

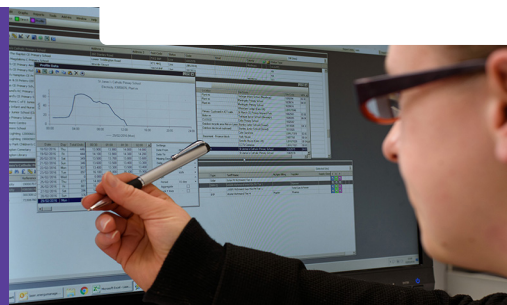


User Guide

Flexible Gas and Electricity Frameworks
with Additional Services.

Contract Reference
Y18002 (Gas)
Y18003 (Electricity)

Framework Information →



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Framework details

Gas

Start Date: **20/12/2018**

End Date: **30/09/2024**

Electricity

Start Date: **13/02/2019**

End Date: **30/09/2024**

Contracts put in place under the framework may extend beyond the end date of the Framework.

Value

£600,000,000 (Gas)

£900,000,000 (Electricity)

Suppliers

Awarded suppliers for each framework LOT can be found on Pages 6-9.

Eligible customers

Available to all public sector and third sector bodies throughout the UK.

Additional information

The OJEU Contract Notices & Award Notices can be obtained by contacting:

info@laserenergy.org.uk
or by calling 0800 484 0840

Quoting reference:

Y18002 Gas

Y18003 Electricity.

Introduction

Kent County Council, LASER has established a Framework agreement for:

- The flexible procurement and supply of Gas with additional services; and
- The flexible procurement and supply of Electricity with additional services.

The Framework provides an OJEU compliant procurement route to arranging procurement and supply of Gas and Electricity. In addition there are opportunities to take advantage of a number of services relating to energy usage, storage, savings and other innovative industry solutions to help manage your energy category and reduce costs.

An open tender process was conducted in accordance with the Public Contract Regulations 2015.

The Electricity tender issued by LASER covers 2 LOTS:

LOT 1 – To provide a Framework Agreement under which Electricity for Half Hourly, Non-Half Hourly Metered and Unmetered supplies could be purchased flexibly. In addition Metering & Data Services may be provided by the Framework Suppliers.

LOT 2 – To provide a Framework Agreement offering additional services which may be independent of any supply agreement.

The Gas tender issued by LASER covers 2 LOTS:

LOT 1 – To provide a Framework Agreement under which Natural Gas, Daily Metered and Non-Daily Metered supplies could be purchased flexibly.

LOT 2 – To provide a Framework Agreement for additional services which may be independent of any supply agreement.

Benefits of using LASER's Services:



- **Industry leading management** – of flexible procurement contracts to minimise energy prices.
- **Public Sector expertise** – operating in this sector to reduce energy spends since 1989.
- **Central Purchasing Body** – no need to run an OJEU process to use the LASER frameworks.
- **Invoice validation** – incorrect Supplier invoices are held and queried for errors.
- **Public Sector ethos** – transparency of our services and fees.
- **Continuous improvement** – committed to service development and customer satisfaction.
- **Flexible solutions** – variety of service options available.

Additional benefits of the Framework:

- Green energy available.
- Aggregated purchasing benefits including low supplier management fees.
- Supplier management programme in place to monitor service levels.
- Introduction of Access Agreements and Call-Off Contracts.
- Service enhancements such as assistance with budget forecasting.
- Social value Innovations.
- Wider access to additional services – e.g. Electric Vehicle Battery Storage, Solar, Ground Source Heat etc.

