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1. **Introduction**

The University of Essex (hereafter the University) has appointed Dukefield Energy Limited as the managing agent for the provision of and contract management of its best value and collaborative Utility Supply and Energy Management Services framework, reference ESSEX/DE/ENERGY/02A (hereafter the framework).

This Framework and the wider utility supply and energy management services and support provided by Dukefield Energy Limited is available to all contracting authorities within the public sector including but not limited to:

* **Educational Establishments**
* **Central government departments and agencies**
* **Non-Departmental Public Bodies**
* **NHS bodies**
* **Local Authorities**
* **Police Authorities**
* **Emergency Services**
* **Hospices**
* **Registered Charities**
* **National Parks**
* **Registered Social Landlords.**

Full details of the classification of eligible end user establishments and geographical areas is available at <http://www.dukefieldprocurement.co.uk/fts-eligible-users>

1. **Framework Summary**

The framework agreement is designed to be a one stop shop for an organisation’s Utility Supply and Energy Management Services. The framework provides a comprehensive suite of supplies and services across seven Lots:

|  |  |
| --- | --- |
| **Lot 1** | **Provision of Electricity Supply and Additional Services** |
| **Lot 2** | **Provision of Natural Gas Supply** |
| **Lot 3** | **Supply of Metered and Unmetered Water, Metered and Unmetered Wastewater, Trade Effluent and Ancillary Services** |
| **Lot 4** | **Energy Efficiency Solutions** |
| **Lot 5** | **On Site Generation – Solar Photovoltaics** |
| **Lot 6** | **On Site Generation – Heat Pumps** |
| **Lot 7** | **Supply of Metering Services and Building Energy Management Software** |

1. **Framework Lots and Suppliers**

**Lot 1 – Provision of Electricity Supply and Additional Services**

This Lot covers the supply of electricity and associated energy management services. The supply of electricity includes but is not limited to:

* Half Hourly Supply
* Non Half Hourly Supply

Both renewable ‘Green’ energy and Brown energy are available via the framework, along with REGO backed electricity supply options. Framework supply pricing mechanisms include fixed, pass through, flex pricing and basket pricing options

Additional services\* are also available under this lot to include:

Automatic Meter Reading – the provision of support to rollout AMR to Organisations, to ensure reading and billing accuracy.

Engineering and Efficiency Site Visits – the provision of engineering and efficiency site visits.

Energy Management portal – the provision of an energy management portal and associated toolkit available to Organsiations to assist in the management of individual user energy supply, with support for Legislative Scheme reporting requirements (SECR, CCA, UK / EU ETS etc.).

Electric Vehicle (EV) Charging and Associated Services – Recognising the increasing adoption of electric vehicles within the UK, this Lot provides access to EV charging facilities and solutions.

Carbon Offsetting Options - This Lot offers Organisations access to schemes and options to assist them with their journey to carbon neutrality.

\*Please note not all additional services are available from all suppliers.

There are three suppliers awarded a place on this Lot and they are detailed below:

**• Drax Energy Supply Limited**

**• SSE Energy Supply Limited**

**• Total Energies Gas and Power Limited**

**Lot 2 – Provision of Natural Gas Supply**

This Lot covers the supply of natural gas.

Both renewable ‘Green’ energy and Brown energy are available via the framework, along with Biogas options. Framework supply pricing mechanisms include fixed, pass through, flex pricing and basket pricing options.

Additional services\* are also available under this lot to include:

Automatic Meter Reading – the provision of support to rollout AMR to organisations, to ensure reading and billing accuracy.

Engineering and Efficiency Site Visits – the provision of engineering and efficiency site visits.

Energy Management portal – the provision of an energy management portal and associated toolkit available to Organisations to assist in the management of individual user energy supply, with support for Legislative Scheme reporting requirements (SECR, CCA, UK / EU ETS etc.).

Carbon Offsetting Options - This Lot offers organisations access to schemes and options to assist them with their journey to carbon neutrality.

\*Please note not all additional services are available from all suppliers.

There are two suppliers awarded a place on this Lot and they are detailed below:

**• SSE Energy Supply Limited**

**• Total Energies Gas and Power Limited**

**Lot 3 – Supply of Metered and Unmetered Water, Metered and Unmetered Wastewater, Trade Effluent and Ancillary Services**

This Lot covers the metered and unmetered water, metered and unmetered wastewater, trade effluent and ancillary services.

This lot also provides access to a number of Additional services\*, including:

Automatic Meter Reading – the provision of support to rollout AMR to organisations, to ensure reading and billing accuracy.

Engineering and Efficiency Site Visits – the provision of engineering and efficiency site visits.

\*Please note not all additional services are available from all suppliers.

There is a single supplier awarded a place on this Lot as detailed below:

**• Water Plus Limited**

**Lot 4 – Energy Efficiency Solutions**

This lot provides access to a suite of energy efficiency solutions including but limited to:

• LED Lighting, including Emergency Lighting

• Intelligent Lighting Sensors

• Zone control units, e.g., fish key override panels

• Voltage Optimisation

All solutions under this Lot have

• Energy efficiency and low maintenance costs in use.

• Minimal projected whole-life costs including installation, energy consumption and maintenance, within affordability constraints.

• As short a payback period as possible, usually within 5 years or less, but consistent with the ethos of this Lot to deliver energy efficiency.

**Compliance with Regulations**

Suppliers under this Lot work in accordance with and shall conform in all respects with the requirements of the following standards (or equivalents):

• British Standards – BS7671:2018– IEE Eighteenth Edition Regulations of Electrical Installations and all subsequent amendments.

• Regulatory Reform (Fire Safety) Order 2005

• British Standards – BS5266:2016 Part 1 – Emergency Lighting. Code of Practice for the Emergency Lighting of Premises

• British Standards - European Number – BS EN 60598 and ICEL 1004.

• British Standards – BS 7430 – Code of Practice for Earthing

• All Current CIBSE Lighting Guidelines

• All BSRIA and CIBSE Commissioning Guidelines

• The Electricity at Work Regulations 1989

• The Health and Safety at Work Act 1974

• All Current Building Regulations

• Manufacturer’s Recommendations/Instructions

All solutions also conform with all other relevant Health and Safety legislation, Construction Regulations, British Standards, Codes of Practice and applicable statutory obligations.

**LED Lighting (including emergency lighting) Requirements**

All lighting and lighting schemes shall be designed and installed, in accordance with the following requirements and the recommendations of:-

• BS EN 12464-1:2002 Light and Lighting of Work Places

• Part1: Indoor Workplaces

• The Building Regulations Part L

• Electrical Contractors Association Compliant

• SLL Lighting Handbook

• SLL Lighting Code

• All other relevant Codes of Practice

• Luminaires to carry the “CE” mark and manufactured in accordance with BS EN 60598 by a manufacturer approved to ISO 9001:2000

• Luminaire efficacy of a minimum 130 lm/W

• Proposed luminaries must have at minimum an L80 value of 50,000 hours.

• Proposed luminaires must have a Correlated Colour Temperature (CCT) of between 4000 or 5000°k, Lumen Maintenance Code 9 (LM >90%) and a minimum Colour Rendering Index (CRI) of Code 8 (77-86).

