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Tender

YPO-001095 Software Application Solutions

YPO

Association of North East Councils, trading as the North East Procurement Organisation (NEPO)

F02: Contract notice

Notice identifier: 2022/S 000-027908

Procurement identifier (OCID): ocds-h6vhtk-034222

Published 4 October 2022, 5:49pm

Section I: Contracting authority

I.1) Name and addresses

YPO

41 Industrial Park

Wakefield

WF2 0XE

Contact

Contracts Team

Email

Contracts@ypo.co.uk

Telephone

+44 01924664685

Country

United Kingdom

Region code

UKE45 - Wakefield

Internet address(es)

Main address

http://www.ypo.co.uk/

Buyer's address

https://procontract.due-north.com/register?ReadForm

I.1) Name and addresses

Association of North East Councils, trading as the North East Procurement Organisation (NEPO)

Northern Design Centre, Abbots Hill, Baltic Business Quarter,

Gateshead

NE83DF

Email

joanne.leask@nepo.orq

Country

United Kingdom

Region code

UKC - North East (England)

Internet address(es)

Main address

www.nepo.org

I.2) Information about joint procurement

The contract involves joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

https://procontract.due-north.com/register?ReadForm

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

https://procontract.due-north.com/register?ReadForm

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 - 001095 Software Application Solutions

Reference number

001095

II.1.2) Main CPV code

• 72268000 - Software supply services

II.1.3) Type of contract

Services

II.1.4) Short description

YPO are looking for Providers to be appointed onto a Framework Agreement for the provision of Software Application Solutions, inclusive of products and services which will enhance/supplement/support the delivery and/or functionality of the solution.

This may include commercial off the shelf software (COTS), open-source software, software licenses or niche and bespoke software specific to the organisation. Solutions may be cloud hosted, on premise, or via hybrid and are to incorporate technologies that are currently available and those which evolve through the lifetime of the Framework.

II.1.5) Estimated total value

Value excluding VAT: £150,000,000

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

II.2) Description

II.2.1) Title

Lot 1 - Business Application Systems

Lot No

1

II.2.2) Additional CPV code(s)

- 72261000 Software support services
- 72268000 Software supply services

II.2.3) Place of performance

NUTS codes

• UK - United Kingdom

II.2.4) Description of the procurement

Lot 1 is for the provision of business application software which can be used by organisations to perform various business functions, manage flow of information, and automate tasks, using technologies that are currently available and those which will evolve through the lifetime of the Framework.

II.2.5) Award criteria

Quality criterion - Name: Non-Cost (Quality) / Weighting: 60%

Quality criterion - Name: Social Value/Sustainability / Weighting: 10%

Cost criterion - Name: Cost / Weighting: 30%

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Start date

1 February 2023

End date

31 January 2027

This contract is subject to renewal

Yes

Description of renewals

There is a possibility that this Framework will be subject to renewal after 3.5 years from the commencement date

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

The Framework Agreement will cover the period 1st February 2023 to 31st January 2025 with the option of 1 x 24 months extension to 31st January 2027, after the initial two years. The first decision to extend the contract period will be taken by the end of November 2024 and will be dependent on satisfactory completion of all aspects of the Framework to date, the current market conditions for this category and YPO's contracting structures. The maximum Framework period will therefore be 4 years, from 1st February 2023 to 31st January 2027 (subject to an annual review, incorporating price negotiations and KPI performance.)

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2) Description

II.2.1) Title

Lot 2 - HR, Payroll and Workforce Management

Lot No

II.2.2) Additional CPV code(s)

- 48440000 Financial analysis and accounting software package
- 72261000 Software support services
- 72268000 Software supply services

II.2.3) Place of performance

NUTS codes

UK - United Kingdom

II.2.4) Description of the procurement

Lot 2 is for the provision of HR, payroll and workforce software to support the processing and management of people at all stages of the employment lifecycle, using technologies that are currently available and those which will evolve through the lifetime of the Framework.

