RM6306

Water, Wastewater and Ancillary Services (3)

Framework Schedule 1 - Specification

[1. Introduction 3](#_heading=h.j16i0sr2exup)

[2. Background 3](#_heading=h.lxtk94c132dv)

[3. Lot Descriptions 4](#_heading=h.6sit91oka7mm)

[4. Mandatory Requirements For Lots 1, 2 and 3 6](#_heading=h.jfjo6qcij2zx)

[4.1 Account Management 6](#_heading=h.643ecyt9tgxw)

[4.2 Complaints Handling 7](#_heading=h.hx4ljpsy3xyt)

[4.3 Security 7](#_heading=h.24fv2hsjse1f)

[4.4 Cost Efficiency 8](#_heading=h.ifwf7umpkrf7)

[4.5 Certification 8](#_heading=h.snkqdpdu1l1r)

[5. Mandatory Requirements For Lots 1 and 3 8](#_heading=h.zhya9xvusjzh)

[5.1 Water Supply and Sewerage Licence 8](#_heading=h.2l9wibsa4kjx)

[5.2 Water Market Codes 9](#_heading=h.virds2avtbvx)

[5.3 Water Quality 9](#_heading=h.9xb3tgjlr15y)

[5.4 Sewerage Disposal 9](#_heading=h.girqflfqch8m)

[5.5 Property and Roads Drainage 10](#_heading=h.gvu9ow5i3sml)

[5.6 Metering 10](#_heading=h.91wciacs0hmp)

[5.7 Billing 11](#_heading=h.ux1ze4d71a64)

[5.8 Management of Data 12](#_heading=h.p8icehy90rs9)

[5.9 Emergency Planning for Vulnerable Sites 12](#_heading=h.ck0wx3htjpa8)

[5.10 Fire and Rescue Services 13](#_heading=h.cf65emyzpd0u)

[5.11 Customer Service 13](#_heading=h.w15hz2iy9bg2)

[5.12 Guaranteed standards of service 14](#_heading=h.ckie8eosx04g)

[6. Mandatory Requirements For Lot 2 14](#_heading=h.okrqu8d4caa4)

[6.2 Water Footprint Assessment 15](#_heading=h.ho9pl1efmhe0)

[6.3 Tariff optimisation and Benchmarking 15](#_heading=h.geeehe8aybs)

[6.4 Water Audit Site Surveys 16](#_heading=h.zd0a1yqh306o)

[6.5 Leak Detection and Repair 16](#_heading=h.xq82ldhm38f)

[6.6 Contingency Planning 16](#_heading=h.8qi6rmd9vpw)

[6.7 Legionella Risk Assessment 17](#_heading=h.o3t88ogzr94o)

[6.8 Automated Meter Reading (AMR) 17](#_heading=h.61zpflnxkuku)

[6.9 Bill Validation and Cost Recovery 18](#_heading=h.e51m84qy8c28)

[7. Mandatory Requirements for Lots 2 and 3 18](#_heading=h.6cwg0rk3wsuj)

[7.1 Project Management and Baselining 18](#_heading=h.94xt3vd64t7h)

[7.2 Measurement and Verification 18](#_heading=h.c0ir8jz0tdvp)

[7.3 Costs and Fees 19](#_heading=h.lt1zrea6jw9y)

[8. Social Value 19](#_heading=h.z6xmbsvmsyvv)

[8.2 Carbon Net Zero (CNZ): 19](#_heading=h.iznih2ynbeha)

[8.3 Wellbeing: 20](#_heading=h.1zjpheu1kren)