• The preferred Optical Risk is Group 0.

• The diffuser material for all proposed luminaires must be UV stabilised and TP(a) compliant.

• Emergency light fittings must have a minimum 3-hour lighting duration.

• Details of warranty and expected life expectancy and therefore replacement cycle of your solution should be provided with a minimum of 5-year onsite warranty.

• Only proprietary fixing kits to be used. Where redundant fixings and suspension materials are not utilised, they must be removed.

• The use of intelligent (microwave) lighting sensors is also requested in offices or classrooms.

Suppliers’ supplies and solutions under this Lot also conform to the following indicative minimum requirements stated below:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Examples of Lighting levels by Area** | | | |
|  | **Area** | **Illum (lux) minimum** | **UGRL** | **Ra** |
| 1 | Reception / Entrance Areas | 200 | 22 | 80 |
| 2 | Circulation areas, Corridors | 100 | 28 | 40 |
| 3 | General Offices / Classrooms /Lecture Theatres | 300-500 | See relevant CIBSE Lighting Guide | 80 |
| 4 | Hall | 300-500 | See relevant CIBSE Lighting Guide | 80 |
| 5 | Dressing rooms | 300 | 22 | 90 |
| 8 | Conference and meeting rooms | 500 | 19 | 80 |
| 9 | Staff Room | 300-400 | 19 | 80 |
| 10 | Staff Kitchen | 300-400 | 19 | 80 |
| 11 | Toilets | 200 | 25 | 80 |
| 12 | Accessible WC | 200 | 25 | 80 |
| 13 | Store & Stockrooms | 200 | 25 | 80 |
| 14 | Store & Stockrooms with Distribution Boards and / or Data Cabinets | 100 | 25 | 60 |
| 15 | Library: Bookshelves | 200 | 19 | 80 |
| 16 | Library: Reading area | 500 | 19 | 80 |
| 17 | Library: Counters | 500 | 19 | 80 |
|  | Minimum light levels are detailed above. Relative guidance from- Service illuminance recommendations - CIBSE Code 2002 (EN 12464) | | | |
|  | Unified Glare Rating:- Authenticated UGR data produced by the tabular method in accordance with CIE-publication 117 shall be provided for the luminaire scheme by the manufacturer of the luminaire. The installation layout and the surfaces finishes shall be checked against the design specification. The installation shall be in accordance with the design assumptions. | | | |

**Intelligent Lighting Sensor Requirements**

A range of intelligent lighting sensors is also available to organisations including but not limited to:

• PIR Motion Sensors – passive infrared sensor devices used to detect motion which measures infrared light radiating from objects in its’ field of view.

• Microwave Activated Motion Sensors - electro-magnetic radiation motion-detecting devices that send out microwave waves / lasers that radiate off different surfaces and return to a sensor in the detector.

Such lighting sensors are available both independently of the LED lights and as part of an LED fitting solution.

**Zone Control Unit Requirements**

A range of LED lighting zone control units is also available to organisations, including but are not limited to:

• A control zone unit where one or more light sources is controlled simultaneously by a single control output.

• A control zone unit where multiple light sources are controlled individually by multiple control outputs.

• Fish Key Override Panels – these should be used in instances where LED lighting panels have in-built microwave activated lighting sensors.

**Voltage Optimisation Requirements**

A range of voltage optimisation units is available to organisations, installed in accordance with the following requirements: -

• Suitable for use in premises that are used for both large and small buildings

• Reduces electricity consumption by a minimum of 10%, wherever possible

• Minimum 7.5% voltage reduction, wherever possible

• Supplied / fitted complete with full circuit protection

• Silent operation

• Works with solar PV / wind power / heat pumps

• Immediate savings

• No maintenance

**Product Quality, Maintenance and Warranty**

All products supplied under this Lot are robust, fit for purpose and appropriate for the environment, location within the building and exposure. Products are therefore typically supplied with an onsite warranty of 5 years or more.

As a guide, solutions are provided with a maintenance provision where suppliers are expected to respond to a reported fault within twelve hours, with devices typically being restored to full working order within twenty-four hours of a fault call being placed.

**Installation requirements**

All Electrical installation works shall comply and be certified to meet the requirements of BS7671:2018– IEE Eighteenth Edition Regulations of Electrical Installations and all subsequent amendments already published or equivalent.

The Lot also provides access to a number of supplier specific additional services that support and complement the core supplies and services detailed above.

There are four suppliers awarded a place on this Lot and they are detailed below:

**• CorEnergy Limited**

**• EEnergy Group Plc**

**• Procure Direct Limited**

**• Solarcrown Commercial Limited**

**Lot 5 – On Site Generation – Solar Photovoltaics**

This Lot provides access to a range of Solar Photovoltaic (PV) Panels and associated equipment/ These include as a minimum:

• 60 Cell Solar PV Panels

• 72 Cell solar PV Panels

• 96 Cell solar PV Panels

• Inverters

• Mounting materials

• AC and DC Isolators

• Cabling

• Access to EMIG (or similar) portal

**Compliance with Regulations**

The works comply with current legislation, relevant codes of practice, best practice guides and industry good working practices (or equivalents) including but not limited to the following:

• BS7671:2008 IET Wiring regulations 17th Edition as amended and Approved Document Part P (Electrical Safety) of the building regulations.

• IET Guidance Note 7 as amended.

• IEC 60364 Low voltage electrical installations.

• BS EN 50438 as amended - Requirements for connection of micro generators in parallel with public low voltage distribution network 5) Distribution Network Operator (DNO) requirements.

• Micro-generation Certificate Scheme (MCS).

• Health and Safety at Work Act 1974.

• The Electricity at Work Act 1989.

• Construction (Design and Management) [CDM] Regulations 2015.

**Adherence to Guidelines and Best Practice**

All solutions also conform with other relevant Health and Safety legislation, Construction Regulations, British Standards (or equivalents), Codes of Practice and any other applicable statutory obligations, including but not limited to:

• Installation/Maintenance Guides and Recommendations

• Electrical Safety Council current Best Practice Guide

• DTI recommendations for Photovoltaics in Buildings.

**Compliance with minimum standards**

All panels comply with the current requirements of the MCS scheme and conform to the following minimum standards or equivalents:

• All Solar PV panels must be manufactured by a Tier 1 Manufacturer according to BNEF’s latest Tier 1 List.

• ICE/BS EN61215:2000 Crystaline Silicon Terrestrial Photovoltaic (PV) Modules – Design Qualification and Type Approval (Crystalline Cells Only).

• ICE /BS EN 61646:1997 – Thin Film Terrestrial Photovoltaic (PV) Modules - Design Qualification and Type Approval.

• Safety tested to IEC 61730:2004 – Photovoltaic (PV) modules safety qualification.

• Inverters shall meet European efficiency of at least 94% (as defined by BS EN 50530).

• Inverters shall comply with international standards for quality (EN 50524).

• Inverters shall carry a CE mark demonstrating conformity with EU safety, health and environmental requirements.

• The solar PV mounting system should be compliant to MCS012 standards.

**Warranty and Maintenance**

All Solar Photovoltaic (PV) supplied under this Lot are invariably covered by a minimum warranty as detailed below:

• 10-year manufacturer’s warranty against manufacturing defects

• 25-year manufacturer’s warranty with a guaranteed minimum rated output of:

* 90% for the first ten years (years 1-10)
* 80% for the remaining 15 years (years 11-25).

