



Crown
Commercial
Service

Heat Networks and Electricity Generation Assets (HELGA)

Dynamic Purchasing System

Customer Guidance Document (RM3824)



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Introduction

This guidance has been produced by Crown Commercial Service (CCS) to help you understand how to use the Heat Networks and Electricity Generation Assets (HELGA) RM3824 via a Dynamic Purchasing System (DPS).

This guidance document covers:

- The scope of the HELGA DPS
- How to use the DPS to identify a supplier list
- What to include in your specification
- The information you need to provide when issuing a Call for Competition
- Managing your contract with your appointed supplier/s

The guidance provides you with the best practice approach to using the agreement. If you have a particularly complex requirement you may wish to seek additional advice from your own commercial team.

What is the Heat Networks and Electricity Generation Assets (HELGA) agreement?

The HELGA DPS has been established to enable government and public sector bodies to access related products and services. The principles and benefits of using the agreement are:

- The right suppliers hear about opportunities at the right time
- Accessible route for suppliers to apply and register their interest (at any time)
- A dynamic filtering system, giving customers flexibility based on requirements
- Quality and price can be assessed based on individual customer's requirement
- An efficient structure and approach to commissioning a variety of projects
- Agility and flexibility to meet Government Estates changing needs to support their estates rationalisation programmes.
- Fully compliant with UK and EU regulations

The agreement can be used for a variety of HELGA related products and services, there is no minimum or maximum value.

Heat Networks and Electricity Generation Assets (HELGA) scope

HELGA is a new Utilities and Fuels Framework. It will allow customers to access products and services via a DPS related to:

- **Energy Advisory, Design and Technical Services**

Technical services relating to the advice and design of any demand management or generation type

- **Delivery Services**

Delivery services to install, manage and maintain any demand management or generation type

- **Energy Purchase Agreement**

Provision of Energy Purchase Agreements through direct or indirect opportunities

- **Commoditised Products**

Access to Commoditised Products through bulk purchasing

- **One Stop Shop**

One-stop-shop solution to deliver full end to end advisory, design, delivery, energy purchase agreements, and commoditised products.

The DPS fulfills this requirement; upon application to join the DPS, suppliers indicate which elements and services they are able to bid for under the DPS. The elements are organised into a matrix of filters, comprising:

Products & Services

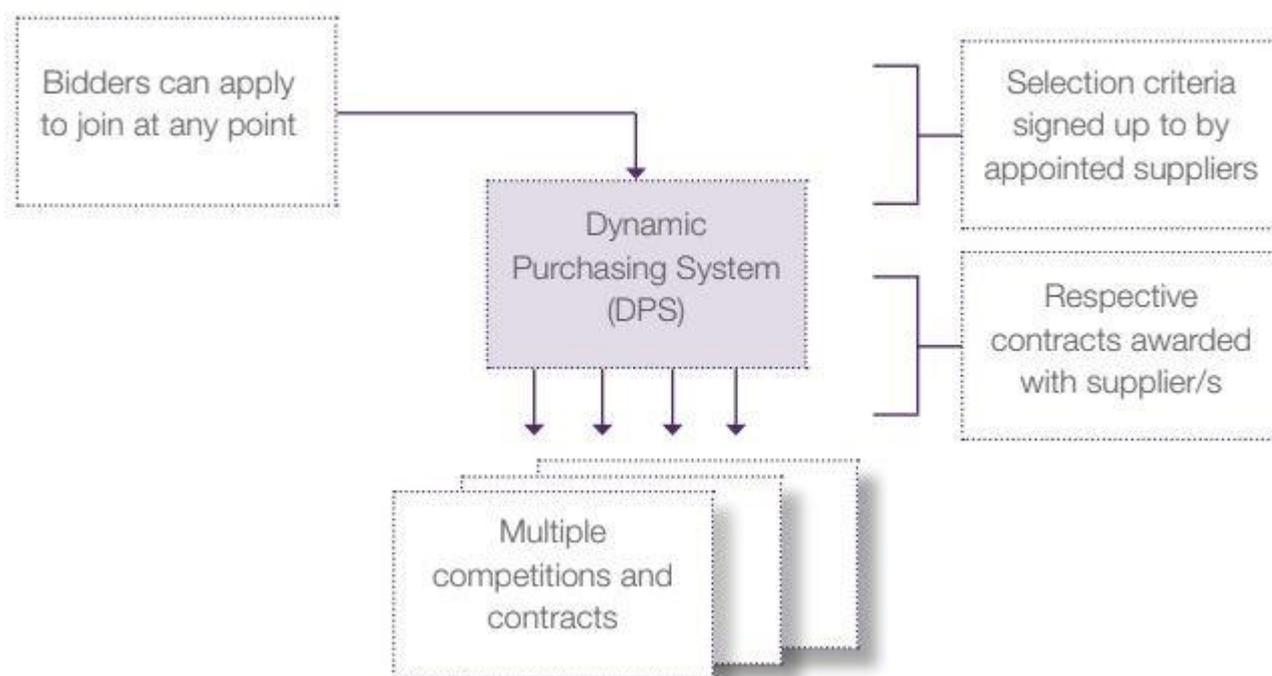
Geographic Area: International & National

