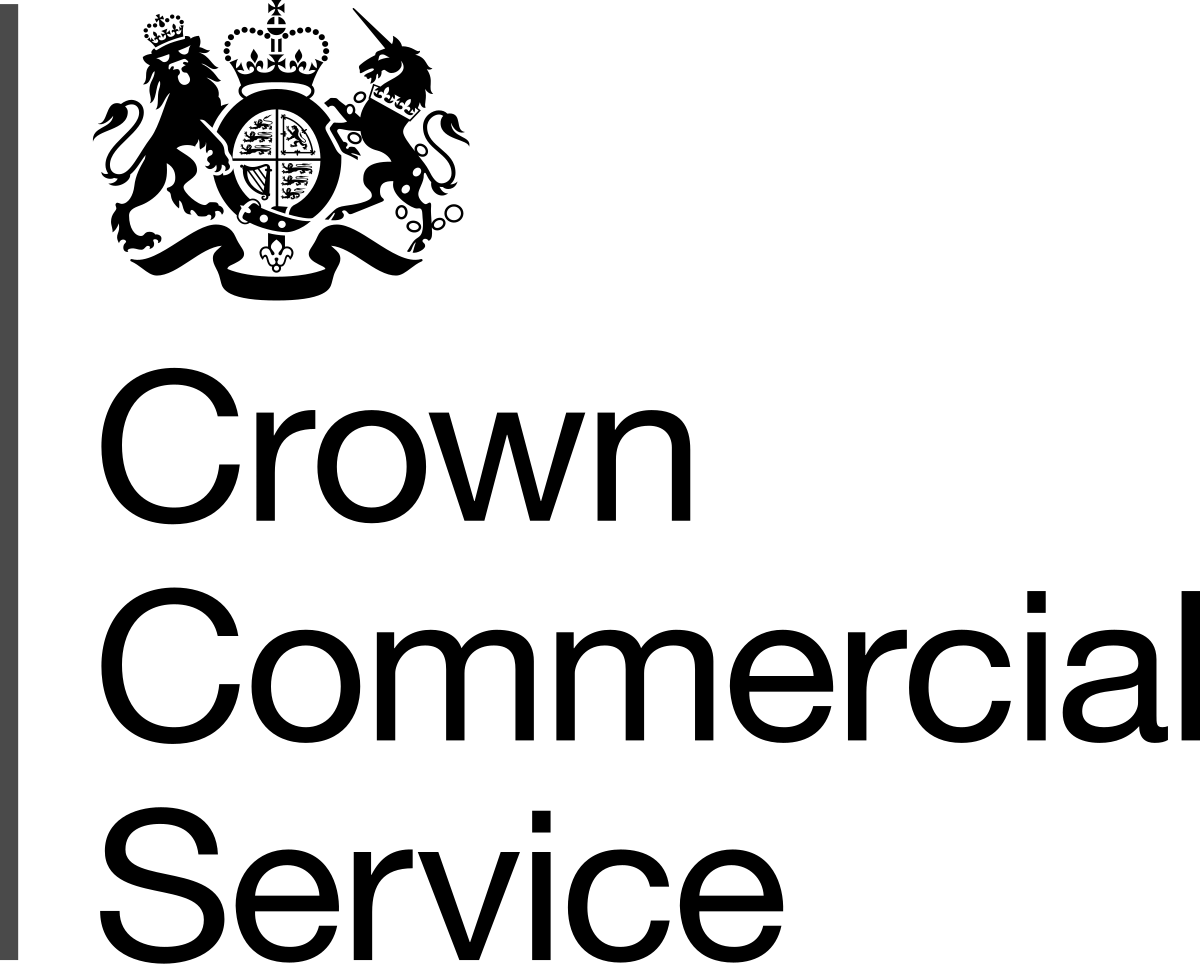
**Buyer guide**

RM6306

Water, Wastewater and Ancillary Services 3



# Key information

| **Category** | **Description** |
| --- | --- |
| **Agreement ID** | RM6306 |
| **Agreement name** | Water, Wastewater and Ancillary Services 3 |
| **Framework Agreement duration** | 4 years |
| **Start date** | 9th July 2024 |
| **End date** | 8th July 2028 |
| **Maximum contract length** | Contracts placed under this agreement will have a maximum duration of 4 years. An initial 3 year period with the option to extend for 1 further whole year. 4 years maximum period. |
| **Scope of the agreement** | This agreement offers water supply, wastewater (sewerage) and ancillary services that make usage more efficient and supply more resilient. It is a renewal of the [RM6178](https://www.crowncommercial.gov.uk/agreements/RM6178) agreement. |
| **Buying options** | Further competition for all lots 1, 2 and 3. CCS will run and fully manage biannual Lot 3 further competitions. Customers have the option to hold and manage their own competition via this framework. |
| **Can be used by** | All ‘eligible’ customers across UK public sector bodies. You can see the [full list of authorised customers](https://www.contractsfinder.service.gov.uk/Notice/Attachment/a3da94e5-bf7f-4cac-bf2a-809930c2c067) in [Contracts Finder](https://ted.europa.eu/udl?uri=TED:NOTICE:287943-2020:TEXT:EN:HTML) |
| **Contract notice** | [Contract Notice OJEU](https://ted.europa.eu/udl?uri=TED:NOTICE:287943-2020:TEXT:EN:HTML) |
| **Contact details** | Email address\*: info@crowncommercial.gov.uk  Telephone: 0345 4102222  Website: [www.crowncommercial.gov.uk](http://www.crowncommercial.gov.uk)  **\*Please note:** Make sure the RM6306 framework reference is quoted in correspondence with CCS |
| **Glossary** | [Procurement terms glossary](https://www.crowncommercial.gov.uk/glossary) |

# Agreement scope and suppliers

## Goods and services

The goods and services you can buy through this agreement have been divided into 3 lots. See below for more information on each of these lots.

| **Lot** | **Lot name** | **Lot description** |
| --- | --- | --- |
| 1 | Water and Wastewater Services | Water retail service provision |