The panels are supplied with the DC connectors fitted and installed as per the manufacturer’s recommendations and the planned string configuration.

The mounting system also invariably comes with a minimum manufacturer’s warranty of 10 years.

All other components within the PV system are invariably covered by a 2-year warranty. These include (but are not limited to):

• AC Isolators

• DC Isolators

• AC Cabling

• DC Cabling

• Containment

• Meters

There is also a 2-year defect liability warranty which will cover all workmanship related to the PV system.

As a guide, solutions are provided with a maintenance provision where suppliers are expected to remotely respond to a reported fault within twenty-four hours, with equipment typically being restored to full working order within five working days of a fault call being placed.

**Inspection, Testing and Commissioning**

Having installed the supplies, the suppliers are required to:

• Fully test and commission all components of the system/supplies.

• Demonstrate the specific operation of all installed systems to the organisation’s satisfaction.

• Supply to the organisation with a complete set of electrical certification documents.

**Operations and Management Documentation**

Organisations will also have access to schematic diagrams either adjacent to the inverter(s), local low voltage distribution board and if different the main incoming supply. In addition, suppliers will also supply an Operations and Maintenance manual or similar instructions and maintenance documentation to include.

• Details of the mounting system.

• PV module datasheet.

• Panel layouts, locations and orientations including string configurations.

• Equipment locations including junction boxes.

• Inverter datasheet and operating manual.

• Metering equipment.

• Warranty documentation for PV modules and inverters.

• Test results and commissioning data.

**Wiring of Strings**

All string cables are 4-6mm2 double insulated UV stable and water-resistant purpose manufactured for solar PV installations.

Individual strings will be installed as per the agreed planned layout, connected in series and fitted with isolation.

Junction boxes will be IP65 DC installed in an accessible location and fitted with warning signs.

The use of purpose manufactured Y cables, installed internally in an accessible location, will only be used on systems containing a maximum of two strings.

All mated male / female DC connectors must be of the same type / manufacturer.

**Inverters**

A range of investors will be made available under this Lot. All inverters shall comply with G98 or G99 standards or equivalents.

The inverters will have a minimum of 10 years manufacturer’s warranty with the first 5 years to include an on-site warranty. With all components accredited by Micro-generation Certification Scheme for installation and the district network operator requirements in force at the time of installation.

**Mounting System**

A range of solar PV mounting systems are available under the Lot with each having been assessed and certified for wind and snow load for the roof upon which it is being installed.

**Solar PV Design and Recommendations**

When receiving quotations from Lot suppliers, the organisation will receive an appropriate Solar PV Design report which will incorporate a detailed configuration and shade analysis for each Solar Photovoltaic Systems installation. The report will also calculate the panel sizing required for an installation and forecast the solar output and provide details of the same for the organisations review and to inform their purchase.

There are two suppliers awarded a place on this Lot and they are detailed below:

**• CorEnergy Limited**

**• Solarcrown Commercial Limited**

**Lot 6 – On Site Generation – Heat Pumps**

This Lot provides access to a range of Heat Pumps which includes but is not restricted to:

• Ground Source Heat Pumps

• Air Source Heat Pumps

• Water Source Heat Pumps

Compliance with Regulations

When undertaking work on this Lot suppliers will conform in all respects with the requirements of the following standards (or equivalents):

• BS7671:2008 IET Wiring regulations 17th Edition as amended and Approved Document Part P (Electrical Safety) of the building regulations. (The IEE Wiring Regulations (BS 7671) are the national standard to which all domestic and industrial wiring must conform).

• IET Guidance Note 7 as amended (Guidance Note 7: Special Locations provides a comprehensive guide to the various special locations and installations for which additional measures are required to comply with BS 7671. It is designed for anyone working in special locations where guidance may vary, including consulting engineers, electricians, electrical installers, inspectors and technicians and has been fully updated to BS 7671:2018+A2:2022.).

• IEC 60364 Low voltage electrical installations (EC 60364-8-2:2018 provides additional requirements, measures and recommendations for design, erection and verification of all types of low-voltage electrical installation according to IEC 60364-1:2005, Clause 11, including local production and/or storage of energy in order to ensure compatibility with the existing and future ways to deliver electrical energy to current-using equipment or to the public network by means of local sources).

• Microgeneration Certificate Scheme (MCS) planning standards (MCS 020).

• Health and Safety at Work Act 1974.

• The Electricity at Work Act 1989.

• Construction (Design and Management) [CDM] Regulations 2015.

• Latest Building Regulations.

• Gas Safe registered.

**Adherence to Guidelines and Best Practice**

Suppliers also conform with all other relevant Health and Safety legislation, Construction Regulations, British Standards, Codes of Practice and any other applicable statutory obligations, including but not limited to:

• MCS Installation / Maintenance Guides and Recommendations.

• Electrical Safety Council Current Best Practice Guide.

• Renewable Energy Consumer Code (preferable)..

• CHAS Accredited Contractor (preferable)

**Warranty and Maintenance**

All Heat Pump supplies under this Lot are invariably covered by a minimum 2-year warranty. This warranty provides, as a minimum, a 2-year defect liability warranty which will cover all workmanship and performance of the supplies.

As a guide, solutions are provided with a maintenance provision where suppliers are expected to remotely respond to a reported fault within twelve hours, with equipment where possible being restored to full working order within twenty-four hours of a fault call being placed.

**Inspection, Testing and Commissioning**

The Lot suppliers will:

• Fully test and commission all components of the system/supplies.

• Demonstrate the specific operation of all installed systems to the Organisation.

• Supply to the Organisation a complete set of electrical certification documents.

**Operations and Management Documentation**

The lot suppliers will, as required by the organisation, provide the organisation with schematic diagrams detailing all key items of supplies/system and an Operations and Maintenance manual or similar instructions and maintenance documentation.

There are two suppliers awarded a place on this Lot and they are detailed below:

**• CorEnergy Limited**

**• JKN Renewables Limited**

**Lot 7 –Supply of Metering Services and Building Energy Management Software**

This lot provides access to a range of supplies and services including but not limited to the following solutions:

• Half Hourly Meter Operator (HH MOP) Contracts

A MOP contract is a separate agreement that is independent from an electricity supply agreement, which is invoiced directly by the half hourly meter operator for any service charges outlined in the contract. This will typically include costs for the installation of the meter, a communication device either within the meter or attached to it, and the service and maintenance of the meter.

• Half Hourly Data Collector and Data Aggregator Contracts (can be in conjunction with HH MOP Contracts).

• Automated Meter Readers (i.e., AMR / Data Loggers – SMETS2)

AMR meters are advanced energy meters that enable the meter to record detailed energy consumption data and communicate that data to the energy supplier. They are used for business electricity and gas customers.

• Building Energy Management Software

Energy management software that is designed to reduce energy consumption, improve the utilisation of the system, increase reliability, predict electrical system performance, and optimize energy usage to reduce cost.

