All day rates quoted are in sterling and exclusive of VAT.

Expenses (including accommodation, subsistence and travel costs) are excluded in all cases. Should service providers incur reasonable expenses in delivering services, these should be charged for in accordance with the customer's own travel and subsistence policy. Where a travel and subsistence policy does not exist within a customer organisation, the service provider and the customer shall agree a mechanism as to how expenses will be reasonably charged.

For the avoidance of doubt, no expenses shall be paid by the customer to the service provider in relation to the cost of providing resources to work at the consultant's base location.

Customers may elect to invite bids during the further competition process using a range of other commercial models such as fixed, staged-payment or contingency payment models. This is not permitted however when directly awarding under the agreement.

The definition of each type of consultant is as follows:

Category of consultant	Definition
Junior or Graduate Consultant	A Consultant at the beginning of their career with less than 2 years' experience, typically supporting the Consultant and Senior Consultant. Gaining experience on a wide range of projects in their designated field combined with exposure to wider consultancy projects. Consultants of this calibre will have had relevant exposure.
Consultant	Notable experience and in-depth knowledge of their specialist field. Evidence of a wide range of consultancy projects and client facing experience. Support work in process and organisational design and leading workshops and events. Consultants of this calibre will have relevant experience.
Senior Consultant	Considerable experience in their specialist field and in a consultancy/training role. Sound knowledge of the public sector and current policy and political issues affecting it. Previous experience in project management on at least three major projects, preferably in the public sector and using PRINCE2 or equivalent method. Consultants of this calibre will have proven experience.

Principal Consultant	<p>Recognised expert in their specialist field and in a consultancy/training role. Significant proven relevant experience managing a full portfolio of clients in a variety of complex projects. Sound knowledge of the public sector and current policy and political issues affecting it. Assists in fee proposals. Previous experience in project management of a wide range of high quality and relevant projects, preferably in the public sector and using Agile, PRINCE2 or equivalent methods.</p> <p>Consultants of this calibre will have significant proven experience.</p>
Managing Consultant	<p>Substantial expertise and experience in a consultancy role. In-depth knowledge of the public sector and of current policy and political issues affecting it. Previous experience in project management on at least five major projects, preferably in the public sector and using the PRINCE2 or equivalent method.</p> <p>Consultants of this calibre will have proven industry recognised experience.</p>
Director level Consultant	<p>Extensive expertise and experience in their field, with strong business impact and often part of the company's leadership. In-depth knowledge of the public sector and of current policy and political issues affecting it. Extensive experience of leading or directing major, complex and business-critical projects, bringing genuine strategic insight, preferably in the public sector and using the PRINCE2 or equivalent method.</p> <p>Consultants of this calibre will have proven industry recognised experience.</p>

How to award/call-off from the framework

To access the framework agreement, customers should complete and return the Non-Disclosure and Customer Access Agreement.

There are two ways of procuring from the framework:

- Direct award without competition (lots 1- 9 only)
- Further competition

These two approaches are explained in more detail below to help you select the most appropriate method for your particular requirement.

Direct award

Applicable to lots 1 – 9 only

How to conduct your direct award:

- Identify the service provider which best meets your requirements taking consideration of the information provided within this user guide and within the pricing document – ie the service provider offering the most economically advantageous solution for your particular requirements.
- Check and satisfy yourself that the terms and conditions set out in Appendix 2 are acceptable to you, as these will form the basis of the legal agreement between you and the service provider, and cannot be changed or added to.
- Contact your chosen service provider direct and place your order, quoting ESPO Framework 664. You will be entering into the terms in the framework agreement with this service provider.
- Ensure you receive confirmation from the service provider of the quoted prices for your specific order requirements.

If you are considering accessing the framework in this way, then you should bear in mind that you may be asked to demonstrate that despite the absence of competition, you have secured best value for your organisation.

If you need to seek pricing information from a service provider (i.e. obtain a quotation or tender) before you are able to place an order, then you are in effect running a further competition and should do so in accordance with the rules set out below.

Further competition

A further competition is simply an exercise to reopen competition under the framework, intended to secure formal quotations from some or all of the service providers listed on the framework, tailored to your precise requirements. Because it is based on simple, competitive tender process, it offers you a way of testing and demonstrating value for money.