II.2.5) Award criteria

Quality criterion - Name: Non-Cost (Quality) / Weighting: 60%

Quality criterion - Name: Social Value/Sustainability / Weighting: 10%

Cost criterion - Name: Cost / Weighting: 30%

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Start date

1 February 2023

End date

31 January 2027

This contract is subject to renewal

Yes

Description of renewals

There is a possibility that this Framework will be subject to renewal after 3.5 years from the commencement date

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

The Framework Agreement will cover the period 1st February 2023 to 31st January 2025 with the option of 1 x 24 months extension to 31st January 2027, after the initial two years. The first decision to extend the contract period will be taken by the end of November 2024 and will be dependent on satisfactory completion of all aspects of the Framework to date, the current market conditions for this category and YPO's contracting structures. The maximum Framework period will therefore be 4 years, from 1st February 2023 to 31st January 2027 (subject to an annual review, incorporating price negotiations and KPI performance.)

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2) Description

II.2.1) Title

Lot 3 - Financial and Accounting Management

Lot No

3

II.2.2) Additional CPV code(s)

- 48442000 Financial systems software package
- 72261000 Software support services
- 72268000 Software supply services

II.2.3) Place of performance

NUTS codes

• UK - United Kingdom

II.2.4) Description of the procurement

Lot 3 is for the provision of financial and accounting management software to automate and support the financial and accounting processes, covering the entire report-to-record cycle within an organisation, using technologies that are currently available and those which will evolve through the lifetime of the Framework.

II.2.5) Award criteria

Quality criterion - Name: Non-Cost (Quality) / Weighting: 60%

Quality criterion - Name: Social Value/Sustainability / Weighting: 10%

Cost criterion - Name: Cost / Weighting: 30%

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Start date

1 February 2023

End date

31 January 2027

This contract is subject to renewal

Yes

Description of renewals

There is a possibility that this Framework will be subject to renewal after 3.5 years from the commencement date

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

The Framework Agreement will cover the period 1st February 2023 to 31st January 2025 with the option of 1 x 24 months extension to 31st January 2027, after the initial two years. The first decision to extend the contract period will be taken by the end of November 2024 and will be dependent on satisfactory completion of all aspects of the Framework to date, the current market conditions for this category and YPO's contracting structures. The maximum Framework period will therefore be 4 years, from 1st February 2023 to 31st January 2027 (subject to an annual review, incorporating price negotiations and KPI performance.)

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2) Description

II.2.1) Title

Lot 4 - Environmental, Street and Waste Management

Lot No

4

II.2.2) Additional CPV code(s)

- 72261000 Software support services
- 72268000 Software supply services

• 90714100 - Environmental information systems

II.2.3) Place of performance

NUTS codes

• UK - United Kingdom

II.2.4) Description of the procurement

Lot 4 is for the provision of environment, street and waste management software and systems, using technologies that are currently available and those which will evolve through the lifetime of the Framework.

II.2.5) Award criteria

Quality criterion - Name: Non-Cost (Quality) / Weighting: 60%

Quality criterion - Name: Social Value/Sustainability / Weighting: 10%

Cost criterion - Name: Cost / Weighting: 30%

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Start date

1 February 2023

End date

31 January 2027

This contract is subject to renewal

Yes

Description of renewals

There is a possibility that this Framework will be subject to renewal after 3.5 years from the commencement date

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

The Framework Agreement will cover the period 1st February 2023 to 31st January 2025 with the option of 1 x 24 months extension to 31st January 2027, after the initial two years. The first decision to extend the contract period will be taken by the end of November 2024 and will be dependent on satisfactory completion of all aspects of the Framework to date, the current market conditions for this category and YPO's contracting structures. The maximum Framework period will therefore be 4 years, from 1st February 2023 to 31st January 2027 (subject to an annual review, incorporating price negotiations and KPI performance.)

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2) Description

II.2.1) Title

Lot 5 - Election Management and Citizen Services

Lot No

5

II.2.2) Additional CPV code(s)

- 72261000 Software support services
- 72268000 Software supply services

II.2.3) Place of performance

NUTS codes

• UK - United Kingdom

II.2.4) Description of the procurement

Lot 5 is for the provision of Election Management and Citizen Services software systems, using technologies that are currently available and those which will evolve through the lifetime of the Framework.

