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Planning

YPO - Intelligent Automation Software Solution

Yorkshire Purchasing Organisation

F01: Prior information notice
Prior information only
Notice identifier: 2021/S 000-001345
Procurement identifier (OCID): ocds-h6vhtk-028c97
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Section I: Contracting authority

I.1) Name and addresses

Yorkshire Purchasing Organisation

41 Industrial Park

WAKEFIELD

WF20XE

Contact

IT Sercices Team

Email

itservices@ypo.co.uk

Telephone

+44 1924664685

Country

United Kingdom

NUTS code

UKE45 - Wakefield

Internet address(es)

Main address

https://www.ypo.co.uk/

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

Additional information can be obtained from the above-mentioned address

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

YPO - Intelligent Automation Software Solution

II.1.2) Main CPV code

• 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

YPO is seeking two main aims:

Firstly, digital transformation within our business to enable us to drive efficiency and improve productivity. This RFI will help inform our procurement route to market to enable us to make an informed decision on potential suppliers.

Secondly to support future development of our framework business we are seeking to further research the market to understand if a solution can be delivered that would enable UK Public Sector Organisations to implement their own solutions via YPO.

It is expected that our objectives of a proposed IASS will be to offer a solution that covers automation/digital/robotic worker services. The solution will enable UK Public Sector Organisations across the market sectors to scope a solution which meets their needs to drive efficiencies, respond to the challenges of COVID-19 pandemic and support digital transformation.

This RFI seeks to gather information to inform our decision making to establish:

• Identify potential suppliers for a YPO turnkey solution for deployment across our business

• To offer public sector customers access to a pre-approved supplier(s) from whom they may use for IASS

• To secure value for money services for customers.

• To allow for full UK coverage.

• To adopt best practice techniques.

• To provide flexibility for customers to be embed IASS into their organisations.

The RFI is being issued to initiate the formality of the market engagement and will support out research for any future procurement decisions. Interested Providers are asked to review the document and provide feedback and answers to questions in the RFI Response document.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

• 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

• UK - UNITED KINGDOM

II.2.4) Description of the procurement

To support YPO's needs and any other future solution our early thoughts on technical requirements are as follows:

Ability to deliver an organisation wide IASS for the on-going delivery of automation to deliver quick results and rapid ROI for YPO. Solution should be delivered as a SaaS solution, but be able to support all the required security and relevant segregation of components to satisfy security and data protection. Provide comprehensive security with regards to user and access credentials. This should include the hosting of the service from UK based datacentres.

Provider should be able to support the solution infrastructure with comprehensive SLAs and evidence of uptime and performance against KPIs.

The solution should provide pre-integrated tools and technologies to enable a fully functioning platform with all capabilities available to YPO with no additional implementation, licensing or configuration. Provider should also be committed to

developing additional functionalities that will be made available at no additional costs.

A solution able to integrate / interact with existing solutions and consume data from various sources, without additional tools and able to support seamless deployment into service areas.

Solution should provide a web and mobile accessible interface for all administration and reporting that requires no local software and is available on supported browsers.Solution should be easily scalable as usage increases, maintaining all inbuilt capability with no additional technical requirement.

Solution is built for practical application, though intelligent load balancing to understand, adapt and respond to the differing priorities and urgencies of individual processes, minimising the need for human interaction.

Solution should support the democratisation of IT by being intuitive enough to enable non-technical business users to design and develop processes, given pre-requisite training, with the ability to automate processes without creating code e.g using point and click development.

Solution should provide a single design environment for designing and testing processes. Processes will have the ability to be copied from the development to the production environments without the need for manually redesigning/ rekeying the process.

Solution / provider should offer a centralised secure repository for Version Control, Execution Logs and Credentials of built processes, and also provide a large library of re-usable business components based on object and process hierarchies which YPO can use to reduce development time based upon prior robotic design work.Evidence of successful implementations within Public Sector with demonstrable business benefits. Additionally, it should support collaboration within the Public Sector by allowing the sharing, reuse and reapplication of processes between organisations.

Given the nature of Public Sector organisations the solution should support automations through a variety of channels including, but not limited to;

- Business applications

- Webservices

- Self-service (or Human-in-the-Loop)

- SMS text messaging

- Chatbot

The platform should also support the ingestion of a variety of data structures / types to include, but not limited to;

- Optical Character Recognition

- Intelligent Character Recognition

- Natural Language processing

- Translation capability

Provider should be able to provide a robust implementation methodology and plan which support the implementation of the technology alongside business engagement and self-sufficiency to support a full exit of the provider.

Service must be fully operational within the Public Sector, ideally within a Local Authority setting.

Service must be able to be fully implemented, tested and operational within 3 months of contract start date

Provider must be able to provide references from at least three customers to validate both the technical submission, as well as the benefits.

Where the provider of the solution is a reseller (i.e. not the vendor) references must relate to the provider concerned.

YPO would like to understand how IASS with similar technical requirements are procured in the market and understand more on what providers can offer in relation to them.

YPO believe that the market has a lot to offer, enabling providers to expand the choices for the customer and make more effective use of other services which can be offered any potential solution.

The Framework may also be open for use by the following classifications of user throughout all administrative regions of the UK:

• local authority councils

• Housing Associations and related arms length bodies.

• educational establishments, including academies

• police, fire & rescue and coastguard emergency services

• National Health Service (NHS) and Health & Social Care for Northern Ireland (HSC) Bodies, including ambulance services;

• Central Government Departments and their Agencies

• registered charities and

• registered social landlords.

II.2.14) Additional information

PLEASE NOTE: YPO request that all interested suppliers email itservices@ypo.co.uk to obtain full RFI document that contains full and more detailed information about this opportunity. All interested suppliers will be asked to complete this document and send it back to itservices@ypo.co.uk.

II.3) Estimated date of publication of contract notice

3 May 2021

Section IV. Procedure

IV.1) Description

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

Section VI. Complementary information

VI.3) Additional information

Please note that this information is being sought without prejudice and without commitment. Should YPO decide to take this project further then this work will not be part of that process nor will the information provided by used to determine the outcome of that process. Should YPO wish to proceed any further with any supplier a formal procurement process will be followed in accordance with YPO's contract procedure rules.

Neither the issue of this RFI, nor any subsequent correspondence between YPO and the respondent, constitutes an offer to enter into a contract.