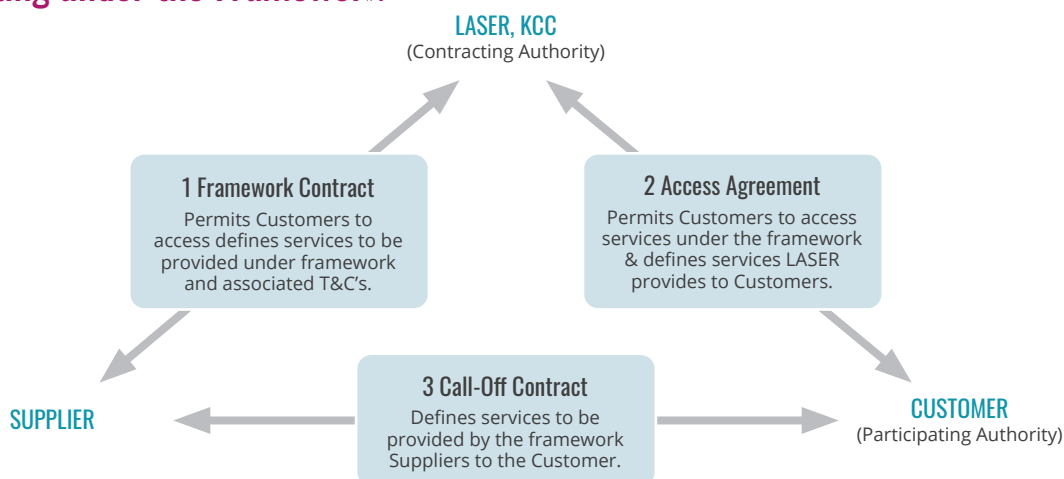
How to use the Framework

A Participating Authority wishing to source services through the Framework Agreement will need to:

- 1** Consider the services you want to secure and discuss with LASER the most effective way of using the frameworks.
- 2** LASER will then assist you through the process to:
 - a** Run a mini-tender or co-ordinate a direct award.
 - b** Provide copies of Access Agreements for you to sign, confirming the services to be provided by LASER.
 - c** Provide copies of Call-Off Contracts for you to sign, confirming the services to be provided by the Supplier.

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1 Operating under the Framework



2 Framework Agreement

The Framework Agreement lays out the relationship between the Supplier and the Contracting Authority (Kent County Council LASER) in respect of the provision of the Services from the Supplier. It sets out the award and ordering procedure for services which may be required, the main Terms and Conditions for any Call-Off Contract, and the obligations of the Supplier during and after the term of the Framework Agreement.

3 Access Agreement

The Access Agreement is between the Participating Authority and the Contracting Authority (Kent County Council LASER) and allows a Participating Authority to access various framework services supported by LASER.

Service Level Agreement (SLA)

For the flexible procurement and supply of Gas or Electricity, the LASER SLA will be incorporated into the Access Agreement outlining the services LASER will provide to our customer. The SLA may be updated during the agreement to reflect any additional services accessed by the Participating Authority.

Timeframe

An Access Agreement may be used to secure any contracts between 1 and 6+ year duration, which can extend beyond the framework term.

LASER will provide Access Agreements confirming the services required and the service levels agreed prior to any Call-Off Contract being put in place.

Signing an Access Agreement provides a Participating Authority the opportunity to enter into various Call-Off Contracts over the course of time for varying periods and for various services.

There is no service obligation until a Participating Authority follows up with a Call-Off Contract.

LASER's fees and services will be outlined in the Access Agreement.

3 Call-Off Contract

This is between a Participating Authority and the Supplier and allows the Participating Authority to lay out the details of a service they wish to receive from a Supplier. The Participating Authority will sign an Order Form populated by LASER and email to the relevant Supplier. This is not binding until the Supplier signs and returns, to show that they agree to provide the service specified. The Call-Off Contract is valid from the date the Supplier signs and returns the Order Form.

Services

Requirements must be clearly noted by the Participating Authority in the Order Form Appendix and must have completed site listing templates providing the Supplier with all relevant data. LASER will be able to support in compiling the site data.

Over the course of time additional services may be required and to facilitate the provision of these services a fresh Call-Off Contract will need to be signed.

Copies of the signed Order Forms will be attached to the Access Agreements to provide a clear audit trail of services accessed through LASER.

Timeframe

Call-Off Order Forms are to be issued once an Access Agreement has been completed and can only be issued during the term of the Access Agreement.

Call-off Order Forms may be issued for services that go beyond the end date of the Framework and beyond the end date of the Access Agreement.

Accepting and Declining Orders

Following receipt of an Order, the Supplier will acknowledge the Order and either:

- Notify the Contracting Authority that it declines to accept the Order; or
- Notify the Contracting Authority that it accepts the Order by signing and returning the Order Form.