Project Value

Full details can be found in [Annex 1](#)

What is a Dynamic Purchasing System (DPS)?

A DPS is a public sector sourcing tool for services and goods ([Public Contracts Regulations 2015](#)). It is similar to an electronic framework, but new suppliers can join at any time. This is an electronic way of sourcing which means that both suppliers and customers do not need any special IT equipment. It therefore eliminates unnecessary activity for the supplier up front.



The DPS is a 2-staged approach:

1. Firstly, CCS publish a contract notice. Suppliers then have a 30 day window to apply for a place on the DPS prior to it being formally launched and open for business. New suppliers can apply to join at any point during the life of the DPS.
2. After the initial 30 day startup period has elapsed, customers can access the DPS, compete their requirements with suppliers and award their contracts.

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Key benefits for Customers and Suppliers

The DPS offers a number of key benefits for both customers and suppliers:

- **Simpler, quicker process** - perfect for SMEs looking to access public sector business
- **Automated, electronic process** - using existing supplier selection tools and systems available to CCS
- **Flexible** - new suppliers can apply to join at any point, increasing the potential capacity for HELGA services
- **Choice** - increased scope/scale of service offerings and public sector business
- **Filtering of supplier offering** - ensures suppliers receive notifications of relevant competitions
- **Dynamic** - customers can build specifications, competitions and contracts in a way to suit them giving flexibility based on requirements
- **Supports localism and social value** - enabling suppliers to bid for business either locally, regionally or nationally. Allows customers to undertake competitions between both national and local suppliers to suit their requirements.
- **Opportunity to access wider supply chain** - for specialist services or where supplier may previously have been a subcontractor
- **Compliance** - Fully compliant with UK and EU regulations

The basic process

Appointing a supplier through the HELGA DPS includes the following key steps:

1. Define your objective regarding the product or service you require and the NUTS regional area you need
2. Develop your written specification with defined outcomes and deliverables
3. Use the HELGA DPS to obtain a supplier shortlist
4. Option of using a Capability Assessment to identify the suppliers that can meet your requirements
5. Issue your final specification, evaluation criteria and associated weightings to identified suppliers
6. Receive and evaluate written proposals from suppliers
7. Inform unsuccessful suppliers providing feedback and evaluation scores.
8. Award the contract to the successful supplier and confirm the award to CCS.
9. **N.B.** CCS has not undertaken any verification of supplier certifications or products prior to the award of this contract, therefore customers may request information at call off stage
10. Provide feedback and evaluation scores

There are additional optional steps that you can take depending on your requirement, which are outlined in detail within this document.

Who can use the agreement?

This agreement can be used by all UK government and public sector bodies which includes:

- Central Government Departments, Arm's Length Bodies and Executive Agencies
- Non Departmental Public Bodies
- Devolved administrations
- Local Authorities
- NHS bodies
- Charities
- Universities, colleges, schools, further education providers

NB: Scottish Public Bodies are excluded from the agreement.

The role of Crown Commercial Service (CCS)

CCS' role is to provide you with advice and guidance to help you get the best out of the HELGA DPS. We can help with any queries you may have such as the best way to appoint a supplier and advice on structuring your evaluation criteria.

CCS manages the overarching HELGA DPS and the suppliers at agreement level. You are responsible for managing the contract with your appointed supplier. CCS is able to help with any issues you may have that require escalating, see how to [manage your contract](#) for further details.

