

Water, Wastewater & Ancillary Services

Framework Agreement RM3790

Customer Guidance Notes



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1. Purpose of document

- 1.1** The purpose of this document is to provide guidance to customers interested in accessing the Water, Wastewater and Ancillary Services framework agreement (Reference Number – RM3790).
- 1.2** This document outlines the background to the framework agreement, explains the various ways (contracting methods) in which the framework agreement can be used including outlining steps involved in the procurement process.
- 1.3** There is a **Customer Toolkit** available on our website in the 'Documents' section which provides everything you will need to access the framework. The tool kit includes the following documents to support you with accessing the framework and conducting your own competition:
- Customer guidance document ([this document](#))
 - Framework Agreement ([redacted version of framework agreement which has been signed by CCS and suppliers](#))
 - Framework Specification ([Schedule 2 from Framework Agreement](#))
 - Customer Access Agreement ([customer notification to CCS and request for maximum supplier pricing](#))
 - Water Switching Template ([to be used when running further competition](#))
 - Further competition invitation template ([may be used when running further competition](#))
 - Sample Statement of Requirements ([an example reference document for use when a running further competition](#))
 - Further competition award criteria templates ([reference document when running further competition](#))
 - Outcome letter templates: successful and unsuccessful ([may be used when running own competition](#))
 - Template Order Form and Call Off Contract Terms ([to be signed by customer and awarded supplier](#))
 - Award Notification Form ([to be used to notify CCS of contract award](#))

2. Overview of framework agreement

2.1 The RM3790 Water, Wastewater and Ancillary Services framework was live and available for the opening of the market in April 2017. The framework was developed collaboratively by CCS and Public Buying Organisations (PBOs), namely Yorkshire Purchasing Organisation (YPO), Eastern Shires Purchasing Organisation (ESPO), West Mercia Energy (WME), North East Procurement Organisation (NEPO) and The Energy Consortium (TEC). The framework runs for 3 years with the option to extend for a further 12 months. Customer call-off contracts can take place any time during the framework and be let for up to 4 years maximum.

2.2 Customers will need to carry out a further competition under the framework. There is no provision for direct award as it is a new market. Further competition criteria is available within the framework agreement guidance.

2.3 The framework agreement provides Water, Waste Water and Ancillary Services. There are three lots:

- **Lot 1** Water Supply and Sewerage Services
- **Lot 2** Ancillary Services
- **Lot 3** One Stop Shop

Full details of the scope of each lot can be found in the Framework Specification document

2.4 All suppliers have been appointed onto our framework agreement following the successful completion of a rigorous EU compliant tendering exercise. There are 12 Suppliers. A matrix of the suppliers on each lot is provided at 2.8.

2.5 The framework is open to all public sector customers. Please refer to the OJEU notice for further information.

2.6 This framework agreement is available for use by all 'Eligible' customers across UK public sector bodies including (but not limited to) central government departments and their agencies, non departmental public bodies, NHS bodies and local authorities. 'Eligible' customers are non-household premises that pay business rates.

Your water company is responsible for ensuring that eligibility is assessed correctly, however, there are guidance documents and eligibility checkers available for you:

- Ofwat has published full [eligibility guidance](#) and [supplementary guidance](#)
- The Open Water programme is responsible for delivering the new water market and has an [eligibility checker](#)

2.7 Benefits of this framework agreement include:

- greater choice and flexibility,
- a quicker route to market,
- procurement with confidence through a fully EU compliant offering,
- reduced procurement costs and resources,
- range and choice of supplier
- template documentation
- Pre-determined and standardised terms and conditions

2.8 Supplier List and Lot Matrix

Supplier Name:		Lot Number		
		1	2	3
1	Advanced Demand Side Management Ltd	X	X	X
2	Affinity for Business (Retail) Ltd	X	X	X
3	Anglian Water Business (National) Ltd	X	X	X
4	Cadantis Associates Ltd		X	
5	Castle Water Limited	X		X
6	Pennon Water Services Ltd	X	X	X
7	Scottish Water Business Stream Ltd	X	X	X
8	Smith Bellerby Ltd		X	
9	Three Sixty Water Ltd	X	X	X
10	Water Plus Ltd	X	X	X
11	Waterscan Ltd		X	
12	Zeco Energy Ltd		X	
	Totals	8	11	8

3. Accessing the Framework Agreement

3.1 For Lot1 Water Supply and Sewerage Services there are two routes to access the framework:

- Call off via a central bulk aggregated further competition managed fully by CCS or by PBOs.