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Framework Structure

LOT 1 – Electricity

1st Place Supplier – Npower

LASER's defined requirement for the Procurement and Supply of Electricity.
Additional Services available from Supplier

LOT 2 – Electricity

Services available from a selection of Suppliers.
Additional Services independent of any supply arrangement

LOT 1 – Gas

1st Place Supplier – Total GP

LASER's defined requirement for the Procurement and Supply of Gas.
Additional Services available from Supplier

LOT 2 – Gas

Services available from a selection of Suppliers.
Additional Services independent of any supply arrangement

Participating Authorities may access the above frameworks in a number of different ways. For the flexible procurement and supply of Electricity or Gas with LASER's defined requirement, LOT 1 Electricity and LOT 1 Gas Frameworks would be used. There are options to access some additional services with Suppliers in LOT 1.

Participating Authorities wishing to access additional services independent of their supply arrangement may ask LASER to run a mini competition or carry out direct award to Suppliers using LOT 2.

Further information about each LOT can be found on Pages 6-9.

Service Level Agreement (SLA)

LASER will monitor overall performance of Suppliers under the frameworks. Service Level Agreements have been drawn up and Suppliers are to adhere to the SLA and aid in any future development of the SLA. If a Supplier fails in any respect to perform in accordance with this Service Level Agreement, the Supplier shall be in breach of the Framework Agreement and/or the Call-Off Contract as the case may be. The Supplier will be required to rectify any under-performance or poor performance remedies may be applied by the Contracting Authority. By mutual agreement, in writing from both parties, service levels agreed may be modified during the term of the Framework Agreements and/or Call-Off Contracts.

1 LOT 1 – Electricity

LASER's defined requirement for Flexible Procurement is awarded to the highest scoring Tenderer (Npower). However, the Framework is made up of multiple Suppliers allowing sub groups of Participating Authorities to use the Framework Agreement to award business to other Suppliers. The requirement is for Flexible Procurement and Supply of HH, NHH, metered and UMS Electricity along with Meter Operation services, with ability to provide additional services Y18003.

Scoring Assessment

Electricity Tender Assessment LOT 1		
	Assessment Criteria	% Weighting
1.1	Meter Operations	5
1.2	Service Options	11
1.2.3	Load Shape and Imbalance	6
1.3	Product Strategies	11
1.4	Trading Support	8
1.5	Product Pricing	11
1.6	Billing	11
1.6.1, 1.6.2	Reconciliation Rebates and Recoveries	8
1.7	Account Management	11
1.8	Innovations	5
1.9	Robust Supply Chain	2
	Supplier Management Fees	11
	Total Weighting	100

* Weighting may be varied for future mini-tenders or direct call off under this Framework.

Awarded Suppliers

LOT 1 – Electricity Suppliers

1st Place – Npower

Other Suppliers – Total GP, EDF Energy

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1 LOT 1 – Gas

LASER's defined requirement for Flexible Procurement is awarded to the highest scoring Tenderer (Total GP) However, the Framework is made up of multiple Suppliers allowing sub groups of Participating Authorities to use the Framework Agreement to award business to other Suppliers. The requirement is for Flexible Procurement and Supply of Daily Metered and Non-Daily Metered Gas with ability to provide additional services Y18002.

Scoring Assessment

Gas Tender Assessment LOT 1		
	Assessment Criteria	% Weighting
1.1	Service Options	11
1.1.3	Shape and Imbalance	6
1.2	Product Strategies	12
1.3	Trading Support	8
1.4	Product Pricing	12
1.5	Billing	12
1.5.1, 1.5.2	Reconciliation Rebates and Recoveries	8
1.6	Account Management	12
1.7	Innovations	5
1.8	Robust Supply Chain	2
	Supplier Management Fees	12
	Total Weighting	100

* Weighting may be varied for future mini-tenders or direct call off under this Framework.

Awarded Suppliers

LOT 1 – Gas Suppliers
1st Place – Total GP
Other Suppliers – Corona Energy

2 LOT 2 – Electricity

Provides Participating Authorities with the ability to meet individual requirements using either direct award or mini competition. LOT 2 provides access to the provision of additional services which may be independent of any energy supply contract. The Contracting Authority and/or Participating Authority have the right to seek verbal or written clarification in order to assess the capability and suitability of Suppliers placed on LOT 2 to deliver the Service Requirements as specified by the Contracting Authority and/ or Participating Authority.

In establishing this framework, a standard set of terms, conditions and requirements were submitted. Additional terms and conditions may be agreed between all parties for additional services.