| 2 | Ancillary Services | These are paid for services that will enable your organisation to modernise your water infrastructure whilst tackling water waste as a whole. Such as smart meter supply, installation, and ongoing maintenance. |
| 3 | One Stop Shop i.e. combined Lot 1 and Lot 2 services | This is a progressive service offering that combines both retail service provision of **Lot 1** and the essential ancillary services offered via **Lot 2** with the added benefit of both key services being with the same supplier for the duration of the contract. |

## Suppliers

There are 9 suppliers on this agreement, divided between the lots. See below the list of suppliers and the lot under which they sit.

| **Supplier details** | **Lot(s)** |
| --- | --- |
| Advanced Demand Side Management | 1, 2 and 3 |
| Aqua Clear SC limited | 2 |
| Pennon Water Services Limited | 1 |
| Scottish Water Business Stream | 1, 2 and 3 |
| Smarta Water | 1, 2 and 3 |
| Veolia Water Retail (UK) Ltd | 1, 2 and 3 |
| Water Plus | 1, 2 and 3 |
| Waterscan Ltd | 1, 2 and 3 |
| Wave (Anglian Water Business National) | 1, 2 and 3 |

You can also find a list of suppliers under ‘Products and Suppliers’ on the [RM6306 page](https://www.crowncommercial.gov.uk/agreements/RM6306) on the CCS Website.

## Pricing

You can get pricing information by sending an email to [info@crowncommercial.gov.uk](mailto:info@crowncommercial.gov.uk). Quote RM6306 in the subject/title, and state which lots you want pricing for. The prices given do not include VAT. The prices for each good and service are the maximum price suppliers can ask for.

# How to buy

**Please note** You have two very clear options to buy water services through this agreement

**Option A – CCS fully managed route to market.** Customers have the opportunity to join a Lot 3 further competition which will be held on a biannual basis by the CCS in-house water industry and commercial experts. This is the most hassle free, time and resource saving option for customers. You simply instruct CCS of your intent to join. Provide us with your site list and we will do the rest. A simple call off instruction will complete the process.

The CCS run further competitions are held in April and October of every framework year but please get in touch with the framework team to confirm key dates. Customers will be fully informed throughout the process.

