

**Water/ Waste Water & Ancillary Services (135408022021)****SUMMARY****Start date:** 1st November, 2020**End date:** 31st October, 2024**OJEU Number:** 2020/S 222-547462**Lead Consortium:** The Energy Consortium**Main contact:** Ollie Arthurs  
ollie.arthurs@tec.ac.uk**Website:**  
<https://www.hecontracts.co.uk/agreements/942>**SCOPE**

This framework has a single lot with a single supplier – Wave (<https://www.wave-utilities.co.uk/>). There is no requirement for eligible members to take part in a further competition and direct award is the method of appointment. This framework will give customers access to a water partner for a contract length that the customer specifies up to the end date of the framework (end date 31st October 2024). TEC members benefit from a TEC fully managed service for this framework.

TEC, YPO, ESPO, and WME began procurement activity in Summer 2019 to establish a collaborative 4 year framework for water, wastewater and ancillary services. Having managed water procurement activity previously it was decided that YPO lead on the procurement structure and delivery of this activity with the collaboration delivering on the Statement of Requirements to ensure all member requirements could be met.

Using the market intelligence gained since the English Water Retail Market opened in 2017 and the experience of working with large numbers of customers across the full spectrum of Public Sector organisations, the partners had a solid understanding of the issues customers were facing and the requirements that would form the specification for the procurement. Customer workshops were held to refine the requirement, and this led to the decision to appoint a single water retailer to the framework to make onboarding for customers quick, simple and to streamline contract management from the procurement partners.

As this was a new framework, no SPID data was supplied to tenderers. Rather, an approach to establish a retail margin uplift on wholesale water pricing was established that could be applied across the country, with the potential for further discounted rates for larger supplies and overall volume growth. Given the slim retail margins seen in previous procurements, the ancillary services delivered through this framework were seen as being key to driving water and cost savings throughout the life of the contracts awarded, and the tender made this an obligation of the winning water retailer to identify efficiencies to benefit the customer.

Pre-market engagement was conducted, with 4 of the largest suppliers in the retail market taking part, and the Invitation To Tender opened to the market on 27th July 2020 with a 5 week response window for Retailers to submit their responses. The closure date for tender submissions was set as 1st September 2020 but following clarification questions an extension of 1 week was granted taking the closure date to 8th September 2020.

**AGREEMENT BENEFITS**

- Ensures full compliance with Public Contracts Regulations 2015 and OJEU;
- A single retailer to deal with all water and wastewater matters, irrespective of the wholesaler regions customer sites reside within;
- Provides direct liaison on the customer's behalf with Wholesalers;
- A named Key Account Manager to take ownership of issues and advise on water saving measures;
- Thorough validation of onboarding data to ensure that historic errors are identified, challenged and resolved, e.g. a large meter attracting expensive standing charges whilst recording low consumption on a site may indicate a change in use of the building and warrant a meter replacement to reduce costs;
- Unlimited login accounts for the online web portal "MyAccount" which provides customers with full access to their account, including managing the portfolio of supplies, accessing invoicing, the ability to enter customer meter readings and raise and review issues through support cases. Limited access down to visibility of a single supply can also be granted, e.g. a concession or outsourced facility having access to only their data when part of a wider member contract;
- Active Water Management service delivered for free, helping to increase accuracy of data, and identify wastage and opportunities for efficiency;
- Tariff Optimisation – review of your current usage and charges to make sure you are on the most beneficial tariffs;
- Benchmarking – establishment of relevant benchmarks for you to use in review and analysis of your site(s) water consumption;
- Advance notice of planned wholesaler works that will risk continuity of supply, and assistance in planning resilience activities;
- 24/7 emergency contact;
- Fully configurable billing groups to ensure that bills are issued exactly as members require;
- Consolidated or site level billing; (Consolidated recommended to support billing efficiencies);
- Billing format options at no additional cost, including paper, PDF, CSV and EDI Tradacoms 26v3
- Optional "direct to site" debt contact and resolution at no additional cost, e.g. non-central bodies with direct payment responsibility where the contract is administered by the member;
- A choice of billing frequency, with monthly as standard;
- Thorough data validation prior to each bill being produced to identify potential errors or indicators of leakage;
- Actual meter readings (every month for meters 80mm or above in size and every 6 months for meters below 80mm in size), with options for increased frequency at a fixed price per reading of £7.50 per read, e.g. for a high consuming site or a site with a history of leaks a customer can elect to have the meter read at a frequency of their choice. Customer self reads will also be accepted.
- All on-site operatives to be appropriately accredited, e.g. CRB-checked, as required by the member's operating procedures.
- Optional installation of automated meter reading (AMR) devices at additional cost, capturing reading data at 15-minute intervals to give a continuous and detailed profile of how a site consumes water and potentially detect leaks and wastage;
- Turn-key leak detection and repair service;
- Access to a range of additional ancillary services at additional cost, e.g. Legionella reporting, water reduction measures, etc.;
- No-cost and low-cost funding models including traditional capital expenditure and fully funded gainshare models.
- All ancillary works to be fully specified and costed and to include a return on investment (ROI) calculation prior to the customer's approval to commence, with benchmarked performance management throughout to ensure that the stated benefits and savings are realised.
- Customer onboarding completed within 30 working days of returning a signed contract
- TEC fully managed service will ensure support for a drive on member water reduction and spend