II.2.5) Award criteria

Quality criterion - Name: Non-Cost (Quality) / Weighting: 60%

Quality criterion - Name: Social Value/Sustainability / Weighting: 10%

Cost criterion - Name: Cost / Weighting: 30%

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Start date

1 February 2023

End date

31 January 2027

This contract is subject to renewal

Yes

Description of renewals

There is a possibility that this Framework will be subject to renewal after 3.5 years from the commencement date

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

The Framework Agreement will cover the period 1st February 2023 to 31st January 2025 with the option of 1 x 24 months extension to 31st January 2027, after the initial two years. The first decision to extend the contract period will be taken by the end of November 2024 and will be dependent on satisfactory completion of all aspects of the Framework to date, the current market conditions for this category and YPO's contracting structures. The maximum Framework period will therefore be 4 years, from 1st February 2023 to 31st January 2027 (subject to an annual review, incorporating price negotiations and KPI performance.)

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2) Description

II.2.1) Title

Lot 6 - Cashless Parking and Traffic Management

Lot No

6

II.2.2) Additional CPV code(s)

- 72261000 Software support services
- 72268000 Software supply services

II.2.3) Place of performance

NUTS codes

UK - United Kingdom

II.2.4) Description of the procurement

Lot 6 is for the provision of cashless parking and traffic management software, using technologies that are currently available and those which will evolve through the lifetime of the Framework.

II.2.5) Award criteria

Quality criterion - Name: Social Value/Sustainability / Weighting: 10%

Quality criterion - Name: Non-Cost (Quality) / Weighting: 60%

Cost criterion - Name: Cost / Weighting: 30%

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Start date

1 February 2023

End date

31 January 2027

This contract is subject to renewal

Yes

Description of renewals

There is a possibility that this Framework will be subject to renewal after 3.5 years from the commencement date

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

The Framework Agreement will cover the period 1st February 2023 to 31st January 2025 with the option of 1 x 24 months extension to 31st January 2027, after the initial two years. The first decision to extend the contract period will be taken by the end of November 2024 and will be dependent on satisfactory completion of all aspects of the Framework to date, the current market conditions for this category and YPO's contracting structures. The maximum Framework period will therefore be 4 years, from 1st February 2023 to 31st January 2027 (subject to an annual review, incorporating price negotiations and KPI

performance.)

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2) Description

II.2.1) Title

Lot 7 - Library Management

Lot No

7

II.2.2) Additional CPV code(s)

- 48160000 Library software package
- 72261000 Software support services
- 72268000 Software supply services

II.2.3) Place of performance

NUTS codes

• UK - United Kingdom

II.2.4) Description of the procurement

Lot 7 is for the provision of software and systems to manage and automate a library environment of any size, using technologies that are currently available and those which will evolve through the lifetime of the Framework.

II.2.5) Award criteria

Quality criterion - Name: Non-Cost (Quality) / Weighting: 60%

Quality criterion - Name: Social Value/Sustainability / Weighting: 10%

Cost criterion - Name: Cost / Weighting: 30%

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Start date

1 February 2023

End date

31 January 2027

This contract is subject to renewal

Yes

Description of renewals

There is a possibility that this Framework will be subject to renewal after 3.5 years from the commencement date

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

The Framework Agreement will cover the period 1st February 2023 to 31st January 2025 with the option of 1 x 24 months extension to 31st January 2027, after the initial two years. The first decision to extend the contract period will be taken by the end of November 2024 and will be dependent on satisfactory completion of all aspects of the Framework to date, the current market conditions for this category and YPO's contracting structures. The maximum Framework period will therefore be 4 years, from 1st February 2023 to 31st January 2027 (subject to an annual review, incorporating price negotiations and KPI performance.)

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2) Description

II.2.1) Title

Lot 8 - Procurement and Contract Management

Lot No

8

II.2.2) Additional CPV code(s)

- 48490000 Procurement software package
- 72261000 Software support services
- 72268000 Software supply services

II.2.3) Place of performance

NUTS codes

• UK - United Kingdom

II.2.4) Description of the procurement

Lot 8 is for the provision of procurement and contract management software, using technologies that are currently available and those which will evolve through the lifetime of the Framework.