If you have any other queries please email us at: info@crowcommercial.gov.uk or contact our Customer Service Centre on 0345 410 2222.

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Before you start

Getting approval to spend

Before using this agreement you should ensure that you have applied for and received the necessary budget approval and agreed your procurement strategy.

Allow sufficient time for proposals and evaluation

You should agree who will evaluate the responses before you run a call for competition and build in enough time to evaluate. Ideally, you should allow up to 8-12 weeks to complete the entire process, which is from the date of issuing your competition to contract award and installation of non-complex products and services, this timescale will of course increase as the complexity of the project increases. An example timetable for non-complex has been provided in [Annex 2](#).

Your tender process should be proportionate to the value and complexity of your requirement. Suppliers will need a reasonable period of time to review and prepare a response. This includes allowing sufficient time for suppliers to ask clarification questions and consider your answers before the deadline for written responses.

Agree how you want to work with the supplier

There are different types of arrangements you can have with suppliers using the Heat Networks & Electricity Generation Assets agreement, for example:

- Project specific agreement

A contract for a specific project, within a time period.

- Defined term agreement

A call-off contract for a fixed period of time to work on a number of projects. Your contract will need to cover the range of services you will need during the term and should be considered when establishing your evaluation criteria and associated weightings.

The duration of contracts under the agreement can range from anything upto twenty five years depending on the complexity of the project. Please seek advice from your commercial function regarding the most suitable type of agreement for your requirements.

Pre-market engagement (optional)

You may find it useful to communicate with suppliers ahead of issuing your final specification by undertaking a pre-market engagement exercise. Please ensure this activity is undertaken in a fair and transparent way providing each supplier in your shortlist with an equal opportunity. This will allow you to further shape your specification, gather ideas on new innovative products and understand if there are any changes within the market that may influence your requirements.

If you decide to speak to the industry ahead of your call for competition, you must prepare an outline of your specification before you contact suppliers, this can be done using a draft specification. You will need to contact all the suppliers from your shortlist but you can choose how you contact them - for instance you can email them for information, invite them to an event or meeting to discuss your requirement or issue a formal Request for Information. This stage is for informal information gathering. If suppliers do not

engage at this stage, don't assume that they do not want to participate. All suppliers shortlisted from your Marketplace search should have the option to bid when you issue your call for competition.

Dos and don'ts checklist:

Do

- ✓ Contact all suppliers from your shortlist
- ✓ Provide a reasonable time limit to email requests to make sure suppliers know when they need to respond by
- ✓ Keep an audit trail of all communication