Template further competition documentation is available free of charge from ESPO. Please email resources@espo.org to request this documentation. Before you start the further competition process it is a good idea if you have thought about exactly what it is that you want from your service provider. Compiling a clear list of requirements will enable service providers bidding for your contract to offer a service that meets your needs in the most cost-effective way.

To be compliant with procurement law, your competition must be conducted in accordance with the following:

- You must invite all service providers who are parties to the lot or lots that you are procuring underneath, except those (if any) who clearly cannot meet your requirements, for example they do not service your geographical location or do not provide the element you require. ESPO advise customers to include sufficient time for contacting all service providers within the lot or lots of your choice to allow these providers sufficient time in understanding the logistics of your activity, for example how to register on your e-tendering portal. Please use the latest service provider matrix to ensure that the relevant contact is used for this exercise.
- Your tender document must describe the requirement, and tell bidders the basis on which you will evaluate their offers (eg price, product range, etc. together with a clear statement of the relative importance of these criteria ie the evaluation criteria to be used).

The Public Contracts Regulations 2015 (as amended) require that further competition tenders are evaluated in accordance with the terms of the framework agreement. Details of the evaluation criteria for further competitions under this framework can be found below, and may be varied as indicated. Evaluation must be fair and transparent and the methodologies used to evaluate must be provided to the providers within the further competition documentation.

YPO can help customers produce specifications, qualitative questions, pricing schedules and evaluation criteria to undertake a further competition. Clarification responses, evaluation of further competition submissions, drafting of award letters and contracts and applicable Contract Award Notices are elements of the process that will need to be completed by the customer. Customers must inform YPO of the outcome of any further competition they undertake themselves.

When running a further competition, customers should award based on the most economically advantageous tender and must provide providers with the methodology behind the evaluation, including the evaluation criteria and the weightings that are applied.

The selection/award criteria used to establish the framework agreement was:

The weightings for cost, quality, delivery, customer service and added value can be re-opened for evaluation within the further competition. Customers can also set any appropriate KPI's and/or service levels within the quality award criteria.

Award criteria		
	Lots 1-9	Lot 10
Quality	60%	80%
Price	30%	10%
Social value	10%	10%

Whilst you are required to use the same criteria as that used at framework stage, this being 'price' and 'quality', you may vary the percentage weightings to suit your specific requirements.

- You must allow bidders sufficient time to prepare and submit their bids. Normally three to four weeks should be regarded as the minimum.
- Bids must be submitted in written hard copy format, or via an electronic portal, in order to adhere to the point below.
- You must tell service providers the closing time and date for submitting their bids. You must not open any bids before this deadline, or consider any bids which arrive late.
- Evaluate the tenders submitted by the required deadline. You must treat all service providers equally and fairly, and evaluate all bids in the way you described in the tender documentation.
- If you have decided to apply a standstill period then you must advise all service providers of the outcome via email or by letter – see Remedies Rules below.

Remedies rules

There is a technical matter which customers should be aware of relating to the award of all contracts, called the EU Remedies Directive (Remedies Rules). If the total (i.e. lifetime) value of your contract exceeds the threshold set by the EU (as at 1.1.18 £181,302 for supplies and services, and subject to review every 2 years) then a Remedy of Ineffectiveness may apply if the contract award is challenged by an unsuccessful service provider.

However if a voluntary 'standstill period' is applied to the award of a contract (which must be of at least ten days (if the notification is by email) and fifteen (if the notification is by post) between advising service providers the outcome of the exercise and making a formal award of contract), then this avoids the Remedy of Ineffectiveness.

The way in which service providers should be advised of the outcome of the tender exercise, at the start of the standstill period, is set out in the Public Contracts Regulations 2015 (as amended). In summary, the Regulations say that you must tell all service providers the name of the company which won the contract, together with the winning score against each of the evaluation criteria you used, the particular service provider's own score and the characteristics and relative advantages of the winning bid.

Background to the procurement

This section is simply background information, which may be of interest to organisations who are considering using the framework and wish to understand a little more about the process YPO and ESPO followed when setting it up.

Why we established the framework

ESPO and YPO's previous consultancy framework covered a wide range of consultancy services, including specific local government focused requirements (such as treasury management, engineering, etc.). Following consultation with a range of stakeholders, a variety of other consultancy areas specifically for local authorities and the wider public sector were identified.

As a consequence of the above, ESPO/YPO's retendered consultancy framework (i.e. this framework) aims to provide a comprehensive suite of varying consultancy requirements, specifically those that public bodies may have a requirement for.