II.2.5) Award criteria

Quality criterion - Name: Social Value/Sustainability / Weighting: 10%

Quality criterion - Name: Non-Cost (Quality) / Weighting: 60%

Cost criterion - Name: Cost / Weighting: 30%

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Start date

1 February 2023

End date

31 January 2027

This contract is subject to renewal

Yes

Description of renewals

There is a possibility that this Framework will be subject to renewal after 3.5 years from the commencement date

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

The Framework Agreement will cover the period 1st February 2023 to 31st January 2025 with the option of 1 x 24 months extension to 31st January 2027, after the initial two years. The first decision to extend the contract period will be taken by the end of November 2024 and will be dependent on satisfactory completion of all aspects of the Framework to date, the current market conditions for this category and YPO's contracting structures. The maximum Framework period will therefore be 4 years, from 1st February 2023 to 31st January 2027 (subject to an annual review, incorporating price negotiations and KPI performance.)

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2) Description

II.2.1) Title

Lot 9 - Land, Housing and Property Management

Lot No

9

II.2.2) Additional CPV code(s)

- 48421000 Facilities management software package
- 72261000 Software support services
- 72268000 Software supply services

II.2.3) Place of performance

NUTS codes

• UK - United Kingdom

II.2.4) Description of the procurement

Lot 9 is for the provision of land, housing, and property software, digitising all aspects of management and procurement, using technologies that are currently available and those which will evolve through the lifetime of the Framework.

II.2.5) Award criteria

Quality criterion - Name: Non-Cost (Quality) / Weighting: 60%

Quality criterion - Name: Social Value/Sustainability / Weighting: 10%

Cost criterion - Name: Cost / Weighting: 30%

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Start date

1 February 2023

End date

31 January 2027

This contract is subject to renewal

Yes

Description of renewals

There is a possibility that this Framework will be subject to renewal after 3.5 years from the commencement date

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

The Framework Agreement will cover the period 1st February 2023 to 31st January 2025 with the option of 1 x 24 months extension to 31st January 2027, after the initial two years. The first decision to extend the contract period will be taken by the end of November 2024 and will be dependent on satisfactory completion of all aspects of the Framework to date, the current market conditions for this category and YPO's contracting structures. The maximum Framework period will therefore be 4 years, from 1st February 2023 to 31st January 2027 (subject to an annual review, incorporating price negotiations and KPI performance.)

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2) Description

II.2.1) Title

Lot 10 - Booking Systems and Management

Lot No

10

II.2.2) Additional CPV code(s)

- 72261000 Software support services
- 72268000 Software supply services

II.2.3) Place of performance

NUTS codes

• UK - United Kingdom

II.2.4) Description of the procurement

Lot 10 is for the provision of booking platform software to support workplace management, using technologies that are currently available and those which will evolve through the lifetime of the Framework.

II.2.5) Award criteria

Quality criterion - Name: Social Value/Sustainability / Weighting: 10%

Quality criterion - Name: Non-Cost (Quality) / Weighting: 60%

Cost criterion - Name: Cost / Weighting: 30%

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Start date

1 February 2023

End date

31 January 2027

This contract is subject to renewal

Yes

Description of renewals

There is a possibility that this Framework will be subject to renewal after 3.5 years from the commencement date

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

The Framework Agreement will cover the period 1st February 2023 to 31st January 2025 with the option of 1 x 24 months extension to 31st January 2027, after the initial two years. The first decision to extend the contract period will be taken by the end of November 2024 and will be dependent on satisfactory completion of all aspects of the Framework to date, the current market conditions for this category and YPO's contracting structures. The maximum Framework period will therefore be 4 years, from 1st February 2023 to 31st January 2027 (subject to an annual review, incorporating price negotiations and KPI performance.)

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2) Description

II.2.1) Title

Lot 11 - Education Management and Learning Systems

Lot No

11

II.2.2) Additional CPV code(s)

• 48190000 - Educational software package

- 72261000 Software support services
- 72268000 Software supply services

II.2.3) Place of performance

NUTS codes

• UK - United Kingdom

II.2.4) Description of the procurement

Lot 11 is for the provision of software to support the processing and management of student information and learning provisions, through all stages of the student lifecycle, using technologies that are currently available and those which will evolve through the lifetime of the Framework.

