

# User Guide

Flexible Gas and Electricity Frameworks  
with Additional Services.

Contract Reference  
Y22008 (Gas)  
Y22009 (Electricity)

# Introduction

## Framework details

### Gas

Start Date: **24/11/22**

End Date: **30/09/28**

### Electricity

Start Date: **06/01/23**

End Date: **30/09/28**

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

### Value

£4,000,000,000 (Gas)

£3,920,000,000 (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 Contract Notices and Award Notices can be obtained by contacting: **info@laserenergy.org.uk** or by calling **0800 484 0840**

Quoting reference:

**Y22008** Gas

**Y22009** Electricity.

This User Guide is designed to guide you through the process of using our Framework agreement for the flexible procurement and supply of both Gas, Electricity with additional services.

We have established our Framework through an open tender process and in accordance with Public Contracts Regulations 2015 and the EU Combined Procurement Directive 2014/24/EU, ensuring there is a compliant route to arranging the procurement and supply of both Gas and Electricity to your organisation.

The Electricity tender issued by LASER provides a Framework Agreement under which Electricity for Half hourly, Non-Half Hourly Metered and Unmetered supplies could be purchased flexibly.

The Gas tender issued by LASER provides a Framework Agreement under which Natural Gas, Daily Metered and Non-Daily Metered supplies could be purchased flexibly.

In addition, there are opportunities to take advantage of a number of other services relating to energy usage, storage, savings and other innovative industry solutions to help manage your energy category and reduce costs. We will detail more information about these in this User Guide.

As you read through this guide if there are any questions or any elements that are unclear please do not hesitate to contact your dedicated Account Manager or Customer Service Manager.



## 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 a separate procurement 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:

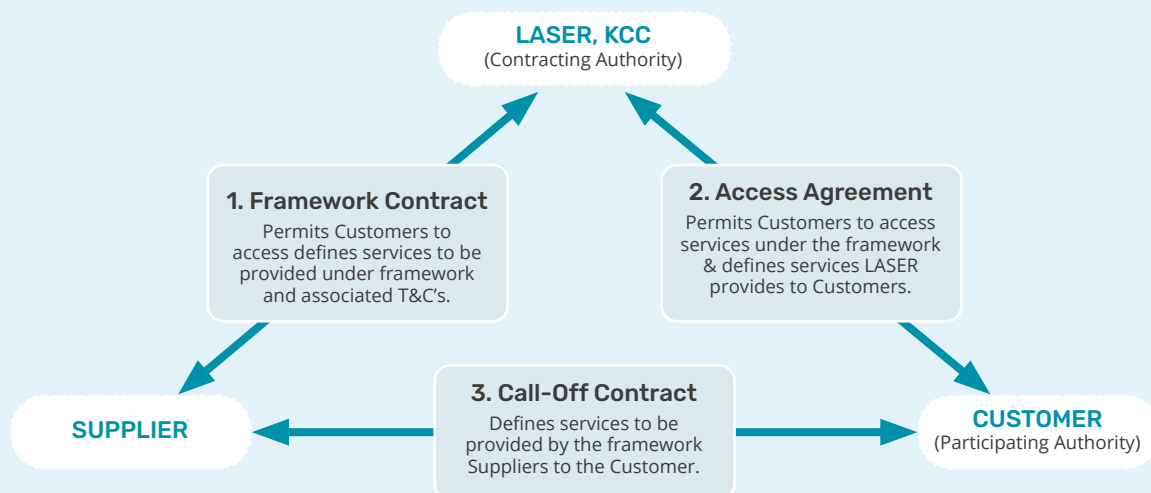
- Green energy available.
- Aggregated purchasing benefits including low supplier management fees.
- Supplier management programme in place to monitor service levels.
- Access Agreement and Call-Off Contracts utilized and tracked.
- Service enhancements such as assistance with budget forecasting.
- Social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

## 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.

# Operating under the Framework



## 1. 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.

## 2. 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.

# Framework Structure

## Electricity

- **Npower** (first place overall and on cost)
- **Total Energies** (first place on Billing, Account management / Quality of service and Contract Management)
- **EDF** (first place on Net Zero)
- **SSE** (no first place sections)

## Gas

- **Total Energies** (first place overall and on cost)
- **Corona** (first place on Account Management / Quality of Service)

A tender submission from Gazprom was rejected for failing to fulfil the initial pass / fail criteria

Participating Authorities may access the above framework for procurement and supply of Electricity and Gas as well as choosing to take additional services from their supplier. The framework has been structured in such a way that the highest-scoring Supplier is noted as the Primary Supplier, and will be given first consideration for the direct award of supply business. All other suppliers are listed as Secondary Suppliers. Where a customer wishes to make arrangement for their own specific requirements that may not be satisfactorily met by the Primary Supplier, **they may do so using either mini competition or direct award process to an alternative supplier.** Individual customers or groups of customers may direct award on the basis of continuity of supply of existing services, or to a top-ranking supplier in any specific scored areas of the invitation to tender. This can include criteria such as **Account Management, Quality of Service and Billing.**

## 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.

# 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, with ability to provide additional services Y22009.

## Table Two – Tender Assessment

	Assessment Criteria	% Weighting*
1.1	Service Options	2
1.2	Supply Period	2
1.4	Volume Requirement	2
1.5	Current Portfolio Agents	2
1.6	Procurement and Trading	11
1.7	Net Zero	7
1.9	Product Pricing	12
1.10	Billing	12
1.11	Account Management /Quality of Service	11
1.12	Bureau	2
1.13	Escalation Path	0
1.14	Contract Management	8
1.15	Innovations	4
1.16	Social Value	10
	Supplier Management Fees	15
	<b>Total Weighting</b>	<b>100</b>

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

## Awarded Suppliers

### Single Lot - Electricity

1st Place Supplier – **npower** is Primary Supplier

Secondary suppliers are:

- Total Energies
- EdF
- SSE



# 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 Y22008.

## Table Two – Tender Assessment

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1.16	Social Value	10
	Supplier Management Fees	15
	<b>Total Weighting</b>	<b>100</b>

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

## Awarded Suppliers

### Single Lot - Gas

1st Place Supplier – **Total Energies** is Primary Supplier

Secondary suppliers are:

- Corona Energy





## 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](mailto:info@laserenergy.org.uk)

Tel: **0800 484 0840**

Please quote the relevant framework reference number on all enquiries:  
**Y22008** for Gas and **Y22009** for Electricity.



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