To ensure the framework is reflective of the needs of local government and the wider public sector, ESPO and YPO consulted with a wide range of stakeholder groups throughout the procurement. The stakeholder groups included officers from a range of local authorities: county, unitary and district councils, London and metropolitan boroughs. Representation from the wider public sector has also been provided where appropriate (including academies and schools). The framework's specification, structure and procurement process were all designed based upon representative stakeholders' input.

How we established the framework

ESPO, in collaboration with YPO, has established the terms and conditions which will apply to any call-off arrangements by customers during the period of the framework. ESPO reserves the right in exceptional circumstances to vary the composition of the framework. For example if a service provider fails significantly to perform as required it may be removed.

A formal notice inviting expressions of interest from potential service providers was published in the Official Journal of the European Union (or 'OJEU') in September 2020, OJEU reference 2020/S 185-447987. The corresponding award notice is to be confirmed by ESPO.

The procurement process adopted by ESPO was based upon the Open tendering procedure as detailed in the European Communities Combined Directive (2004/18/EC).

A detailed and thorough evaluation of the tenders that were submitted was completed by officers of ESPO, with the participation of YPO as appropriate. The objective of the framework was not to promote one single preferred service provider but instead to offer a range of service solutions from a number of leading service providers in the marketplace.

Evaluation scheme for the framework

As there were a number of different lots and sub-lots, each sub-lot was evaluated separately to ensure tenders for the same sub-lot were assessed against each other.

The evaluation involved two stages, qualifying and award; those offers that met the qualifying criteria were then scored against the award criteria.

The qualifying criteria included assessment of the following; compliance of bid, financial standing, insurance levels, experience and references, quality, environmental and health & safety procedures, business continuity plans, compliance with contract regulations and compliance with the terms and conditions.

The award criteria were divided into two areas; service delivery and price and the specific weightings used were as follows:

Award criteria	Lots 1-9	Lot 10
Quality	60%	80%
Price	30%	10%
Social value	10%	10%

The total quality score added to the price score gave the grand total of points and a position on the framework was awarded to the highest scoring service providers in each of the sub-lots as described in Section 2 of the user guide. Each lot was evaluated individually and there are therefore a varying number of service providers across each of the lots.

Framework documentation

If you, or your procurement or legal advisors, wish to know anything about the documentation we used in setting up the framework please contact ESPO by emailing resources@espo.org

Period of the framework & right to extend

This framework commenced on 1 September 2021 and will be in place until 31 August 2023 with an option to extend the arrangement by a further period or periods up to a total of 24 months, bringing the framework term to a maximum of 4 years.

Please note that the duration of the individual contracts awarded under the framework are advised to be no longer than four years. However, the ultimate decision and justification on the length of individual contracts lies with the customer and should be appropriate for the services in question, in line with value for money. It may be necessary for individual contracts, awarded during the period in which the framework is in operation, to continue beyond the end of the framework arrangement. This should not be done in order to circumvent the rules – for example, it would be difficult to justify awarding a contract for 6 months just before the end of the framework agreement, where the normal length for such contracts is four years.

Terms and conditions

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

Contact information

For further information or to discuss individual requirements, please contact hrsolutions@ypo.co.uk

STAGE 1

Initial Customer Enquiry

- Customer contacts YPO for information
- YPO will send customer a copy of the User Guide, NDA and Access Agreement
- Customer completes and returns NDA and Access Agreement



STAGE 2

NDS/Access Agreement Returned to YPO

- Following receipt of signed NDA/Access Agreement YPO may send the customer a Further Competition Template, Bank of Optional Questions, and Framework Agreement Scope
- YPO may provide the customer with a unique reference code for the further competition, which will be referenced on all documentation
- Customer completes the documents and sends to YPO
- If the customer decides to undertake their own further competition YPO must be informed via e-mail



STAGE 3

Further Competition

- YPO can issue further competition documents to all providers on the framework agreement if required by the customer
- YPO will manage any clarifications that are received from potential providers (customers will need to provide clarification responses)
- At the submission closing date YPO will provide customers with access to all submissions
- Customers can then evaluate (offline) the submissions and prepare acceptance and rejection letters



STAGE 4

Contract Award

- YPO will issue the award decision documentation (acceptance and rejection letters) via YPO's e-portal
- Optional 10-day standstill period: customers are advised to implement a voluntary standstill period of 10 days
- 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 customer if required)