**Option B – Customer managed route to market.** Customers are free to hold and fully manage their competition for all lots on this agreement by following the step by step process guide further below.

This list shows the **customer managed** step-by-step process of how to buy from this agreement.

| Step | Instruction |  |
| --- | --- | --- |
| Number One | Access agreement  Register to agreement platforms  Check your sourcing tool |  |
| Number Two | Engage with suppliers  Planning for pre-market engagement  Conduct pre-market engagement |  |
| Number Three | Create specification and evaluation criteria  Define your requirements within the parameters of the framework agreement  Design an evaluation approach |  |
| Number Four | Decide how to select your supplier  Whether to run further competition (see step 5 below)  Whether to conduct an e-auction (see step 6 below) |  |
| Number Five | Customer managed further competition  Shortlist suppliers  Invite suppliers to bid  Review proposals and evaluate suppliers |  |
| Number Six | Customer managed e-auction  Invite suppliers to bid  Select your supplier  Get approval |  |
| Number Seven | Communicate outcomes  Notify your suppliers  Publish your decision |  |
| Number Eight | Complete your call-off contract  Put together and sign your contract  Publish your decision |  |

## 

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## 1. Access the agreement

To access this agreement, you need to have your eligibility approved through your water company. Alternatively, you can check your eligibility through the Water Regulation Authority’s (Ofwat) [eligibility guidance](http://www.ofwat.gov.uk/publication/eligibility-guidance-whether-non-household-customers-england-wales-eligible-switch-retailer/) and [supplementary guidance.](http://www.ofwat.gov.uk/publication/supplementary-guidance-whether-non-household-customers-england-wales-eligible-switch-retailer/) You can also check eligibility through the Open Water Programme’s [eligibility checker](http://www.open-water.org.uk/for-customers/eligibility-guide/).

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

### Check your sourcing tool

To communicate with suppliers and run the buying process, you will need to use email, or a sourcing tool. This can be your organisation’s sourcing tool, or CCS’s eSourcing tool. To use this tool, you need to complete the [eSourcing registration form](https://www.crowncommercial.gov.uk/esourcing-register). You can find more information about this tool in the [eSourcing buyer guide](https://www.gov.uk/government/publications/esourcing-suite-guidance-for-customers).

You should also check whether the value of your purchase is over the threshold indicated on [Public Contracts Regulations 2015 transparency requirements](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1042490/transparency-requirements-publishing-on-contracts-finder-v0.1.pdf). If it does, you will need to publish the contract information on Find a Tender (FTS). You should also check whether you need to publish these notices on [Contracts Finder](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1042490/transparency-requirements-publishing-on-contracts-finder-v0.1.pdf), [Public Contracts Scotland](https://www.publiccontractsscotland.gov.uk/), [Sell2Wales](https://www.sell2wales.gov.wales/) and [eTendersNI](https://etendersni.gov.uk/epps/home.do).

Some sourcing tools communicate directly to FTS. Check whether your current sourcing tool is on the [list of eSenders](https://www.gov.uk/guidance/public-sector-procurement). If it is not on the list, you are recommended to contact the provider of your tool for an update, and to [register on FTS](https://supplierregistration.cabinetoffice.gov.uk/organisation/register?spentityid=https%253A%252F%252Fwww.find-tender.service.gov.uk%252Fapi%252Fsaml%252Fmetadata).

## 2. Engage with suppliers

Pre-market engagement (PME) allows you to informally gather information to help shape your procurement process. You can also use pre-market engagement to gather ideas on new products and services, and understand if there are market developments that influence your requirements.

### Conduct pre-market engagement

The main way you can gather market information is by issuing a Request for Information (RFI) to your suppliers. You can do this through your own procurement tool or use the CCS eSourcing tool. You can also run a ‘Meet the Buyer’ event, or ask for an Expression of Interest (EOI) to gauge supplier interest. Remember that you should keep a record of all pre-market engagement activities.