Or

- Call off by further competition independently managed by customer and culminating in the signing of the Order Form and Contract Terms document.

3.2 For Lot2 Ancillary Services and Lot3 One Stop Shop, the only route to access the framework is by call off by further competition independently managed by the customer and culminating in the signing of the CCS Order Form and Contract Terms document

3.3 Call Off by Further Competition – When running a further competition, we ask customers to complete a Customer Access Agreement and send to Info@crowncommercial.gov.uk. On receipt of the completed Customer Access Agreement, CCS will provide customers with the maximum supplier rates for the framework services (this information is provided in commercial confidence).

3.4 Under further competition customers may use CCS documentation (available on our website under the documents section). When using the switching template, remember to remove the annual spend column before publishing the further competition. This column is included to help you with price comparison.

Customers may also utilise our free further competition eSourcing tool to run the further competition. The eSourcing tool enables customers to upload procurement documentation and send to suppliers. Suppliers will review the tender, submit clarification questions and their final tender response through the eSourcing tool. The eSourcing tool enables all tender procurement documentation and secure messaging to be retained in a central repository.

If you need a login for the eSourcing tool you can register here:

<http://ccs.cabinetoffice.gov.uk/i-am-buyer/run-further-competition/using-esourcing-suite-0>

We also offer webinar style training sessions to help customers to use the eSourcing tool. If you need training, you can register for upcoming

training sessions here <http://ccs-forms.cabinetoffice.gov.uk/booking>

If you prefer, you can use your own (departmental or authority) procurement procedures instead of CCS eSourcing tool.

When running a further competition you should send a brief to **all** suppliers within the lot. If you are using CCS documentation, you can use the Further Competition Invitation template for this purpose. This should include:

- A detailed Statement of Requirements (SoR) for the goods and/or services required. (An example SoR is available on

our website to help you, along with a switching template)

- The award criteria and percentage weightings against which you will be evaluating and awarding the contract. You can design lower level criteria to fit your requirements. These must be in line with the headline criteria subjects and weighting tolerances as shown in **3.6**.
- The return date and time for final proposals

If you require further details, the template order form and call off terms are covered in Schedule 4 and the call off procedure is covered in Schedule 5 of the Framework Agreement.

3.5 eAuctions can be used to conclude your further competition as an alternative to a traditional price evaluation. They can be based on price alone or a combination of price and quality. CCS eAuctions are fully managed by us, with a dedicated and experienced delivery team.

If you would like CCS to run an eAuction on your behalf you would still have to run the call-off competition. The CCS eAuction team will then build and run the eAuction, handing back to you to award the call-off. You are invited to contact our eAuction team to discuss your specific needs so that they can advise on whether your procurement is suitable for eAuction and if so, work with you to agree a plan that meets your requirements and timescales.

3.6 The headline award criteria for contracts formed by further competition are contained in Framework Schedule 6 – Part B. A copy of this can be found in the customer toolkit entitled: **Further competition award criteria**. A summary is outlined below:

	Price	Quality
Lot 1	70%	30%
Lot 2	30%	70%
Lot 3	As per services above	As per services above

The criteria weightings are set within the framework agreement and are subject to the +/- 10% tolerances set out.

Weightings set outside of these levels run the risk of legal challenge to your procurement.

You can determine your own low level evaluation criteria, so long as they fit under the headline criteria set out. Some suggestions are listed here for Water supply and sewerage services:

- Account Management
- Billing
- Data Management
- Metering (to include AMR where required)
- Switching Process
- Innovation

for Ancillary Services:

- Project management process
- Baselining Methodology
- Monitoring and control systems
- Verification of savings process
- Account management
- Service Management Standards (i.e. ISO)

Please note these are not exhaustive lists.

Please also be aware that questions such as financial standing, business continuity and previous experience have all been previously evaluated when this framework agreement was tendered and therefore should not be reassessed at further competition.

3.7 Make your award decision by applying the criteria weightings to your evaluation. Rank the participating suppliers in a list compiled using their total score achieved. Award the contract to the supplier that ranks first within the evaluation using the criteria and associated weightings.