## USING THE FRAMEWORK

Customers should contact [ollie.arthurs@tec.ac.uk](mailto:ollie.arthurs@tec.ac.uk) to receive a simple SPID Data collection form. TEC have worked with Wave to ensure that the amount of data a member has to provide in order to access the framework is kept to a minimum. Wave will access market data sources, such as CMOS (Central Market Operating System) to collate the remaining data on the members' behalf and TEC will return to members a full bespoke breakdown of pricing and charges for each SPID. The member can then compare this to current costing and service levels, to then determine whether they wish to proceed with the procurement. A comparison can be provided against market default contract rates and also rates where the member may have previously agreed a water retail contract. There is no obligation for customers who supplied SPID data to proceed should they determine not to for any reason.

The process to proceed will consist of a simple call-off order form which will be issued to members with the pricing information. Members remain able to add or remove sites from their portfolio with no penalty as the operation needs change over time.

Members may join the framework at any point whilst it is open and can select a contract duration to meet their needs up to the framework end date. For the avoidance of doubt, no customer call-off contract can end beyond the end date of the framework (30th October 2024).

TEC and Wave's Public Sector Team will give full assistance to members accessing the framework so please feel free to contact [ollie.arthurs@tec.ac.uk](mailto:ollie.arthurs@tec.ac.uk) to discuss your requirements and for guidance on starting the process.

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## SUPPLIERS

## SUSTAINABILITY

Social value outcomes and working with customers to achieve water efficiency savings is mandated in the requirements. It is TEC and our PSBO partners view that the savings achievable from the efficiency works will far outweigh any savings from the costs of procurement of water.

Three annual Innovation Groups for Customers, YPO, ESPO, TEC and West Mercia Energy will take place. This helps target future innovations for PBSOs and its Customers, as well as making products available to meet agreed development targets.

These meetings will include workshops, AWM information sessions and Q&A discussions.

Wave will gain valuable market research from Customers, whilst discussing potential innovations and new services. During these innovation meetings, Wave will also:

- Review new and emerging technologies.
- Identify sites that would benefit from a particular innovation or technology.
- Establish Customer(s) interest in pilot trials.
- Demonstrate technology functionality and discuss the benefits of different approaches with group participants.
- Openly discuss problems encountered and potential solutions.

## **NEXT STEPS**

Contact our water specialist at [ollie.arthurs@tec.ac.uk](mailto:ollie.arthurs@tec.ac.uk) or your area Member Services Advisor.