# Introduction

* 1. This Schedule sets out what we and our Buyers want.
  2. The supplier must only provide the Deliverables for the Lot that they have been appointed to.
  3. For all Lots and/or Deliverables, the Supplier must help Buyers comply with any specific applicable Standards of the Buyer.
  4. The Deliverables and any Standards set out in Paragraph 1 below may be refined (to the extent permitted and set out in the Order Form) by a Buyer during a Further Competition Procedure to reflect its Deliverables Requirements for entering a particular Call-Off Contract.
  5. Crown Commercial Service (CCS) hereby known as the Authority is seeking to establish a multi-supplier Framework Agreement for the provision of Water, Wastewater and Ancillary Services (3) RM6306 which will be a direct replacement to our live RM6178 Water Wastewater and Ancillary Services (2) agreement, due to expire 30 November 2024.
  6. The Framework Agreement will comprise of three (3) Lots as detailed in section 3 – Lot Descriptions and shall be available to all public sector organisations in England and Wales as published on the Find a Tender Service (FTS).
  7. The purpose of this Framework Schedule 1 - Specification is to provide a description of the Goods and Services (Deliverables) that the Supplier shall be required to deliver to the Buyers under this Framework Agreement.
  8. The Services and delivery of purchased Services required under this Framework Agreement and all standards set out in this Framework Schedule 1 - Specification may be refined (to the extent permitted and set out in Framework Schedule 7 (Call Off Procedure) by a Buyer during a Call Off Procedure to reflect its Service Requirements for entering a particular Call Off Contract.
  9. This Framework Agreement shall be managed centrally by the Authority. The Buyers shall manage all Call Off Contracts with the Supplier.

# 2. Background

1. The Water Act 2014 enabled the creation of a new market that allowed 1.2 million businesses and other non-household locations to choose their supplier of water and wastewater retail services from April 2017.
2. Retail services include:
   1. billing
   2. metering and
   3. customer services.
3. The benefits for Buyers accessing an alternative supplier are:
4. Improving service levels
5. Increasing flexibility of services
6. Delivering better value for money
7. Creating more choice

# 3. Lot Descriptions

The description of the Deliverables (goods and services) required under Lots 1, 2 and 3 are as follows:

| **Lot 1 Description** |
| --- |
| **Water and Wastewater Services**  The Supplier shall provide Water Supply and Wastewater (Sewerage) services to eligible non-household customers in accordance with the Water Act 2014.  The Supplier shall be required to hold and maintain throughout the Framework Agreement and any  Call Off Contracts, a valid Water Supply and Sewerage Licence granted by the The Economic  Regulator of the Water Sector in England and Wales, Office of Water Services (Ofwat) in accordance with Section 1 of the Water Act 2014. The Supplier shall comply with the requirements of the associated Wholesale Retail Code and the Market Arrangement Code as specified by the Regulator Ofwat.  The Supplier shall be required to deliver the following associated services in connection with the supply of Water and Wastewater Services as required by the Buyer at Call Off Contract stage:   * Account Management including customer service; * Billing; * Metering including, Meter Reading (Including acceptance of Automated Meter Reads), * Management of sites and meters (including new connections and switching); * Facilitate meter installation/removal/resizing/accuracy tests; * Data Management; * Roads and Property Drainage; * Sewerage services including Trade Effluent; * Emergency Contingency Planning;   In the event of an emergency Suppliers shall provide 24/7 support, available twenty four (24) hours, seven (7) days per week every day of the year. The supplier shall provide the wholesalers contact details and process. |

| **Lot 2 Description** |
| --- |
| **Ancillary Services**  The Supplier shall provide one (1) or more of the Ancillary Services (goods and services) listed in this Lot description. The Ancillary Services are pertaining to the management, conservation, reduction and data management of water consumption as requested by the Buyers in order to deliver efficiency, financial and consumption savings.  The Ancillary Services can include the requirement for purchase and installation of water management, water efficiency, water conservation or other water savings measures. These measures may include provision and installation of Goods including new equipment, optimisation of equipment (including existing equipment) and provision of related services.  Ancillary Services may be required to improve the environmental conditions at Buyers sites.  The scope includes provision for the Supplier to offer its own or third party financing option on request by the Buyers, to support delivery of the Ancillary Services (goods and services) listed below.  The Buyer may request Deliverables that are not listed below but fall within the scope of Ancillary Services. It is intended that the range of Ancillary Services may expand to meet the Buyers business needs as they develop their strategies. Initially the Framework Agreement will consist of the following nine (9) Ancillary Services.  These Ancillary Services (Deliverables) include, but are not limited to the following**:**   * Water Footprint assessment; * Tariff optimisation and benchmarking; * Water audit site surveys; * Leak detection and repair; * Contingency planning; * Legionella Risk Assessments; * Automated Meter Reading (AMR); * Bill Validation and * Cost Recovery. |