**Compliance with Regulations**

All on-site electrical work related to the provisions under this Lot will be conducted in accordance with and shall conform in all respects with the requirements of the following standards (or equivalents):

• BS7671:2008 IET Wiring regulations 17th Edition as amended and Approved Document Part P (Electrical Safety) of the building regulations.

• Health and Safety at Work Act 1974.

• The Electricity at Work Act 1989.

**Adherence to Guidelines and Best Practice**

All solutions will also conform with all other relevant Health and Safety legislation, Construction Regulations, British Standards, Codes of Practice (such as the Electrical Safety Council Current Best Practice Guide) and any other applicable statutory obligations.

**Warranty and Maintenance**

All products supplied are robust, fit for purpose and appropriate for the environment, location within the building and exposure.

All products, i.e., meters, are typically supplied with an onsite warranty of one year or more and also cover all workmanship related to the project.

The Maintenance Support Service for supplies/products is on the basis of a response time to a reported fault of 10 working days, with devices restored to full working order within 12 working days of a fault call being placed.

The standard maintenance support service for software is on the basis of a response time to a reported fault of within 24 hours, with devices restored to full working order within 48 hours of a fault call being placed.

**Inspection, Testing and Commissioning**

Once installed the supplier will:

• Fully test and commission all components of the system/supplies.

• Demonstrate the specific operation of all installed systems to the Organisation.

**Operations and Management Documentation**

The Organisation will also be provided with full and thorough training for all organisations of staff that will be using the system and also provided with a Helpdesk number to call should any issues or questions arise.

There is one supplier awarded a place on this lot as detailed below:

**• Intelligent Building Group Limited**

**For supplier contact information, please see Appendix A- Supplier Contact Details**

1. **Buying from the Framework**

How do organisations buy from the framework? Both Direct Award and Further Competition are available across the framework.

**4.1 Direct Award**

Direct Award takes place where an organisation direct awards business to a supplier without the supplier having to engage in a further competitive process to win the contract.

Where Direct Award is undertaken, organisations must do so in keeping with the provisions of the Public Procurement (Amendments Etc.) (EU Exit) Regulations 2020. organisations may elect to adopt Direct Award on the basis of many individual factors but as a guide the framework provides the following Direct Award Criteria options:

Lots 1, 2 and 3

• Price - Operating Margin

• Service

• Account Management

• Management Information

• Framework Administration

• Sustainability

• Additional Services

• Security of Supply

• Social Value

Lots 4, 5 and 6

• Service/Supplies

• Account Management

• Management Information

• Framework Administration

• Sustainability

• Additional Services

• Security of Supply

• Social Value

Lot 7

As there is only one supplier on this Lot, organisations can award business directly to the Lot supplier.

When considering a Direct Award, organisations may, in the first instance, contact the framework Helpdesk in order to understand supplier’s capabilities/attributes in respect of any one or a combination of the Direct Award Criteria detailed above under the respective lot. Alternatively, the organisation may elect to contact each supplier directly under the Lot to establish their capabilities in this regard. Thereafter the organization would review, compare and contrast capabilities/attributes across each of the suppliers in order to inform a Direct Award decision.

Where, having compared their requirements against any one, or a combination of the objective Direct Award Quality Criteria detailed above, only one supplier meets their requirements, the organisation will have identified their chosen successful Suppliers and will be at liberty to Direct Award to that Supplier without engaging in a further competition process. Where the result of the organisation’s review identifies more than one Supplier who meets their requirements, they will have the opportunity to review their requirements and once again begin the comparison across the Direct Award Criteria.

Only where no areas of uniqueness are identified within any one or a combination of the objective Direct Award Criteria, will the organisation have to engage in a further competition, as detailed in Section 4.2 below, with all suppliers who meet the respective Lot.

**4.2 Further Competition**

An organisation can engage suppliers in a further competition in one of the following two ways:

1. For Lots 1, 2, 3, 4 and 5 organisations have the option to conduct a shortened further competition exercise by seeking quotations from the framework suppliers on the basis of Price only, thus retaining the Quality scores and weightings achieved by each supplier through the framework invitation to tender process. Having secured pricing proposals, these would be evaluated utilising the weighting for Price used at framework invitation to tender process and a price weighted score determined, which will then be added to the Quality scores achieved by each of the framework suppliers at the framework invitation to tender stage, to determine the winning bid.

For example:

Suppliers 1 and 2 have original framework scores as follows:

Supplier 1 Price 20 % Quality 65% Total 85%

Supplier 2 Price 30 % Quality 57% Total 87%

An organisation conducts a competition on the basis of price only, with Supplier 1 being the cheapest and receiving the full 30% price weighting and Supplier 2 being 10% more expensive than Supplier 1 and receiving 27% price weighting marks (i.e., 10% less Supplier 1). The orgnisation thereafter replaces the original framework tender price evaluation marks with the new evaluation marks to deliver the following results:

Supplier 1 Price 30 % Quality 65% Total 95%

Supplier 2 Price 27% Quality 57% Total 84%

Supplier 1 is now deemed the winning bidder and would be awarded a contract to supply the organisation’s required solution.

ii) Alternatively, organisations have the option to conduct a full further competition exercise, by evaluating supplier’s proposals in response to their requirements, utilising both quality and price factors (and associated weighting scoring mechanisms) in line with the Public Procurement (Amendments Etc.) (EU Exit) Regulations 2020.

Note: Original Framework weightings and summary supplier quality scores can be found in Appendix C.

When undertaking a further competition, organisation must invite all Suppliers awarded a place on the Lot to participate in the further competition exercise, though there is no obligation placed upon the supplier to take part in any further competition.

Basic advice and guidance upon conducting further competitions can be obtained from the Help Desk.

**Email:** [nick.gauntlett@dukefieldenergy.co.uk](mailto:nick.gauntlett@dukefieldenergy.co.uk)

**Tel:** 07513 480033

A standard further competition template for use in a traditional further competition is attached in

Appendix B for organisations wishing to undertake their own further competition exercise.

1. **Further Competition Support Service**

In addition, the framework offers a comprehensive further competition procurement service. The Further Competition Procurement Service is free of charge to organisations for further competitions for the supply of utilities undertaken under Lots 1, 2 and 3. Whereas further competition procurement support services for Additional Services under Lots 1, 2 and 3 and all services under Lots 4, 5 and 6 are subject to a fee. The service fees under these Lots will vary depending upon the potential scale of the requirement and organisations should contact the framework Help Desk for more information.

The further competition support service provides either a light touch documentation review service prior to engaging in the further competition, or a full procurement support service to undertake a fully compliant further competition exercise. The full procurement support service includes:



The documentation review service is available to organisations engaging in further competitions. An organisation’s completed further competition documentation can be reviewed, critiqued and where appropriate amendments suggested, ensuring the documentation is fit for purpose and in keeping with spirit of the framework; thus enhancing the chances of a successful further competition. It is important to note that this service does not provide a documentation drafting service. Documentation drafting is an integral part of the full procurement support service detailed earlier this section.

Should you require further information about either of these services, or wish to benefit from the services, please contact the Strategic Contract Manager, Nick Gauntlett:

**Email:** [nick.gauntlett@dukefieldenergy.co.uk](mailto:nick.gauntlett@dukefieldenergy.co.uk)

**Tel:** 079513 480033

**6 Placing an order**

Having selected your chosen supplier and service/supplies/solution, orders should be placed via the Framework Order Form – a copy is detailed in Appendix F. Your preferred supplier will populate the Order Form with the full details of your requirement and then present you with a completed Order Form for signature. The Order Form under which the contract will be enabled clearly references the framework terms and conditions.