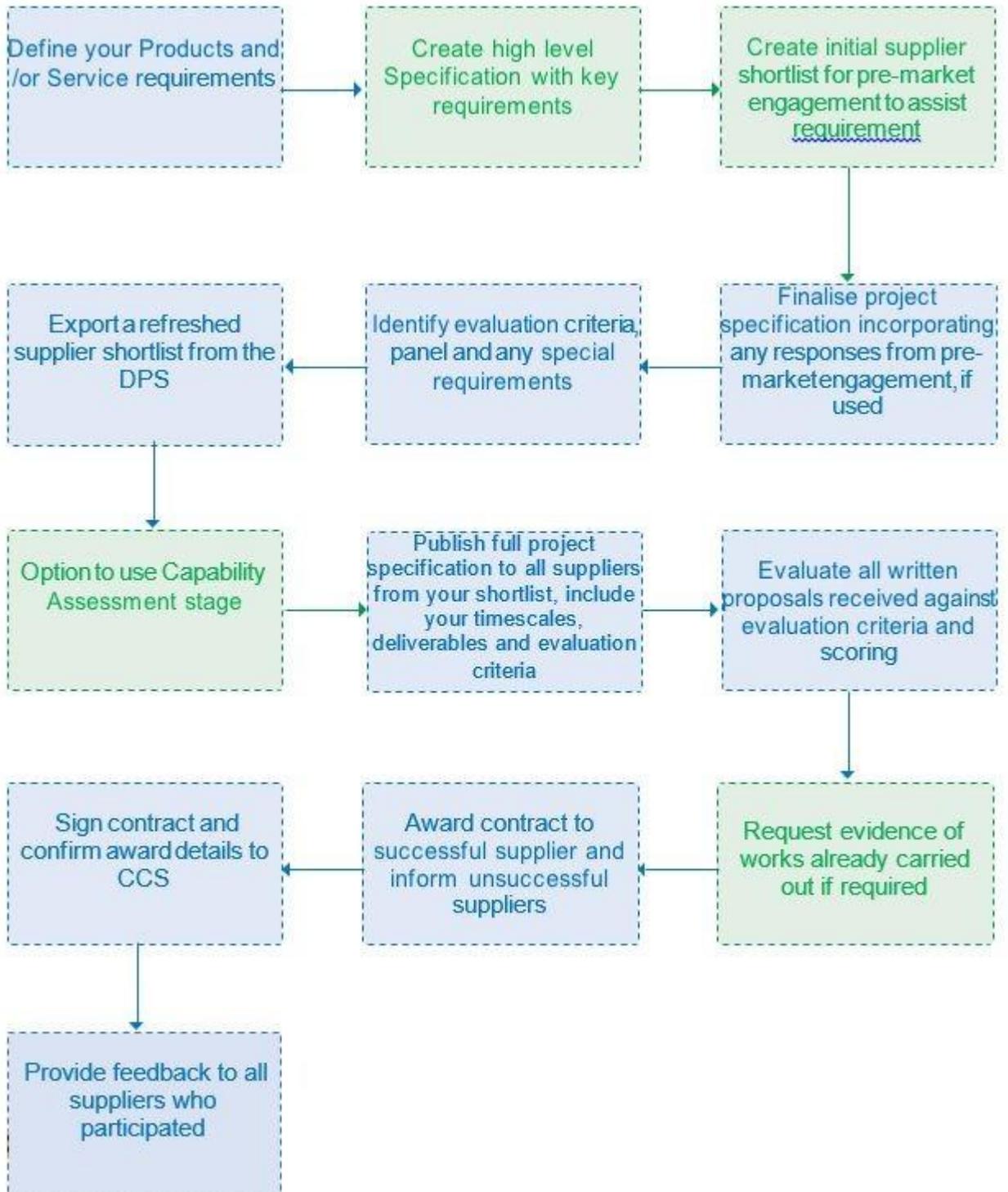
Don't

- ✗ Limit contact to suppliers that you know
- ✗ Contact suppliers in different ways; each supplier should be given an equal opportunity to respond (i.e. don't email some suppliers and phone others to discuss your requirements)
- ✗ Forget that all suppliers can bid when you issue your final specification



Using the HELGA DPS

The flow diagram sets out the best practice approach to using the DPS:



Key:
Required
Optional

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The Customer Journey

This section covers the process on how to invite suppliers to your call for competition. You will need to engage with your procurement function prior to making any contact with suppliers.

1. Customers are able to access the DPS by following these steps:

1. Register on [HELGA DPS](#)
2. Navigate to the DPS for HELGA and access by agreeing to terms of use
3. Use filters to reflect contract requirements and filter appropriate suppliers (see [Annex 1](#))
4. Export list of DPS suppliers. Note, it is recommended that the exported supplier list is used within 2 working days, as new suppliers may be applying to join at any point, thus changing those eligible to compete
5. Create a competition on the customer's chosen eProcurement / tendering system, inviting the identified DPS suppliers and detailing the specification, evaluation criteria and contract format
6. Conduct competition and evaluate (allowing at least 10 days for supplier responses for standard projects. Where a project is more complex consider additional time)
7. Determine intention to award to supplier/s
8. Return to HELGA DPS and request any required evidence from winning supplier/s
9. Supplier/s share evidence through system (recommended to do so within 2 days for non-complex projects, more complex projects will allow for more time)

10. Once satisfied with evidence, proceed to award
11. Inform CCS of contract award via HELGA DPS
12. Issue Contract Award Notice/Contracts Finder notice

2. Capability Assessment (optional)

You can start your Call for Competition using a capability assessment stage, this will help you to identify which suppliers from your shortlist are going to be the most suitable. You may wish to run this process to refine your shortlist or to assess capability of meeting your requirement.

You can use a series of yes and no questions that are mandatory for suppliers to pass to get to the written stage - you could, for example, use the ability to meet your stated deadline as a question. Please use questions that relate to key requirements only at this stage, and not those that you could score in the written stage.

You do not need to send the final specification to suppliers who have deselected themselves in a capability assessment unless you make material changes to the specification as a result of the exercise.