## 3. Create specification and evaluation criteria

A specification is also known as a ‘statement of requirements’. This is a description of the goods and services the supplier will provide during the contract. To evaluate how different suppliers will deliver against your specification, you will need to develop evaluation criteria. Evaluation criteria are usually divided into quality, price and Social Value.

### Define your requirements

Your specification is an essential tool and we advise you as the customer to develop a robust specification in order for the suppliers to accurately bid for the opportunity. Your specification is essential for communicating to your suppliers what you need, ensuring a successful purchase. You can refer to the CCS’ guide on ‘[How to write a specification](https://www.crowncommercial.gov.uk/news/how-to-write-a-specification-procurement-essentials)’ for general advice.

### Design an evaluation approach

Once you have defined your requirements, you have to decide how you will evaluate suppliers against these. To do this, you have to assess the quality and price of each of their offers. Framework Schedule 7 - Call Off Award Procedure outlines criteria and weightings that can be applied to your procurement.

Below are some examples of potential criteria within ‘price’ and ‘quality’, and the weightings you can give to each of these categories. These weightings could vary depending on whether you are using a further competition or a direct award.

#### Quality criteria

To evaluate quality you can consider:

* approach to delivery of the services/methodology, including the strategies, expertise, methods, materials, and procedures in the proposal
* technical merit, including the competence, skills, and experience of the management, professional, and technical personnel proposed for the project
* ways of working, including the proposed management systems and methods, project management tools, software, touchpoints, etc.
* social value (according to [PPN 06/20](https://www.gov.uk/government/publications/procurement-policy-note-0620-taking-account-of-social-value-in-the-award-of-central-government-contracts) it should account for a minimum of 10% of award criteria in central government tenders).

For lot 1, you could include account management, billing, data management, metering and switching process in your evaluation criteria. For lot 2, you could include project management process, baselining methodology, monitoring and control systems, verification of savings process, account management and Service Management Standards like ISO in your criteria. These are not exhaustive lists.

#### Price criteria

To evaluate price, you might want to consider: time and materials, including all costs over the duration of the contract including fixed capital costs, variable tender costs and special adjustments during the contract period, and maintenance and operating costs.

#### Weightings (price and quality)

**Further Competition criteria**

The following criteria and weightings shall apply to the evaluation of tenders received through the CCS managed Further Competition Procedure:

| **Lots** | **Relative price weighting percentage** | **Relative quality weighting percentage** |
| --- | --- | --- |
| 1 | 80% | 20% |
| 2 | 20% | 80% |
| 3 | As above lots criteria | As above lots criteria |

## 4. Decide how to select your supplier

When buying through this agreement, you can easily join a biannual CCS run competition for lot 3 **or** fully manage and conduct your own further competition between available suppliers (for lots 1, 2 and 3). See below more information to guide your decision and make sure you use the agreement in a compliant way.

### When to run further competition

Further competition is usually the best route to market for high-value goods and services. It is a thorough, open, and fair method to find the best price for your requirements. It is also suited for bundled commodity items where you might expect a discount from the maximum framework prices because of the volume of items you are purchasing **e.g. the ancillary services through this agreement.** CCS recommends running a further competition for most contracts.

You can run a further competition for all lots on this agreement. Please note: CCS are both commercial and water industry experts. We run a fully managed Lot 3 one stop shop further competition on a biannual basis. Further to this, customers are encouraged and will be fully considered to evaluate the tenders for each further competition. Please strongly consider taking advantage of this professional service to meet your water service requirements.

### When to use eAuction

CCS do not offer this service for any lots within the framework.

Customers can conduct this type of competition under their own capacity.

## 5. Further competition

Once you have decided that further competition is the best route to market for you, refer to the advice and guidance within the ‘How to Buy’ chapter.

### Get approval

Once you have decided which supplier you want to award the contract to, you should make sure you get approval for direct award in line with your organisation's governance process.  **Please note that CCS always encourages you to seek your own legal advice if required to ensure compliance with The Public Contracts Regulations 2015 when considering a direct award, and cannot advise on specific cases.**

​​To do this, we recommend that you prepare a short business case which outlines the reasons and justification for direct award. You should also ensure that your organisation understands the risk involved if you don’t give all suppliers on the agreement an opportunity to respond to your requirement.