II.2.5) Award criteria

Quality criterion - Name: Non-Cost (Quality) / Weighting: 60%

Quality criterion - Name: Social Value/Sustainability / Weighting: 10%

Cost criterion - Name: Cost / Weighting: 30%

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Start date

1 February 2023

End date

31 January 2027

This contract is subject to renewal

Yes

Description of renewals

There is a possibility that this Framework will be subject to renewal after 3.5 years from the commencement date

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

The Framework Agreement will cover the period 1st February 2023 to 31st January 2025 with the option of 1 x 24 months extension to 31st January 2027, after the initial two years. The first decision to extend the contract period will be taken by the end of November 2024 and will be dependent on satisfactory completion of all aspects of the Framework to date, the current market conditions for this category and YPO's contracting structures. The maximum Framework period will therefore be 4 years, from 1st February 2023 to 31st January 2027 (subject to an annual review, incorporating price negotiations and KPI performance.)

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2) Description

II.2.1) Title

Lot 12 - Health and Social Care Systems

Lot No

12

II.2.2) Additional CPV code(s)

- 72261000 Software support services
- 72268000 Software supply services

II.2.3) Place of performance

NUTS codes

• UK - United Kingdom

II.2.4) Description of the procurement

Lot 12 is for the provision of health and social care software to support and deliver joined-up care of individuals across health and social care settings, as well as other functions of social care organisation, using technologies that are currently available and those which will evolve through the lifetime of the Framework.

II.2.5) Award criteria

Quality criterion - Name: Social Value/Sustainability / Weighting: 10%

Quality criterion - Name: Non-Cost (Quality) / Weighting: 60%

Cost criterion - Name: Cost / Weighting: 30%

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Start date

1 February 2023

End date

31 January 2027

This contract is subject to renewal

Yes

Description of renewals

There is a possibility that this Framework will be subject to renewal after 3.5 years from the commencement date

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

The Framework Agreement will cover the period 1st February 2023 to 31st January 2025 with the option of 1 x 24 months extension to 31st January 2027, after the initial two years. The first decision to extend the contract period will be taken by the end of November 2024 and will be dependent on satisfactory completion of all aspects of the Framework to date, the current market conditions for this category and YPO's contracting structures. The maximum Framework period will therefore be 4 years, from 1st February 2023 to 31st January 2027 (subject to an annual review, incorporating price negotiations and KPI performance.)

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

Organisations must ensure that they are not in breach of any of the mandatory or discretionary exclusions contained in Regulation 57 of the Public Contracts Regulations 2015. Please refer to the Tender Documentation/Online Tender located on our E-Procurement system. The web address can be found under 'Procurement Documents' in the 'Communication' section of this notice.

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

Please refer to the Framework Agreement Terms and Conditions located in our E-Procurement system. The web address can be found under 'Procurement Documents' in the 'Communication' Section in this notice.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

Framework agreement with several operators

In the case of framework agreements, provide justification for any duration exceeding 4 years:

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

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: 2022/S 000-015228

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

11 November 2022

Local time

2:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.6) Minimum time frame during which the tenderer must maintain the

tender

Duration in months: 3 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

11 November 2022

Local time

2:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: There is a possibility that this Framework will be subject to renewal after 3.5 years from the commencement date

VI.3) Additional information

YPO are purchasing on behalf of other contracting authorities. Please see the below link for details: https://www.ypo.co.uk/about/customers/permissible-users

YPO will incorporate a standstill period at the point of notification of the award of the contract is provided to all bidders. The standstill period will be for a minimum of 10 calendar days and provides time for unsuccessful tenderers to challenge the award decision before the contract is entered into. The Public Contract Regulations 2015 provide for aggrieved parties who have been harmed or are at risk of harm by a breach of the rules to take action in the High Court (England, Wales and Northern Ireland).

VI.4) Procedures for review

VI.4.1) Review body

High Court of England and Wales

London

Country

United Kingdom