TIP: We have provided a Capability Assessment Template which you can use, see the agreement webpage. The template is not mandatory and can be amended according to your requirements.

3. Issue your specification

Your completed specification along with all other relevant documents, must be issued to all shortlisted suppliers, unless they have deselected themselves in a capability assessment. This can be done either via the CCS online procurement tool (eSourcing), your organisations own procurement tool or by emailing suppliers. Please invite the contact listed in your exported shortlist to reach the right supplier contact.

Using a portal gives an auditable approach to the tender process. It is used to:

- Respond to clarification questions
- Track bid responses
- Send reminders to bidders
- Communicate to successful and unsuccessful suppliers
- Provide feedback to all parties

Please refer to the [eSourcing user guidance](#) for further information on using CCS' portal.

TIP: A checklist of everything that you will need to include in your call for competition has been provided in [Annex 4](#).

Dos and don'ts checklist:

Do:

State that the competition is being run through the CCS Heat Networks and Electricity Generation Assets Agreement (RM3824) at the start of competition documents

- ✓ Provide a clarification period for suppliers to ask questions
- ✓ Specify any particular requirements that need to be fulfilled
- ✓ Include an indicative budget or range
- ✓ Provide a clear deadline for responses
- ✓ Make sure that your requirements, documentation and evaluation are proportionate to the value and complexity of your specification

Ensure suppliers have equal access to information during the competition process and publish all responses to questions asked or clarifications raised to all suppliers involved

Don't:

- ✗ Be overly prescriptive, give the supplier space to propose an innovative solution
- ✗ Use acronyms or civil service terminology - use plain English
- ✗ Overwhelm the reader with excessive data
- ✗ Forget to disclose any conflict of interest issues you may have in your specification

4. Review proposals from suppliers

All suppliers will need to provide a written proposal in response to your specification. It is recommended that you assign three people to evaluate the proposals as this makes reaching an objective decision easier. Responses should not be discussed outside of the evaluation team and pricing information should be treated as commercially sensitive. Make sure that you maintain a fully documented audit trail of the results and final award decision, which will be useful when providing feedback to the participating suppliers.

N.B. As part of your award, customers should be cautious against entering into a long term contract towards the end of the DPS agreement, especially if a customer has not taken this approach consistently.

TIP: To help make reviewing proposals easier, a template has been developed for scoring written proposals. See [Annex 5](#)

Dos and don'ts checklist:

Do:

- ✓ State in your call for competition whether you intend to hold a face-to-face presentation
- ✓ Stipulate that supplier's presentation team should ideally include the key people that will be working on your project
- ✓ Ensure the suppliers are aware of any technology or other logistical restrictions for the presentation
- ✓ Inform suppliers in advance of who will be on the evaluation panel and their role in the organisation/ project
- ✓ Communicate any additional information that comes out of the face-to-face presentation stage to all shortlisted suppliers

Don't:

- ✗ Discuss additional information with a particular supplier that has not been shared with another
- ✗ Share any information regarding a particular supplier's approach
- ✗ Introduce new elements to the specification



5. Award the contract

As part of your compliance check before awarding your contract, you have the option to request evidence of contract examples, insurance and cyber certificates provided by the suppliers on the Marketplace. To do this, you will need to log-in to the Marketplace and navigate back to your saved search. Find the supplier(s) you wish to see further information for and click on 'see evidence'. The suppliers will then be sent a notification and will give you access to see the evidence.

Following the successful completion of your competition evaluation you can now award a contract to the successful supplier. Once you have the relevant internal approvals in place you can notify all participating suppliers of the outcome. A standstill period is not mandatory but can be used voluntarily for high value contracts.

You must use the letter of appointment to form your contract, which is aligned to the contract terms set out in the agreement. There are some sections of this contract that you can alter depending on your organisation and requirements.

The letter of appointment must be completed by the customer prior to being sent to the supplier for signature. The document includes guidance so you understand how to fill in the relevant sections.

Once your contract has been signed, please send your award details to:

info@crowncommercial.gov.uk, including:

- Contract name
- Contract length (including any extension options)
- Contract total value
- Winning supplier name

Please remember to fulfil your organisation's transparency requirements and publish details of your award on [Contracts Finder](#), where necessary.