Once you have got approval to direct an award, you should share your requirements with the selected supplier. If they can meet the requirements, you are ready to award the contract and communicate your decision.

## 7. Communicate outcomes

When you have decided which supplier you will award your contract to, you need to communicate your decision.

### Notify your suppliers

If you have conducted a further competition you need to notify the successful supplier and all participating suppliers of your decision. These notifications should include constructive, written feedback to all participating suppliers and a full breakdown of their scoring.

You can allow a standstill period of 10 calendar days to give unsuccessful suppliers an opportunity to consider the feedback on their bid, request information, or call for a review of the award decision. This is mainly recommended for high value contracts.

Once the standstill period has passed, you can begin your contract with the winning supplier.

## 8. Complete your call-off contract

When buying through CCS agreements, you have to put together and sign a contract with the supplier; this is called the ‘call-off contract’. CCS uses a specific contract structure called the [Public Sector Contract](https://www.gov.uk/government/collections/the-public-sector-contract).

The call-off contract is a document that governs the purchase and delivery of the services. It is formed of the call-off order form (signed by both parties) plus any applicable schedules. See below instructions on how to put together and sign your contract.

### Put together and sign your contract

Follow the steps below to guide you through the process of putting together and signing your contract:

1. If you are running your own further competition, download the call-off order form. This document is the basis of your contract. Note that this document changes from one agreement to another, so make sure you check you are using the correct one.
2. Fill in the sections where input is required from the buyer.
3. You should be aware that there are certain terms and conditions agreed on by CCS and the suppliers when the agreement was created. These are found in the [core terms and framework schedules](https://www.crowncommercial.gov.uk/agreements/RM6306). These apply to every purchase made through the agreement and cannot be changed.
4. As well as the core terms and framework schedules, there are other terms and conditions that might be relevant to your contract. These are the [joint schedules](https://www.crowncommercial.gov.uk/agreements/RM6306) and [call-off schedules](https://www.crowncommercial.gov.uk/agreements/RM6306). Some of these schedules are mandatory and others are optional. Optional schedules will be highlighted in yellow and in square brackets on the call-off order form. You will have to delete those which you don’t want to include in your contract.
5. Check whether you need to fill in any information on the schedules you have selected. This will be indicated in each of the schedules.
6. When you have selected your schedules, you have to decide whether you want to add any ‘special terms’. These are terms and conditions you want to include but are not covered by available schedules.
7. Publish your draft contract together with your Invitation to Tender (ITT). Once you have chosen your supplier, you need to finish and sign the contract. Once you have made any changes, send the contract to your supplier. Your supplier should be the first to sign the contract. After this, you can sign the final contract.

### Publish your decision

Once you have awarded and signed your contract you should follow transparency requirements. To do this, check the [Public Contracts Regulations 2015 transparency requirements](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1042490/transparency-requirements-publishing-on-contracts-finder-v0.1.pdf), and publish the award on Contracts Finder if required. According to these regulations, you are required to publish:

* the full company name of the winning contractor
* the date on which the contract was entered into (award date)
* the total value of the contract in pounds sterling (inclusive of VAT)
* an indication of whether the contractor is an SME or a VCSE

If you had already published the opportunity on Contracts Finder, you should update it to include the award decision. For sub-central contracting authorities, information must be published on Contracts Finder within 90 calendar days after the contract award date. For Central Government authorities, within 30 calendar days. Please note that the contract award date is the date on which the contract is signed by the last contracting party.

Note that you can also choose to group contract award notices on a quarterly basis. This means you can send a single notice containing documentation that sets out the volumes you have procured under each framework/ DPS. This notice should be sent to Contracts Finder within 30 days (after) the end of each quarter.

## 9. Tell us what you think

We aim to make sure that this Buyer Guide is user-friendly and accessible for purchasing through this agreement. Please share your experience by completing this [Buyer Guide Feedback Survey](https://docs.google.com/forms/d/e/1FAIpQLScQom0VhprYah1dk7vWrnJA0_hMsB-jAF0-rgxoBZvgG3p9ww/viewform).