Appendix G details the framework Access Agreement. It is not mandatory that orgnisations sign this agreement to access the framework, however it is recognised that organisations may wish to do so.

All orders placed under the framework will be subject to the following contractual terms and conditions:

Lots 1, 2 and 3 – Supply of utilities under each of these Lots

Business awarded between the organisation and the Supplier from time to time throughout the term of the framework will be governed by the Supplier’s own terms and conditions of supply as detailed below.

**Drax Energy Solutions Limited**



**SSE Energy Supply Limited**

Electricity Terms:



Gas Terms:



**Total Energies Gas and Power Limited**



**Water Plus Limited**



Lots 1, 2 and 3 – Supply of Additional Services

Business awarded between the organization and the Supplier from time to time throughout the term of the framework will be governed by the Call-Off Contract Terms and Conditions embedded below:



Lots 4, 5, 6 and 7 - All business under these Lots

Business awarded between the orgnisation and the Supplier from time to time throughout the term of the framework will be governed by the Call-Off Contract Terms and Conditions embedded below.



**7 Framework Contract and Account Management**

Day to day contract management support is available from the Dukefield framework Help Desk. The Help Desk is open from 09:00 to 17:00 Monday to Friday excluding Bank Holidays and can be contacted either by phone or email as follows:

**Email:** [nick.gauntlett@dukefieldenergy.co.uk](mailto:%20nick.gauntlett@dukefieldenergy.co.uk)

**Tel:** 07513 480033

The friendly Help Desk staff will be on hand to answer your questions and assist you in any way they can. Specifically, they can:



Additional account management support is provided by the appropriate supplier Account Manager. Account Managers are detailed in Appendix A and they can be contacted with regard to any matter concerning your solution.

1. **Complaints and Escalation Procedures**

Day-to-day complaints should be raised in the first instance with your chosen supplier. Where appropriate they may also be raised/escalated to the Help Desk. All complaints raised with the Help Desk will be recorded and the way forward agreed with the organisation.

Dukefield Energy Limited’s comprehensive complaints process is detailed within the embedded document below:



1. **Contract Performance**

Organisations are encouraged to put in place their own local contract management regime to ensure acceptable performance of their chosen supplier. The local regime could include Key Performance Indicators (KPIs) specific to contract performance, such as statistics and reports and contract review meetings.

All local requirements must be mutually agreed with your chosen supplier. The framework support team can provide support and advice in determining Service Level Agreements and KPIs appropriate to your specific requirements.

In addition to the arrangements specific to each contract, a comprehensive contract management regime underpins the operation of the framework itself. Suppliers’ performance across all contracts let through the framework is continually monitored across all user organisations and issues addressed as they come to light. The framework Contract Manager will undertake regular contract performance and management review meetings with all suppliers as part of this performance monitoring process.

The minimum Lot specific Key Performance Indicators stated below apply both at Framework and at the individual organisation contract level.

**Lots 1, 2 and 3**

|  |  |  |  |
| --- | --- | --- | --- |
| **Red** | **Amber** | **Green** | **KPI** |
| 0-94% | 95-97% | 98-100% | Initial response to emails / queries within 2 working days, e.g., a holding email explaining you have received the email/query and that it will be responded to as soon as possible |
| 0-94% | 95-97% | 98-100% | Inbound calls to customer service team answered within 60 seconds |
| 0-94% | 95-97% | 98-100% | All meters billed monthly, unless agreed otherwise |
| 0-94% | 95-97% | 98-100% | All meters billed accurately |
| 0-94% | 95-97% | 98-100% | All billing issues to be reported to Dukefield Energy and Customer within 24 hours |
| 0-70% | 70-89% | 90-100% | No more than 50 re-bills |
| 0-94% | 95-97% | 98-100% | Number of open queries at any one time to be less than 50 across all customers |
| 0-94% | 95-97% | 98-100% | No queries to be open longer than 100 days. Exceptions may be granted by the organisation where the matter is outside of the supplier’s control. This will be assessed on a case by case basis. |
| 0-94% | 95-97% | 98-100% | No more than 10 complaints a month |
| 0-94% | 95-97% | 98-100% | All requests for portfolio / new customer pricing to be actioned within 5 working days, unless otherwise agreed. This performance criteria will begin the day after the initial request. |
| 0-94% | 95-97% | 98-100% | COTs actioned within 30 days |
| 0-94% | 95-97% | 98-100% | Site additions to be transferred on time, i.e., the transfer taking place on the date agreed by both parties. |
| 0-94% | 95-97% | 98-100% | Site additions to be priced within 5 working days unless otherwise agreed between the parties. This five days will begin the day after the initial request. |
| 0-94% | 95-97% | 98-100% | Site removals to be actioned within 1 month, unless otherwise stated |
| 0-94% | 95-97% | 98-100% | Notification of invoice generation to be sent within 1 working day |
| 0-94% | 95-97% | 98-100% | EDI's for bill validation purposes to be received within 5 working days of bill generation |
| 0-94% | 95-97% | 98-100% | All pricing to be received by 11am on the day of quoting, unless agreed otherwise. PLEASE NOTE THIS KPI DOES NOT APPLY TO LOT 3. |

**Lot 4**

|  |  |  |  |
| --- | --- | --- | --- |
| **Red** | **Amber** | **Green** | **KPI** |
| 0-94% | 95-97% | 98-100% | Initial response to emails / queries within 2 working days |
| 0-94% | 95-97% | 98-100% | Inbound calls to customer service team answered within 30 seconds |
| 0-94% | 95-97% | 98-100% | Number of open queries at any one time to be less than 10 across all customers |
| 0-94% | 95-97% | 98-100% | No queries to be open longer than 100 days |
| 0-94% | 95-97% | 98-100% | No more than 5 complaints a month |
| 0-94% | 95-97% | 98-100% | Notification of invoice generation to be sent within 1 working day |
| 0-94% | 95-97% | 98-100% | Maintenance responses responded to within 12hrs and fixed within 24hrs |

**Lot 5**

|  |  |  |  |
| --- | --- | --- | --- |
| **Red** | **Amber** | **Green** | **KPI** |
| 0-94% | 95-97% | 98-100% | Initial response to emails / queries within 2 working days |
| 0-94% | 95-97% | 98-100% | Inbound calls to customer service team answered within 30 seconds |
| 0-94% | 95-97% | 98-100% | Number of open queries at any one time to be less than 10 across all customers |
| 0-94% | 95-97% | 98-100% | No queries to be open longer than 100 days |
| 0-94% | 95-97% | 98-100% | No more than 5 complaints a month |
| 0-94% | 95-97% | 98-100% | Notification of invoice generation to be sent within 1 working day |
| 0-94% | 95-97% | 98-100% | Remote response within 24 hours of a reported fault |
| 0-94% | 95-97% | 98-100% | If remote fault resolution is not possible, onsite fault resolution is required within 5 working days |