6. Provide feedback to suppliers

You should provide constructive, written feedback to all participating suppliers and include a full breakdown of their scoring. Feedback comments should be objective and link back to the evaluation criteria. This will help suppliers understand how they can improve for future opportunities.

7. Provide Evaluation feedback to CCS

You should provide written feedback to CCS which details your bid evaluation. Feedback should include details of the highest and lowest bidder in order to allow CCS to demonstrate the benefit of the Call for Competition linked to the evaluation criteria.

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Managing your contract and being a good customer

The focus is to work in partnership with our suppliers. A collaborative approach will allow us to make the best use of their knowledge and expertise.

Our obligations as customers

There are a number of obligations we have as customers. These include:

- Providing a clear specification setting out your requirements (services and deliverables) and timelines of each phase of work
- Communicating with your supplier on a regular basis to discuss progress
- Promptly addressing any issues with your supplier
- Agreeing at the start of the project how frequently you expect to receive reports from your supplier (if required), this should be in line with the requirements in your specification.
- Pay your supplier within 30 days of approving the invoice. Check invoices against the rates and deliverables agreed in your contract

You should be able to rely on your supplier to give you expert advice and consultation that comes from their experience. A good supplier will explain its strategy and offer honest advice.

As a customer, you should also proactively advise the supplier on anything it needs to know to deliver the best results.

How to manage issues

By ensuring you have regular communication with your supplier you should be able to avoid any major issues. In the event that you do experience performance issues with your supplier, you should take the following steps to address the issue as quickly as possible.

1. Raise the issue with your supplier lead and / or commissioner lead as soon as possible
2. Clearly set out your concerns and agree a plan of action with the supplier including a deadline for resolution - put in place more frequent status updates if necessary.
3. If the issue is not resolved by the agreed deadline, escalate the matter internally and to supplier directors
4. If the issue is not resolved by the agreed deadline, contact the CCS Marketplace manager to notify them and agree next steps
5. If you have carried out all reasonable steps to rectify the issue, allowed time for recourse and are still not satisfied then you will need to decide how to resolve the issue with internal colleagues and CCS

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Glossary of terms

Term	Meaning
Specification	This is the equivalent of a Statement of Requirement and forms part of your call for competition.
Contract Terms	A legally binding agreement for the provision of services made between a customer and supplier. This is completed following a call for competition.
Call for Competition	Is undertaken to establish which of the suppliers can offer the best value for your specific needs. Your specification and supporting documents are issued for this tendering process.
Capability Assessment	An optional stage in the further competition process which allows the customer to pass or fail suppliers before the written proposal stage.
Request for Information	Is the name of the document used when collecting information for your pre-market engagement exercise.



Annex 1

Matrix of filters & DPS Level specification

Products and Services

Energy Advisory, Design & Technical Services:

[Service 1: Advisory Services for any energy type](#)

[Service 1: Design for energy generation solution](#)

[Service 1: Technical Services for any energy type](#)

- Bioenergy and energy from waste
- Carbon Capture and Storage (CCS)
- Climate Change
- Energy Data Management Software & Systems
- Electricity transmission and distribution systems
- Energy Efficiency in Buildings
- Energy Financing
- Energy Storage & Demand Side Response (DSR)
- Environmental Services
- Gas transmission and distribution systems
- Generators
- Geothermal technologies
- Heat networks, space heating and domestic heating (including heat pumps)
- Hydroelectric and marine technologies (including wave and tidal)
- Hydrogen, fuel cell technologies and synthetic fuels
- ICT (including smart grid, smart meters and smart controls)
- Industrial energy efficiency
- Innovative fossil fuel extraction technologies
- Innovative fossil fuel fired generation
- Nuclear Technologies
- Off-shore wind and the marine environment
- Onshore wind
- Petrochemical (upstream and downstream)
- Solar photo voltaic technologies
- Solar Thermal technologies
- Technology, science and energy modelling
- Transport
- Other

The services above are all included under the Service description:

Energy Advisory, Design & Technical Services

Service 2: Delivery Services

Electricity:

- Battery Storage
- Generators
- Solar Photovoltaic
- Wind Turbine
- Other

Heat:

- Air Source Heat Pump
- Biogas and Biomass
- District Heating
- Geothermal Technologies
- Ground Source Heat Pump
- Heat Network
- Other

Electricity & Heat:

- Anaerobic Digestion
- Anaerobic Digestion Plant
- Biogas and Biomass
- Combined Cooling Heat & Power
- Combined Heat & Power
- Energy Efficiency in Buildings
- Other

Service 3: Energy Purchase Agreement

Power Purchase Agreement:

- Direct Wire Connection
- Indirect Wire Via Grid

Heat Purchase Agreement:

- Direct Pipe Connection

Combined Heat & Power Agreement:

- Direct Wire & Direct Pipe Connection
- Indirect Wire & Direct Pipe Connection

[with reference to this Service Area, please see notes on the final page of this guidance]

Service 4: Commoditised Products

Electricity:

- Battery Storage Packs
- Charge Controller
- Generators
- Inverters
- Solar Ground Mound Installation Kit
- Solar Photovoltaic Panels
- Solar Roof Mount Installation Kit
- Wind Turbine

Heat:

- Air Source Heat Pump
- Biomass Pellets
- Ground Source Heat Pump
- Piping

Electricity & Heat:

- Cogeneration
- Trigenation
- Multigenation

Service 5: One Stop Shop Solution

Any combination of Services 1-4

Geography

- Filters based on NUTS areas down to Local Authority area level

Sectors

- All Sectors

Central Government

- Defence
- Environment
- Other Central Government

Wider Public Sector

- Education
- Fire and Rescue
- Health
- Local Government
- Not for Profit (Charitable)
- Police
- Housing Association
- Other Wider Public Sector



Annex 2

The timetable below provides an example of the timescales that are involved in a call for competition, from the date of issuing your tender to contract award. Please engage with your commercial function when planning the timetable.

You should allow up to 8-12 weeks if you choose all recommended options. **You may require more time for more complex, high value projects.**

			Timescale	
Task	Required/ Optional	Task owner	Working days	Weeks
Tender issued	Required	Customer	Day 1	Week 1
Deadline for submission of Capability Assessment	Optional	Supplier	Day 4 - 5	Week 1
Evaluation of Capability Assessment	Optional	Customer	Day 6 - 7	Week 2-3
Shortlisted agencies from Capability Assessment notified	Optional	Customer	Day 8-10	Week 2-3
Deadline for the submission of clarification questions	Required	Supplier	Day 11	Week 3
Deadline for response to clarification questions	Required	Customer	Day 12 - 16	Week 3
Deadline for submission of proposals	Required	Supplier	Day 17 - 20	Week 4/5
Evaluation of proposals	Required	Customer	Day 21 - 24	Week 5
Shortlisted suppliers notified	Optional	Customer	Day 25 - 32	Week 6-7
Award contract	Required	Customer	Day 35 - 36	Week 8
Provide bid evaluation feedback to CCS	Required	Customer	Day 35 - 36	Week 8
Project inception meeting	Required	Customer and Supplier	Day 38	Week 8
Installation Works	Required	Customer and Supplier	Day 39 - 84	Week 8 - 12

Annex 3

Specification writing guidance

Drafting a Specification

The section will take you through the following areas of developing your supplier project specification. A good specification should include all of the following:

1. Title

This notifies the reader of the focus of the project.

2. Summary

Use this section to set out the nature of the issue and the project specification to the supplier. The supplier should be able to use the summary to decide whether it would be appropriate for them to bid for your work. Make sure you cover:

- A clear and specific description of the product or services needed
- A short summary of your requirements
- Any mandatory services required
- Who the customer is
- Expected project length

3. Background to the requirement

Use this section to provide detailed information on the background to the requirement:

Make sure you cover:

- Outline the project requirements
- Explain who you are as a customer - don't assume the supplier knows your department/ organisation
- Set out any installation issues the supplier needs to understand
- Provide data and any useful links

4. Project objectives

What is the aim of the project? This should be clear-cut, detailing the overall requirement and functionality objective plus a bullet point list of specific requirements. If you already have SMART objectives you should include these here.

5. Suggested approach

Use this section to explain your proposed approach (if you have one). If you do have an existing approach you should be very clear where/if you are seeking new ideas. The project specification should encourage suppliers to problem solve rather than being prescriptive in its strategy.

Make a clear statement of the type and complexity of project, the supplier will need these details to determine the item(s) that will be required.

Be sure to specify requirements for sub-contracting if you have any.

6. Outputs

The deliverables required

7. Liaison arrangements

The requirements for contact and liaison throughout the project. Is there a team or advisory group the project manager will need to meet? What are the envisaged frequency, type (if any) is required?