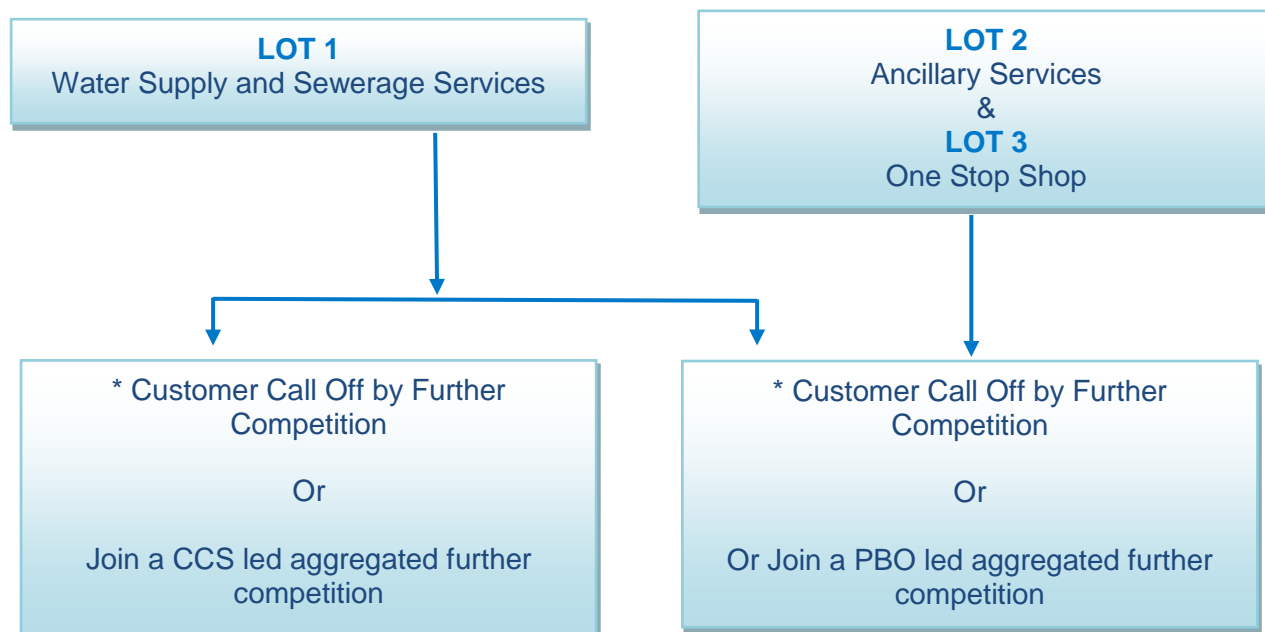
3.8 You should notify all participating suppliers of the outcome once you have identified a successful supplier. It is good practice to give all participating suppliers feedback on the reasons why they have been unsuccessful or successful and areas where they could improve for future reference. Sample outcome letters are available on our website.

3.9 Whilst not a mandatory requirement under the regulations, standard best practice is to observe a ten day standstill period in between making your award decision (Intention to Award) and actually awarding the contract. This is also known as an Alcatel period.

3.10 Place the order with the successful supplier using the Order Form & Contract Terms document (Framework Schedule 4). Ordering instructions are contained in Framework Schedule 5. The model contract should be populated and exchanged with the successful supplier and signed by both parties to the contract. Population of the model contract involves the completion of the Deed of Agreement, inclusion of the Contract Schedules, and insertion of the appropriate Optional Contract Schedules. Other than the Order Form & Contract Terms you will not need to sign any additional terms and conditions with the awarded supplier.