**Lot 6**

|  |  |  |  |
| --- | --- | --- | --- |
| **Red** | **Amber** | **Green** | **KPI** |
| 0-94% | 95-97% | 98-100% | Initial response to emails / queries within 2 working days |
| 0-94% | 95-97% | 98-100% | Inbound calls to customer service team answered within 30 seconds |
| 0-94% | 95-97% | 98-100% | Number of open queries at any one time to be less than 10 across all customers |
| 0-94% | 95-97% | 98-100% | No queries to be open longer than 100 days |
| 0-94% | 95-97% | 98-100% | No more than 5 complaints a month |
| 0-94% | 95-97% | 98-100% | Notification of invoice generation to be sent within 1 working day |
| 0-94% | 95-97% | 98-100% | Remote response within 24 hours of a reported fault |
| 0-94% | 95-97% | 98-100% | If remote fault resolution is not possible, onsite fault resolution is required within 5 working days |

**Lot 7**

|  |  |  |  |
| --- | --- | --- | --- |
| **Red** | **Amber** | **Green** | **KPI** |
| 0-94% | 95-97% | 98-100% | Initial response to emails / queries within 2 working days |
| 0-94% | 95-97% | 98-100% | Inbound calls to customer service team answered within 30 seconds |
| 0-94% | 95-97% | 98-100% | Number of open queries at any one time to be less than 10 across all customers |
| 0-94% | 95-97% | 98-100% | No queries to be open longer than 100 days |
| 0-94% | 95-97% | 98-100% | No more than 5 complaints a month |
| 0-94% | 95-97% | 98-100% | Notification of invoice generation to be sent within 1 working day |
| 0-94% | 95-97% | 98-100% | Products/supplies - response time to a reported fault within 10 working days |
| 0-94% | 95-97% | 98-100% | Products/supplies - restoration of devices to full working order within 12 working days of a fault call being placed |
| 0-94% | 95-97% | 98-100% | Software - response time to a reported fault of within 24 hours |
| 0-94% | 95-97% | 98-100% | Software - restore devices to full working order within 48 hours of a fault call being placed |

Organisations should also note that the above minimum requirements can be supplemented by additional local key performance indicators and other service delivery parameters agreed with their chosen supplier. Such local requirements must be mutually agreed with your chosen supplier. The local regime could include KPIs specific to contract performance, such as billing conditions, statistics and reports and contract review meetings.

The framework Contract Management Team will undertake regular contract performance and management review meetings with all suppliers. Organisations are however encouraged to put in place their own local contract management regime to ensure performance of their chosen supplier. Organisations should ensure the framework Contract Management Team are made aware of any issues of any persistent or unresolved nature so they can be addressed with the appropriate supplier at the appropriate supplier review meeting.

1. **Any Questions?**

Should you have any questions about the operation of the framework that are not adequately covered by the User Guide, please do not hesitate to contact the Help Desk.

**Email:** [nick.gauntlett@dukefieldenergy.co.uk](mailto:%20nick.gauntlett@dukefieldenergy.co.uk)

**Tel:** 07513 480033

**11 APPENDIX A – Supplier Contact Details**

**CorEnergy Limited**

Tom Griffin

Manager Director

07403 369 883

[tom.griffin@cor-energy.co.uk](mailto:tom.griffin@cor-energy.co.uk)

**Drax Energy Solutions Limited**

Ben Dagger

Senior Business Development Manager

07834 727926

[ben.dagger@drax.com](mailto:ben.dagger@drax.com)

**eEnergy Group Plc**

Ian Humphries

Account Manager

07483 457491

[ian.humphries@eenergy.com](mailto:ian.humphries@eenergy.com)

**Intelligent Building Group Limited**

Kyle Taylor

07944 024810

[kt@ibg-uk.com](mailto:kt@ibg-uk.com)

**JKN Renewables Limited**

Antony Noonan

Managing Director

01427 874308

07985 276269

[antony@jknrenewables.co.uk](mailto:antony@jknrenewables.co.uk)

**Procure Direct Limited**

Spencer Coffin

Director

01522 538212

[spencer@procuredirect.co.uk](mailto:spencer@procuredirect.co.uk)

**Solarcrown Commercial Limited**

Lindsey Hornby

0333 323 2745

[lindsey.hornby@solarcrowncommercial.com](mailto:lindsey.hornby@solarcrowncommercial.com)

**SSE Energy Supply Limited**

Andrew McNamara

Account Manager

01738 340052

07778 3722320

[andrea.mcnamara@sse.com](mailto:andrea.mcnamara@sse.com)

**Total Energies Gas and Power Limited**

Sean Handley

National Manager Major Business

07468 758894

[sean.handley@totalenergies.com](mailto:sean.handley@totalenergies.com)

**Water Plus Limited**

Jonathan Andrew

Interim Bid Manager

07976 253478

[jonathan.andrew@water-plus.co.uk](mailto:jonathan.andrew@water-plus.co.uk)

**12 APPENDIX B – Further Competition Template**

**FURTHER COMPETITION TEMPLATE**

**[INSERT NAME OF THE ORGANISATION] INVITATION TO SUBMIT A PROPOSAL**

**FOR**

**[INSERT TITLE]**

**Closing Date: *[date/time]***

**Contact: *[insert contact details of person undertaking further competition]***

**1. INTRODUCTION**

1.1 (*Insert details of the organization and a summary of the project and its aims and objectives. Also consider inserting a timetable detailing the key delivery dates within the further competition.)*

**2. INSTRUCTIONS TO TENDERERS**

2.1 **COMPLETED PROPOSALS SHOULD BE SUBMITTED TO:‐**

[*Insert contact details for return of further competition submissions*]

Suppliers should ensure that they allow enough time to submit their questionnaire response. **The Organisation will accept no responsibility for difficulties during the process of submission and/or late or lost submissions.**

2.2 The deadline for the return of quotations is 12 noon on xx xx xxxx.

**LATE SUBMISSIONS WILL NOT BE ACCEPTED.**

2.3 Please study the documentation carefully. If you are in any doubt as to any technical aspects of the specification/project brief, or require clarification of any part of the document please contact [*insert project officer contact details*]

2.4 Suppliers are required to submit competitive prices strictly in accordance with the attached specification/project brief.

2.5 Suppliers must fully complete all parts of this document using the same question numbering format as used in this document and sign the declaration. Failure to provide a completed quotation in the required format may result in the quotation not being considered.

2.6 Freedom of Information ‐ In accordance with **Freedom of Information Act 2000**, from January 2005, Organisations must respond within 20 working days to valid written requests for information from anyone. The information requested must be supplied unless it falls into specified categories of information which include: confidential, personal, trade secret, or information which would or would be likely to prejudice the Supplier’s or the Organisation’s commercial interests. These categories are exemptions under which information may not be disclosed.

2.7 It will be the Supplier’s responsibility to clearly state in their Proposal submission any information which they regard as confidential, personal information, trade secret or may prejudice their commercial interests and to discuss this with the Organisation prior to submission.

2.8 Suppliers are advised that information which falls into our agreed interpretation of the legal definition of confidentiality, personal information, trade secret or prejudice to their commercial interests may still have to be disclosed in some circumstances. You should be aware that the Organisation may be forced to make information public as a result of an appeal by a member of the public against our initial decision not to reveal information. The public can appeal through our internal complaints procedure and ultimately to The Information Commissioner’s Office, the Government organisation responsible for enforcing the Act.