Scoring Assessment

Electricity Tender Assessment LOT 2

	Assessment Criteria	% Weighting
2.3.2	Supplier Fee	10
2.3.3	Contract Authority Recovery	5
2.3.4	Billing	5
2.3.7	Account Management	10
2.4	Marketing and Growth	5
2.5	Basic Flexible Purchasing Contract	5
2.6.1	Carbon Offsets	5
2.6.2	Green Energy	5
2.6.3	AMR	5
2.6.4	DA/DC	5
2.6.5	DSR	5
2.6.6	Energy Services	5
2.6.7	Battery Storage	5
2.6.8	Electric Vehicle Facilities	5
2.6.9	PPA	5
2.7	Robust Supply Chain	10
2.8	Terms and Conditions	5
	Total Weighting	100

Awarded Suppliers

LOT 2 – Electricity Suppliers

Npower, Total GP, EDF Energy, Eon, Octopus, FTS Connected Energy, SAS, Stark

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2 LOT 2 – Gas

Provides Participating Authorities with the ability to meet individual requirement using either direct award or mini competition. LOT 2 provides access to additional services which may be independent of any energy supply contract. The Contracting Authority and/or Participating Authority have the right to seek verbal or written clarification in order to assess the capability and suitability of Suppliers placed on LOT 2 to deliver the Service Requirements as specified by the Contracting Authority and/ or Participating Authority.

In establishing this framework, a standard set of terms, conditions and requirements were submitted. Additional terms and conditions may be agreed between all parties for additional services.

Scoring Assessment

Gas Tender Assessment LOT 2		
	Assessment Criteria	% Weighting
2.3.2	Supplier Fee	10
2.3.3	Contract Authority Recovery	5
2.3.4	Billing	5
2.3.7	Account Management	10
2.4	Marketing and Growth	5
2.5	Basic Flexible Purchasing Contract	10
2.6.2	Green Gas	10
2.6.3	AMR	10
2.6.6	Energy Services	10
2.6.9	GPA	10
2.7	Robust Supply Chain	10
2.8	Terms and Conditions	5
	Total Weighting	100

Awarded Suppliers

LOT 2 – Gas Suppliers
Total GP, Corona Energy, Eon, Stark

Supplier Matrix – LOT 2 (Gas and Electricity)

The matrix below is provided to give an overview of the services and Suppliers available through the Frameworks.

All of the Suppliers on the new Frameworks are listed across the top of the table, with some of the most popular services listed down the side of the table. An “●” signifies which services each of the Suppliers are able to provide and “D” signifies that the Supplier will be able to provide this service in the future but currently it is in development stage.

	Suppliers								
	Corona Energy	EDF	Eon	FTS Connected	Npower	Octopus	SAS Energy	Stark	Total GP
Gas Supply	●								●
Electricity Supply		●			●				●
Carbon Offsetting	●	●		●	●			D	
Green Energy	●	●			●	●			●
Automated Meter Reading	●	●			●			●	●
Data Aggregation & Data Collection		●			●			●	●
Demand Side Response		●	●	●	●	●		D	●
Energy Services	●	●	●		●	●	●	●	●
Battery Storage		●	●	●	●	●	●	D	●
Electric Vehicle Facilities		●	●	●	●	●	●	D	●
Power Purchase Agreements		●	●		●	●	●	D	●
Gas Purchase Agreements	●		●						●

● = Available By Supplier
 D = Under Development

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Terms and Conditions

The Terms and Conditions of the Framework Agreement to which suppliers listed on Pages 6-9 are party to can be found on a separate document. You can request a copy of this from your Account Manager or Customer Service Manager.

Additional Information

Kent County Council Commercial Services (LASER's parent organisation) hold all the tenders submitted by suppliers. If there is a requirement to view any additional information provided by the Supplier during the tender process or subsequent updates (e.g. Policies, Insurance certificates), please contact LASER on the details below:

Email: info@laserenergy.org.uk

Tel: 0800 484 0840

Please quote the relevant framework reference number on all enquiries:
Y18002 for Gas and **Y18003** for Electricity.



If you have any questions regarding this User Guide
please contact your Account Manager or Customer Service Manager.

Tel: 0800 484 0840
Email: info@laserenergy.org.uk

Any process reviews may result in revised versions of the guide which will replace this version during the lifetime of the Framework.