3.11 Notify CCS of the award by completing the Award Notification form and returning to Info@crowncommercial.gov.uk

4. Route maps for accessing the Framework



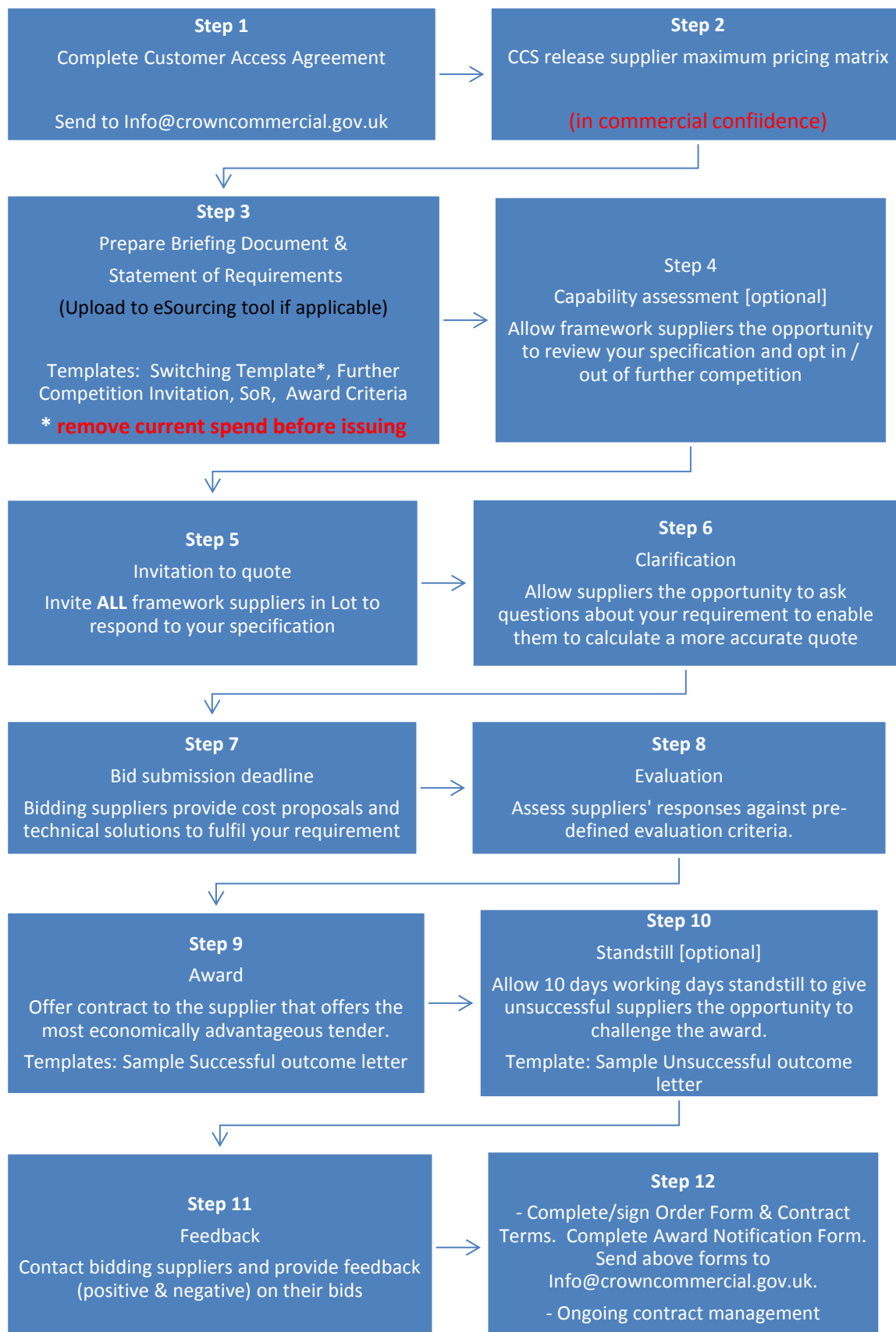
* Using customer own procurement process or CCS eSourcing tool (access and training provided). Process to culminate in signing framework Call Off Order Form and associated terms and conditions.

To find out more information on upcoming further competition offerings contact:

PBO	Contact	Lot	Indicative Further Competition Date
Yorkshire Purchasing Organisation (YPO)	Rob.Clark@ypo.co.uk	3	Nov 2018
Crown Commercial Service (CCS)	Info@crowcommercial.gov.uk	1	Early 2019
Eastern Shires Purchasing Organisation (ESPO)	energy@espo.org		TBC
West Mercia Energy (WME)	jwassall@westmerciaenergy.co.uk		TBC
North East Procurement Organisation (NEPO)	marie.perriam@nepo.org		TBC
The Energy Consortium (TEC)	Stephen.Creighton@tec.ac.uk		TBC

Call Off by Further Competition Process Map

Tip: Start completing the switching template as soon as possible



5. Further Information

CCS Water Web Pages

Information about the water industry and our framework agreement:

www.gov.uk/ccs/buywater

Framework web page including download section for Customer Toolkit and all Framework documentation:

<http://ccs-agreements.cabinetoffice.gov.uk/contracts/rm3790>

CCS E-Sourcing Portal

Online links for e-sourcing:

- Guidance: <https://www.gov.uk/government/publications/esourcing-suite-guidance-for-customers>
- Customer registration page for e-sourcing tool: <http://ccs-forms.cabinetoffice.gov.uk/using-esourcing-suite-0>

Still have a query? Contact:

CCS Customer Service Desk

Tel: 0345 410 2222

Email: info@crowncommercial.gov.uk and include RM3790 in the subject line.



THE ECONOMIC REGULATOR OF THE WATER SECTOR

<https://www.ofwat.gov.uk/nonhouseholds/>

The Consumer Council for Water – Business Support

<https://www.ccwater.org.uk/businesses/>

http://ccwater.custhelp.com/app/answers/detail/a_id/500

For more information, email enquiries@ccwater.org.uk or call 0300 034 2222