| **Lot 3 Description** |
| --- |
| **One Stop Shop Combined Lot 1 and Lot 2**  The Suppliers for Lot 3 shall provide a combination of the Services outlined in both Lot 1 and Lot 2 as required by the Buyers. All Suppliers must be able to provide at least one (1) of the Services listed in the description for Lot 2. The Buyer may request Deliverables that are not listed in the Lot 2 description but fall within the scope of Ancillary Services. It is intended that the range of Ancillary Services will expand to meet the Buyers business needs as they develop their strategies. The Framework Agreement consists of nine (9) Ancillary Services listed in the Lot 2 description, but is not limited to as new services may expand depending on the Buyers business needs.  Any bidder successfully awarded a place on both Lot 1 and Lot 2 combined will be awarded a place on Lot 3 - One Stop Shop (Combined Lot 1 and Lot 2). |

# 4. Mandatory Requirements For Lots 1, 2 and 3

This section provides details of the mandatory requirements that the Supplier shall be expected to fulfil in their entirety for Lot 1, Lot 2 and Lot 3, in order to fulfil the delivery requirements of this Framework Agreement.

It is important that the Supplier takes time to fully understand this important part of the Framework Agreement.

## **4.1 Account Management**

1. The Supplier shall within five (5) days of signing a Framework/Call Off Contract provide the Authority/Buyer with a named Supplier Framework/Contract Manager, with the level of account management provided by the Supplier being proportionate to the size and requirements of the Buyers. This shall be agreed prior to the Supplier and Buyers entering into a Call Off Contract.
2. The nominated Supplier Framework/Contract Manager shall have a minimum of two (2) years relevant industry experience. The Supplier shall also ensure that a deputy supplier Framework/Contract manager has been appointed and their name and contact details (including email address and telephone number) are provided to the Authority prior to any period of the Supplier Framework/Contract Manager’s unavailability and absence. The Supplier shall ensure that the deputy supplier Framework/contract manager has the same powers, authority and discretion as the Supplier Framework/Contract Manager.
3. The Supplier Framework/Contract Manager shall be in principal contact with the Wholesaler and shall liaise with the Buyers in order to provide support on all aspects of the water supply and wastewater services delivered by the Wholesaler and the Supplier.
4. The Supplier Framework/Contract Manager will be responsible for ensuring that the Supplier develops, maintains and manages the relationship with the relevant Wholesaler, on behalf of the Buyer, in the delivery of a Call Off contract in a manner that ensures the requirements of that Buyer are met in full.
5. If a change of Framework Management personnel is required the Supplier shall inform the Authority and the Buyer of the change at least one (1) month prior to the change taking effect. The Supplier shall ensure a suitable handover period is included in any change of personnel.
6. The Supplier shall support the Buyers in providing recommendations in relation to the Deliverables including improving value for money through the use of your internal systems.
7. The Supplier Framework/Contract Manager shall be security cleared to the Buyers stated level prior to the Call Off Contract award.
8. The Supplier shall provide and maintain a dedicated customer service team which will act as the first point of contact and focal point for all enquiries from Buyers available within business hours, Monday to Friday from 9am until 5pm.
9. The Supplier shall provide and maintain an organisation chart detailing key staff and contact telephone numbers and appropriate email address.
10. The Supplier shall set up a generic, functional mailbox in the following format, for example, ccs@suppliername
11. The Supplier shall ensure all enquiries received from Buyers are dealt with and resolved in accordance with agreed Performance Indicators set out in Framework Schedule 4 - Framework Management.
12. The Supplier shall be required to undertake Buyer review meetings which may include visits to individual Buyer sites to discuss the operation of the contract.
13. The Supplier Framework/Contract Manager shall hold Supplier Review Meetings with the Authority with agenda items and the frequency of meetings to be agreed by the Authority in accordance with Framework Schedule 4 – Framework Management.