8. Timings

Give dates for awarding the contract, completion of the call off – and any interim deadlines. This will help in the planning of what is feasible.

e.g. the successful agency will be notified by [date]. A project set-up meeting is scheduled at [department] for [date]. We require the call off to be complete and installed by [date].

9. Budget

A guide that will allow the supplier to work out what is possible within the money available. A guideline budget also results in competitive proposals that can be judged on equal terms.

e.g. the budget for this project, including expenses and any respondent incentive payments is £45,000 (excluding VAT). A detailed breakdown of costs is required within the proposal.

10. Form of project proposal

A clear statement of what the proposal should include.

e.g. a proposal of works will be required by [date]. Examples of projects and works undertaken can be included as an appendix, along with any additional information you think is relevant.

The proposal should contain the following:

- A succinct summary of the project
- A demonstrable understanding of the product or service.
- Your organisation's experience of similar projects and [relevant] capability
- Details of the personnel to be involved including their role for this project and their relevant experience such as CDM
- Arrangements for managing this work and quality assuring outputs, including how you would like to work with the supplier during the project
- A detailed budget, including a breakdown of time and costs per call off activity

11. Evaluation criteria

The basis on which the contract will be awarded. The criteria could include – suitability; cost; experience in the area; evidence of understanding the brief.

Annex 4

Document checklist before issuing your call for competition

Document	Checked?
State RM3824 Heat Networks and Electricity Generation Assets at the start of your competition document	
Dates for the clarification period	
Tender timetable which sets out the high level stages of the process and when you intend to award and start the contract	
Detail on the process and evaluation of the Capability Assessment stage (if used)	
Detail on the process, evaluation and weighting of the presentation stage (if used)	
Appendices (if used)	
Letter of appointment and contract terms	
Tendering instructions (detail on the submission process specific to your organisation)	
Procurement tool registration details (if inviting suppliers to your organisation's own portal)	

Annex 5

Evaluation matrix and score definitions

The table below provides an example scoring matrix with potential weightings that can be used during the evaluation process. You can adapt this to reflect your individual requirement.

	Weighting	Score 0-100	Evaluator comments
Quality stage 1			
Objectives			
Methodology and approach			
Implementation			
Scoring			
Quality stage 2			
Quality stage 1 & 2 total:	0%		
Price - %	100%		
Quality and Price total	100%		

The table below provides example score definitions that can be used during the evaluation process, you can adapt the mark score i.e. by using a 1 - 5 point scale or amend the score definition based on the complexity of your requirement. You may wish to include a minimum pass mark for questions considered vital.

Mark	Comment
0	Failed to provide confidence that the proposal will meet the requirements. An unacceptable response with serious reservations.
25	A poor response with reservations. The response lacks convincing detail with risk that the proposal will not be successful in meeting all the requirements.
50	Meets the requirements – the response generally meets the requirements, but lacks sufficient detail to warrant a higher mark.
75	A good response that meets the requirements with good supporting evidence. Demonstrates good understanding.
100	An excellent comprehensive response that meets the requirements. Indicates an excellent response with detailed supporting evidence and no weaknesses resulting in a high level of confidence.

NB: Please note due to the bespoke nature of Service 3: Energy Purchase Agreement; customers may be expected to use suppliers Terms and Conditions or their own Terms and Conditions.

CCS kindly requests that customers inform their incumbent supplier (or equivalent Buying Organisation) of any intention to enter into an Energy Purchase Agreement or On-Site Generation for Gas and/or Electricity which may impact current or future demand or consumption.

Should you require additional guidance please contact CCS using the details below.

Further information

For further information, please contact:

 info@crowcommercial.gov.uk

 0345 410 2222

You can also learn more about what we offer online:

 www.gov.uk/ccs

 [@gov_procurement](https://twitter.com/gov_procurement)

 [Crown Commercial Service](https://www.linkedin.com/company/crown-commercial-service)

Liverpool 9th Floor
Capital Building
Old Hall Street
Liverpool L3 9PP

London Aviation House
125 Kingsway
London
WC2B 6SE

Newport Concept House
Cardiff Road
Newport
NP10 8QQ

Norwich
Rosebery Court
StAndrewsBusiness
Park
Norwich NR7 0HS