2.9 You will also need to provide with your quotation submission a contact within your organisation to ensure that should we need to consult on a Freedom of Information request we can do this promptly. If we are unable to contact anyone to consult we may have to release the information to ensure that we remain within the 20 working days deadline.

**3. EVALUATION**

3.1 Proposals received will initially be reviewed on the basis of compliance with the threshold requirements. For the avoidance of doubt, all threshold requirements must be achieved in order for your bid to be further considered.

A listing of the relevant threshold requirements are detailed in Appendix 3.

*(Delete references to Threshold Questions if no Threshold Questions are being asked)*

3.2 The bids from those Suppliers who meet the defined thresholds will be fully evaluated at Phase 2 of the Evaluation Process. The evaluation will be on the basis of most economically advantageous tender as follows:

Price xx% Quality xx%

[Insert quality evaluation criteria]

3.3 Please note there are a number of Threshold Questions within the document. Each Threshold Question is indicated by a ‘**(Threshold Question)**’. All Threshold Questions must be met in order for a tenderer’s bid to be fully considered. **For the avoidance of doubt, failure to meet a Threshold will result in a tenderer’s bid being rejected.**

[*Delete the paragraph above if no Threshold Questions are being asked*]

3.4 Quality responses will be scored using the scoring mechanism detailed below.

**0 = Unacceptable**, No response, or unacceptable information provided

**1= Poor**, Inadequate details to show an understanding of the requirements

**2 = Satisfactory**, Satisfactory details to show an understanding of the requirements

**3 = Good**, Adequate details provided to show an understanding of the requirements

**4 = Very Good**, Substantial details provided to show an understanding of the

requirements

**5 = Excellent**, Comprehensive details provided to show an understanding of the requirements

Tenderers scoring a 5 will receive the entire weighting mark for each question. Those scoring a 4 will receive 4/5ths of the weighting mark and so on.

3.5 Price Evaluation

Price will account for xx% of the overall score. Tenderers must submit prices for each of the requirements detailed within the Pricing Schedule (Appendix 2).

Tenderers should complete the Pricing Schedule (Appendix 2) with details of their proposed costs. The Tenderer submitting the lowest proposed cost will receive the full xx% price weighting. All other tenderers will receive a proportion of the xx% dependent upon the relative position of their price to the lowest priced bid. For example, where a Tenderer submits a proposed cost that is 10% more expensive than the lowest price bid, they will receive 10% less weighting than the lowest price, i.e., xx% of the total xx% weighting.

3.6 The Organisation may request bid presentations as part of the bid clarification process to enable the Organisation to better understand a Suppliers’ bid. Where such clarifications are required Suppliers will be notified and invited to attend at an agreed date and time. Please Note – it may not be necessary to invite any or all bidders if no clarifications are required.

3.7 The Organisation will endeavor to reach a decision by *[insert date].* However, the Organisation is not bound to accept any quote submitted.

3.8 Resulting contracts will be subject to the terms and conditions of contract for the Utility Supply and Energy Management Services Framework agreement – ESSEX/DE/ENERGY/02A.

Please note these Terms and Conditions are already contracted and are non‐negotiable.

**4. SPECIFICATION**

4.1 The Organisation requires a range of Utility/Energy Management Services solutions as detailed in Appendix 1. It should be noted that the specification detailed in Appendix 1 is representative of the Organisation’s requirements and this may be subject to minor change following award of contract.

**5. PRICE SCHEDULE**

5.1 [*Insert the pricing methodology including*]

5.2 Suppliers are required to complete the Pricing Schedule (Appendix 2)

5.3 The pricing will be held for the duration of the contract/ agreement.

**6. SITE VISIT**

6.1 *(Insert details of a supplier site visit if one is being offered to suppliers during the further competition process)*

**6. DECLARATION**

I/We hereby offer to provide the services as specified in xxxxxxxxxxxx in accordance with the Conditions of Contract governing the ESSEX/DE/ENERGY/02A Framework for the provision of Utility Supply and Energy Management Services.

Signed ...........................................................................................

Name (Block Capitals) ...........................................................................................

Designation ...........................................................................................

For and on behalf of ............................................................................................................

................................................................................................. Tel. ………………………………….

E‐mail address …………………………………………………………………………….

**APPENDIX 1 ‐ SPECIFICATION**

*[Insert the specification in Appendix 1. The following issues are examples that may wish to be considered within the specification. The list is not exhaustive and is only series of examples*

*Technical Requirements*

*It may also be a good idea to include your current technical requirements if, for example, a software package may need to interact with some of your current infrastructure.*

*Training*

*Should training be provided at point of installation or at a later point? This is especially relevant when utilizing software packages as staff may need training to understand how the system works.*

*Delivery Requirement*

*Consider how the services will be delivered. Will this be via software or onsite and what timescales need to be met. For example, for onsite training, delivery requirements could include locations and timescales and employee schedules.*

*Sustainability*

*Consider sustainability requirements of each supplier.*

*Account Administration*

*Consider account administration requirements, including invoices.*

*Account/Contract Management*

*Consider the nature of your account/contract management regime. For example, will you require:*

• *regular quarterly supplier review meetings*

• *a designated account manager*

• *management information – including the regularity of such information?*

*Project Management*

*Implementation Schedule*

**APPENDIX 2 – PRICING SCHEDULE**

*(Insert the pricing schedule here)*

**APPENDIX 3 – THRESHOLD REQUIREMENTS**

*(An Organisation may have a particular requirement or service/solution aspect that is critical and must be delivered in the required way without variation or amendment. Any such requirement should be the subject of a Threshold question, where tenderers must be able to provide the required specification element in the required way, or their bid will be rejected in their entirety. Organisations should detail any such Threshold requirement questions here).*

**APPENDIX 4 – SUPPLIER RESPONSE SCHEDULE**

*(Insert questions to be asked of the suppliers in respect of the Specification, for example, where Organisations require installation within a particular timeframe they may wish to ask suppliers to comment upon their ability to install their proposed solution within the timeframe, including the attachment of a project schedule to illustrate the project work phases and timescales. Similarly, if the Organisation requires a dedicated account manager with a dedicated telephone number and email address, they could insert a question here that interrogates the supplier’s ability to meet this requirement).*

**13 APPENDIX C – Lot Weightings and Supplier Quality Scores**

**Lot Weightings**

Detailed below are the Lot Weightings and evaluation criteria used within the original framework tender exercise. Organisations may use this information to inform their further competition exercise.