## **4.2 Complaints Handling**

1. The Supplier shall have a robust and auditable complaints procedure for recording, analysing and acknowledging including a resolution and escalation process for complaints initiated by the Buyers and/or their representatives.
2. The complaints procedure shall comply with the following:
3. All complaints shall be recorded, analysed and acknowledged within twenty four (24) hours of receipt;
4. All complaints shall be resolved within ten (10) working days of the original complaint being made unless otherwise agreed with the Buyers;
5. All complaints shall be recorded, together with the actions and timescales taken to resolve the complaint;
6. The Supplier shall have an escalation process in place for complaints that have not been resolved within ten (10) working days;
7. The Supplier shall record lessons learnt, including anticipation of common themes and the opportunities that may be open to staff to complete training to reduce errors.

## **4.3 Security**

1. At the request of the Buyer the Supplier shall obtain security clearances which meets the differing requirements of the Buyers, and shall ensure full compliance with any standards and legislation, including but not limited to the following:

Protection of Freedoms Act 2012

<http://www.legislation.gov.uk/ukpga/2012/9/contents/enacted>

Safeguarding Vulnerable Groups Act 2006

<http://www.legislation.gov.uk/ukpga/2006/47/contents>

HMG Personnel Security Controls

<https://www.gov.uk/government/publications/hmg-personnel-security-controls>

## 

## **4.4 Cost Efficiency**

1. The Supplier shall ensure all water is supplied to Buyers in the most economically efficient manner and at the most economically beneficial rates e.g. meters appropriately sized for the supply point.
2. In the event that any water is not supplied in this manner, Buyers in receipt of such a supply will be entitled to recover from the Supplier any excess or premium paid.
3. For the avoidance of doubt should the Supplier identify a site for subsequent meter exchange or amendment and the Buyer declines to have the change made the Supplier shall not be liable for any additional costs incurred.
4. In the event that the Buyer has elected to install water saving and conservation measures whether with the Supplier or a specified Key Subcontractor, the Buyer should not be adversely financially affected from the effect of having lower consumption arising from such initiatives. The Supplier will in this respect honour tariff rates for the duration of the Call Off Contract

## **4.5 Certification**

1. The Supplier and its Key Subcontractors shall at all times during the Framework Contract and the Term of any relevant Call-Off Contract, maintain and provide evidence of the following Certification:-
2. [Cyber Essentials](https://www.ncsc.gov.uk/cyberessentials/overview) or equivalent for all Lots as defined in Framework Schedule 9 (Cyber Essentials Scheme)

# 5. Mandatory Requirements For Lots 1 and 3

This section provides details of the mandatory requirements that the Supplier shall be expected to fulfil in their entirety for Lot 1 and Lot 3, in order to fulfil the delivery requirements of this Framework Agreement.

It is important that the Supplier takes time to fully understand this important part of the Framework Agreement.

All of the mandatory requirements as listed below shall be required at Framework Agreement Commencement Date with CCS.

## **5.1** **Water Supply and Sewerage Licence**

1. The Supplier shall hold and maintain through the term of this Framework Agreement and any Call Off Contracts a valid Water Supply and Sewerage Licence granted by The Economic Regulator of the Water Sector in England and Wales (Ofwat) in accordance with Section 1 of the Water Act 2014.
2. If a Supplier has not got a current and valid Water Supply and Sewerage Licence granted by the The Economic Regulator of the Water Sector in England and Wales (Ofwat) in accordance with Section 1 of the Water Act 2014, they are not permitted to enter into any Call Off Contracts with a Buyer until the licence has been granted.

