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# Enforcement Agency Services (587)

Customer User Guide V.1

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## **1. PURPOSE**

YPO have established a Dynamic Purchasing System for use by the public sector for debt collection services. Please note that this Dynamic Purchasing System has been procured under The Public Contracts Regulations 2006. YPO provides a professional procurement service that enables public sector organisations to benefit from cost and efficiency savings through our substantial bulk buying power and the convenience of our 'one stop shop'. With an annual turnover in excess of £460 million, YPO is the largest formally constituted public sector buying organisation in the UK. YPO offers a range of products and services that extends from curriculum resources, office equipment and stationery, to professional services, energy, social care, ICT services, waste management and vehicles

YPO have engaged with a number of stakeholders before commencing this project who have helped shape the specification and selection criteria. This included extensive consultation with both representatives from Local Authorities and the civil enforcement industry.

## **2. BENEFITS OF USING THE DYNAMIC PURCHASING SYSTEM**

- YPO manage your further competition for you through our e-procurement portal and provide support throughout the process.
- The Dynamic Purchasing System is open to new suppliers throughout its duration and YPO will manage the process of advertising new opportunities and evaluating any new suppliers that wish to be admitted to the Dynamic Purchasing System. This provides flexibility to respond to changes in the supplier market place.
- Access to prequalified Service Providers who have met YPO criteria covering acceptability, economic & financial standing, and capacity & capability.
- Suppliers who have not met the minimum standard for admittance onto the Dynamic Purchasing System can resubmit when the next opportunity is advertised.
- The further competition templates have been developed after extensive consultation with the civil enforcement industry so benefit from expert input from the sector.

### 3. WHO CAN USE THE DYNAMIC PURCHASING SYSTEM

The dynamic purchasing system will be open to all public sector bodies, including central government and the wider public sector, social housing organisations, and voluntary and community sector bodies within England and Wales. If you are unsure about your eligibility to access the framework, contact YPO for further clarity by emailing [enforcementagencysservices@ypo.co.uk](mailto:enforcementagencysservices@ypo.co.uk)

### 4. KEY INFORMATION

The following information is provided to ensure potential users have information to enable them to be sure that the Dynamic Purchasing System remains a compliant route to market at the time of reading this User Guide.

<b>Start Date:</b>	1 April 2015
<b>End Date:</b>	31 March 2016
<b>Extension Option:</b>	12 months subject to satisfactory supplier performance
<b>Estimated Value:</b>	£80 - £120m pa
<b>OJEU Contract Notice:</b>	2015/S 009-011196 2015/S 011-014833
<b>Geographical Coverage:</b>	England & Wales

### 5. SCOPE

The Dynamic Purchasing System has been established to include debt collection services which fall under (included but not limited to):

- The Taking Control of Goods Regulations 2013
- The Taking Control of Goods (Fees) Regulations 2014
- The Certification of Enforcement Agents Regulations 2014

Debt Collection services will be free of charge. Additional services such as Sundry Debt Collection and Housing Benefits Overpayments may be chargeable and should be specified and evaluated at further competition stage.

### 6. WHAT IS A DYNAMIC PURCHASING SYSTEM?

A Dynamic Purchasing System is a completely electronic system which may be established by a contracting authority to purchase commonly used goods, works or services.

A Dynamic Purchasing System must be open throughout its duration for the admission of any economic operator who satisfies the selection criteria specified by the contracting authority and who submits an indicative tender to the contracting authority which complies with the specification.

## **7. HOW ARE CONTRACTS PROCURED UNDER A DYNAMIC PURCHASING SYSTEM?**

As the Dynamic Purchasing System is open to new suppliers throughout its duration, each time a further competition is undertaken the opportunity will be advertised before the tender documents are published. YPO will advertise the opportunity using a simplified Official Journal of the European Union (OJEU) Contract Notice specifically designed for a dynamic purchasing system inviting any interested supplier that has not already been admitted to the Dynamic Purchasing System to submit an indicative tender.

Potential service providers are given 15 days in order to submit an indicative tender, after which time YPO will evaluate the submissions to ensure that they meet the specification and criteria contained within the documents. YPO will inform the supplier of the outcome and the Dynamic Purchasing System will be updated with the new supplier details.

Once the Contract Notice procedure has been completed further competition documents containing the customer's specific requirements will be issued to all service providers who have been appointed onto the Dynamic Purchasing System. Service providers will be given a minimum of 10 days to submit their bid as per the requirements of the invitation to tender. All submissions received within the invitation to tender deadline will be evaluated by the customer in accordance with the criteria set in the invitation to tender documentation.

Once the evaluation is complete the preferred service provider(s) will be selected and all service providers will be notified of the award decision and provided with feedback relating to their submission.

Following award of the call off customers are advised to implement a voluntary standstill period of 10 days – this is considered to be best practice but customers will not be bound to implement any standstill period.

A contract award notice will be sent to OJEU within 30 days of the standstill period ending.

Please see the Process Map on page 8 which maps out the process stage by stage.

## **8. HOW TO ACCESS THE YPO DYNAMIC PURCHASING SYSTEM?**

To access YPO's Dynamic Purchasing System you will complete a Customer Access Agreement and agree to terms. All call off contracts will be established following a further competition which will be issued to the suppliers via YPO's Dynamic Purchasing System. YPO will provide pre-agreed services to support organisations with their further competition.

Unlike frameworks which recover costs via rebates, the services provided by YPO will be subject to an access fee of £750. The £750 is payable by the organisation establishing a call off contract and YPO will issue an invoice once the Customer Access Agreement has been received.

## **9. WHAT SERVICES WILL YPO PROVIDE?**

YPO will provide an end-to-end facilitation service for your further competition which will include:

- Further Competition Template Document
- Model Call Off Terms and Conditions
- Library of Optional Questions
- FAQ Sheet
- Management of the further competition process through our e-procurement portal.
- Preparation and Issue of the simplified OJEU notice to give any service providers not already accepted onto the Dynamic Purchasing System the chance to submit a tender for admission.
- Evaluation of any new suppliers wishing to be admitted to the Dynamic Purchasing System.
- Final check of further competition documents before publication to ensure all key areas are covered.
- Publication of all documents via our e-procurement portal.
- Management of the clarifications procedure
- Download of tender submissions
- Publication of Award Letters
- Preparation and publication of the Contract Award Notice

Customers will be responsible for preparing the further competition documentation, including additional specification requirements, qualitative questions, evaluation criteria, clarification responses, evaluation of submissions and drafting the award letters.

## **10. ADDITIONAL INFORMATION**

- Contract Call offs can be up to a maximum of 4 years' duration.

- You can appoint a single provider or a panel of providers for different services: for example split by area, or by type of service.
- List of suppliers: this will be provided at further competition stage as this may change for each further competition. We currently have 17 suppliers on the Dynamic Purchasing System.
- Whilst the standstill obligation does not apply to above-threshold call-off contracts from a Dynamic Purchasing System, a court can deem such a contract to be ineffective if the call-off was made in breach of the call-off rules. YPO therefore recommends that the standstill period is applied to above-threshold call-offs where a mini-competition takes place, thereby limiting the risks of ineffectiveness insofar as is possible.

## **11. FEEDBACK AND CONTACT DETAILS**

If you have any queries, or wish to discuss your requirement in further detail, please get in touch by emailing: [enforcementagencyservices@ypo.co.uk](mailto:enforcementagencyservices@ypo.co.uk) or by telephone on: 01924 834861

# YPO Enforcement Agency Services DPS Customer Process Map and Timescales applicable under The Public Contracts Regulations 2006