**Lots 1, 2 and 3**

|  |  |  |
| --- | --- | --- |
| **Quality Criteria** | **Lot 1 and 2 Weighting %** | **Lot 3**  **Weighting %** |
| Method Statements | 2.5 | 7 |
| Pricing Options | 1 | 2 |
| Account Management | 3.5 | 7 |
| Management Information | 1 | 3 |
| Framework Administration | 6.5 | 12 |
| Sustainability | 1 | 2 |
| Additional Services | 2 | 8 |
| Security of Supply | 1 | 2 |
| Marketing | 1.5 | 2 |
| Social Value | 5 | 5 |
| Total | **25%** | **50%** |

**Lot 4**

|  |  |
| --- | --- |
| **Quality Criteria** | **Lot 4**  **Weighting %** |
| Method Statements | 8 |
| Pricing Options and Methodology | 4 |
| Customer Journey and Support Services | 10 |
| Account Management | 20 |
| Management Information | 5 |
| Framework Administration | 6 |
| Sustainability | 5 |
| Additional Services | 2 |
| Social Value | 5 |
| Marketing | 5 |
| **Total** | **70%** |

**Lot 5**

|  |  |
| --- | --- |
| **Quality Criteria** | **Lot 5 Solar PV Weightings %** |
| Method Statements | 7 |
| Pricing Options and Methodology | 3 |
| Technical Specification | 13 |
| Customer Journey and Support Services | 7 |
| Account Management | 12 |
| Management Information | 4 |
| Framework Administration | 5 |
| Sustainability | 6 |
| Additional Services | 5 |
| Social Value | 5 |
| Marketing | 3 |
| **Total** | **70%** |

**Lot 6**

|  |  |
| --- | --- |
| **Quality Criteria** | **Lot 6 Heat Pump Weightings %** |
| Method Statements | 12 |
| Pricing Options and Methodology | 3 |
| Technical Specification | 13 |
| Customer Journey and Support Services | 11 |
| Account Management | 18 |
| Management Information | 9 |
| Framework Administration | 7 |
| Sustainability | 10 |
| Additional Services | 8 |
| Social Value | 5 |
| Marketing | 4 |
| Total | **100%** |

**Lot 7**

|  |  |
| --- | --- |
| **Quality Criteria** | **Lot 7**  **Weighting %** |
| Method Statements | 10 |
| Pricing Options and Methodology | 10 |
| Technical Specification | 10 |
| Customer Journey and Support Services | 8 |
| Account Management | 10 |
| Management Information | 4 |
| Framework Administration | 4 |
| Sustainability | 2 |
| Additional Services | 5 |
| Social Value | 5 |
| Marketing | **2** |
| Total | **70%** |

It is hereby noted that when conducting a further competition Organisations will be allowed to vary the weightings of the award criteria within the range of 50% and 200% (i.e., half or double their original tender weighting).

**Supplier Quality Scores**

Detailed below are the quality scores achieved by each supplier under each Lot:

**Lot 1**

Drax Energy Supply Limited 20.63%

SSE Energy Supply Limited 11.13%

Total Energies Gas and Power Limited 9.75%

**Lot 2**

SSE Energy Supply Limited 11.13%

Total Energies Gas and Power Limited 9.75%

**Lot 3**

Water Plus Limited 46.38%

**Lot 4**

CorEnergy Limited 55.25%

EEnergy Group Plc 65.25%

Procure Direct Limited 61.50%

Solarcrown Commercial Limited 51.75%

**Lot 5**

CorEnergy Limited 57.25%

Solarcrown Commercial Limited 54.00%

**14 APPENDIX D – Contract Notice and Contract Award Notice**

Detailed below are the original framework tender Find A Tender Service Contract Notice and Contract Award Notice. Both documents are embedded for information purposes.





**Please Note: Castle Water are noted as an awarded supplier within the Contract Award Notice. However, they were unable to fulfill their position upon the framework and are no longer a framework supplier.**

**15 APPENDIX E – Further Competition Support Service Fee Structure**

Further Competition Support Services are available upon payment of the appropriate fees.

The Further Competition Support Services are chargeable services available to any Organisation.

1. Documentation Review Service

The fee for this service is £250 per further competition document set.

2. Full Procurement Support Service

The full procurement support service is available across all framework Lots.

Prices for undertaking a further competition under all Lots are available from email: [nick.gauntlett@dukefieldenergy.co.uk](mailto:nick.gauntlett@dukefieldenergy.co.uk%20) or phone: 07513 480033. The fees will be exclusive of VAT and travel and subsistence.

Each will include full procurement support to undertake a further competition exercise; support to include:



The service includes up to two visits to customer site (at the service provider’s sole discretion); be that to determine requirements, undertake evaluations or present findings. All other activities will be undertaken through electronic communication.

1. **APPENDIX F – Example Framework Order Form**

**NATIONAL PUBLIC SECTOR UTILITY SUPPLY AND ENERGY MANAGEMENT SERVICES FRAMEWORK**

**PURCHASE ORDER FORM**

**CONTRACT No ESSEX/DE/ENERGY/02A**

**[ ] wishes to order the below mentioned supplies and/or services**.

**This Purchase Order is for the supplies and/or services detailed below in accordance with the Terms & Conditions of the above framework as agreed between (the suppliers) and (the Customer).**

|  |  |  |  |
| --- | --- | --- | --- |
| Item Code/Quantity | Service/Solution Description | | Price (£) |
|  |  | |  |
|  |  | |  |
|  |  | |  |
|  |  | |  |
| (Customer should append additional sheets detailing services being procured where relevant)  \*Total Purchase Price £ excl VAT | | | |
| Name of Establishment (The Customer) | | | |
| Invoice Address  Post Code | | Site Address (if different)  Post Code | |
| Contact Name (PRINT) (Mr/Mrs/Miss/Ms) | | | |
| Tel No | | Email: | |

|  |  |
| --- | --- |
| **Name (Print)** | **Position** |
| **Signature (Customer)** | **Date:** |

1. **APPENDIX G – Optional Access Agreement**

**ACCESS AGREEMENT FOR UTILISATION OF THE NATIONAL PUBLIC SECTOR UTILITY SUPPLY AND ENERGY MANAGEMENT SERVICES FRAMEWORK**

**CONTRACT No ESSEX/DE/ENERGY/02A**

**This is a confirmation of access to the** **National Public Sector Utility Supply and Energy Management Services Framework and an agreement of commitment to use said Framework.**

|  |  |
| --- | --- |
| **Find a Tender Contract Notice Reference Number:** | **Contract Number: ESSEX/DE/ENERGY/02A** |
| **Customer Name:**  **Contact:**  **Email:**  **Tel:** | **Supplier Name:**  **Contact:**  **Email:**  **Tel:** |

Framework Start Date: **15th February 2023**

Length of Framework Agreement: 3 years with the option of a 1 year extension.

This is an agreement to confirm “**[enter Customer name]**” has satisfied itself of its eligibility to join the Framework as a **compliant body** nominated in the above referenced Find a Tender notice. Signature of this form constitutes acceptance of the Framework Agreement Terms and Conditions which are enclosed, thereby creating a binding commitment to the utilisation of a Call‐Off Contract from the framework agreement referenced above.

We agree to enter into a Call‐Off Contract as from “**enter date of commencement**”, for a period of **“enter number of months/years”**

**On behalf of the Supplier: [enter Supplier name]**

|  |  |
| --- | --- |
| **Contact Name:** |  |
| Telephone number: |  |
| Email Address: |  |
| Signature: |  |
| Date: |  |

**On behalf of Customer: [enter Customer name]**

|  |  |
| --- | --- |
| **Contact Name:** |  |
| Telephone number: |  |
| Email Address: |  |
| Signature: |  |
| Date: |  |