[Water Supply and Sewerage Licence OFWAT](https://www.ofwat.gov.uk/)

[Open Water listed supplier](https://www.open-water.org.uk/)

## **5.2 Water Market Codes**

1. The Supplier shall meet the requirements of all associated Wholesale Retail Codes and the Market Arrangement Code.

<https://www.ofwat.gov.uk/wp-content/uploads/2017/02/Legal-framework-for-retail-market-opening-updated-February-2017.pdf>

* + - 1. The Wholesale Retail Code is a statutory code which sets out the business terms, market terms and operational terms that will apply to all two-way arrangements between a Wholesaler and a licensed retailer.
      2. The Market Arrangement Code is a non-statutory code which sets out the arrangements to establish a market operator, including the processes for joining and operating the market operator and for establishing a code panel.

## **5.3 Water Quality**

1. The Supplier shall represent Buyers interests ensuring that statutory requirements to provide high quality, continuous provision of water supply is delivered by the relevant Wholesaler during the term of the Framework Agreement in accordance with the Water Supply (Water Quality) Regulations 2018.

<http://www.legislation.gov.uk/wsi/2018/647/contents/made>

The Supplier shall represent the Buyers interests in ensuring that statutory requirements ensuring adequate testing and maintenance of water quality is delivered by the relevant Wholesaler for the duration of the contract and for arranging and coordinating any remedial actions required to correct water quality in accordance with the Water Supply (Water Quality) Regulations 2018.

## **5.4 Sewerage Disposal**

1. The Supplier shall provide access to Services including disposal of Wastewater including foul sewerage, surface water drainage, highway drainage and trade effluent for all Buyers who request such Services in their Call Off Contract.
2. The charges for sewerage services shall be based on the amount (and strength for trade effluent, eg Surface Water, Trade, Effluent, Foul Sewage or Highways Drainage) discharged.
   * + 1. Suppliers will determine from Wholesalers their approach to charging for surface water drainage (e.g pipe size, surface area etc) and highway drainage for each of the Buyers sites.
       2. The charges will be agreed with the Wholesaler and may be reviewed from time to time as building use changes.
       3. The Supplier shall represent the Buyers in ensuring the Wholesaler continuously provides sewerage services.
       4. In addition to quarterly or annual water bills, the Supplier may also charge additional amounts for connection or reconnection of supply
3. The Buyers shall be permitted at any time during its contract with the Supplier, to challenge sewerage charges with appropriate supporting evidence.
4. The Supplier will be required to act on behalf of the Buyer in considering the evidence and making representation to the Wholesaler and effecting any arrangements for reimbursements and implementing revised charges within the Buyers scheme of charges.

## **5.5 Property and Roads Drainage**

1. The Supplier shall undertake to provide access to Property, and Roads Drainage Services for all Buyers requiring this Service.
2. The Supplier shall liaise with the Wholesaler to ensure continuous provision of Property and Roads Drainage Services and shall review as required levels of service including any review of charging methodology.
3. The Supplier shall assist any Buyer who wishes to review their chargeable site area to ensure that related water charges are correct and they are not being over charged.

## **5.6 Metering**

1. **Meter Provision and Sizing**
2. The Supplier shall undertake to investigate any request from the Buyers in relation to assessment or reassessment of the water load of the site as a result of change of use or changes to the building floor area.
3. The Supplier shall act on behalf of the Buyer in making a representation or request for changes to the relevant Wholesaler, but shall not be responsible or liable for the outcome of any requests.
4. If works are required to change the metering or supply arrangements to accommodate the new requirements, the Supplier shall provide a ‘no obligation’ estimate of costs associated with these goods and services. The Buyers may choose an alternative supplier for these works.
5. **Meter Reading**
6. The Supplier shall provide a meter reading service and include the provision and installation of Automated Meter Reading (AMR) equipment.
7. The Supplier shall carry out meter readings in accordance with the Buyers requirements at Call Off. This may include, but is not limited to, actual reads by supplier, self reads taken by customer, AMR reads and supplier estimated reads. Buyer invoices must clearly state read type. As a minimum Suppliers must comply with industry regulations for Supplier actual reads.
8. The Supplier shall accept meter readings from Buyers who elect to self-bill and the Supplier may provide a discount for this which shall be indicated at Call Off and incorporated into Supplier’s margin.
9. The Supplier shall accept and liaise with the provider of AMR services to ensure receipt and validation of data.
10. The Supplier shall utilise the Automated Meter Readings for billing purposes where specified by the Buyers.
11. **Management of sites and meters (including switching)**
12. The Supplier shall ensure an efficient, effective and transparent process for carrying out site additions, deletions and transfers to and from the Supplier portfolio at all times, to facilitate the Buyers requirements and in line with the Market Arrangement Code for Registration: Transfers.
13. The Supplier shall not impede any request “subject to market codes”. The market code states a retailer is able to reject a transfer based on debt over 90 days and if an existing contract has not expired from a Buyer who may be switching from the Supplier to an alternative service provider.

## **5.7 Billing**

1. The Supplier shall, as a minimum, provide a billing service in accordance with the Customer Protection Code of Practice (accessed via Ofwat).
2. The Supplier shall provide bills in a format and frequency requested by the Buyer at Call Off stage which may include;
3. Monthly billing;
4. Quarterly
5. Consolidated billing;
6. Payment in advance and
7. Electronic Data Interchange (EDI) format including for example a minimum of TRADACOM 26 v2. (EDI must be available on award of the framework to ensure all Call Off contracts can include this from the outset).
8. The standard billing option unless amended by the Buyer at Call Off stage is for all billing to require payment to be **made in arrears** (30 days net of receipt of invoice).
9. The Supplier shall ensure that all bills provide detailed line entries to identify costs for each item including but not limited to: wholesale costs (supply, sewerage, and drainage), retailer costs, rebate fees, credit notes.

## **5.8 Management of Data**

1. The Supplier shall provide a copy of all Buyer data to CCS on or before the 7th of each month (or at a frequency to be determined by CCS), this includes MI and PI data.
2. The Supplier shall provide account, consumption, metering and billing information in a format and frequency prescribed by the Buyer at Call Off Contract stage.
3. The Supplier shall make provision for consumption and billing data to be extracted in XLS, CSV and PDF formats and where required to work with a Buyer on bespoke File Transfer Protocol (FTP) to enable them to extract data in a format to load into their own systems.
4. The provision of data may include but is not limited to the following service provisions:

* online portal;
* acceptance of meter reading entries;
* meter reading records;
* historical consumption data;
* viewable and downloadable invoice data;
* consolidated billing viewing;
* multiple user access;
* variable viewing options;
* Buyers account details including sub sets of sites where the Buyer has responsibility for a number of sites within a portfolio; and
* site list with information comprising but not limited to full address, meter details including meter supply point number, meter type and meter serial number.

1. The Supplier shall ensure that Buyers information and data (electronic and physical) shall be collected, held and maintained in a secure and confidential manner and in accordance with the terms of the Framework Agreement and any Call Off Contract.
2. If a Buyer has a report on water related data in response to a change in legislation the Supplier will provide the information requested by the Buyer.

## **5.9 Emergency Planning for Vulnerable Sites**

1. The Supplier shall, free of charge, represent the Buyers interests in the provision by the relevant Wholesaler of Emergency Contingency Plans for vulnerable sites (which may include but are not limited to Hospitals, Prisons, Residential Homes) in accordance with the Wholesale-Retail Code Part 1: Objectives, Principles and Definitions ‘Definition of sensitive customers for Single-Minute Exchange of Die (SEMD) published by Market Operator of England's Non Household Water Market (MOSL). The list of vulnerable sites may be amended by either additions or deletions requested by the Buyer during the course of the contract delivery period
2. The Supplier shall give minimum notice to Buyers for planned work which will cause interruptions to the provision of Deliverables, timescales to be agreed at Call Off Contract stage.
3. The Supplier shall provide advice on emergency and contingency planning to those Buyers which require it. This will include but not limited to:
4. The Supply of an emergency helpline, available twenty four (24) hours, seven (7) days per week to provide assistance to the organisation in the event of an emergency relating to the Deliverables.
5. The supply of an emergency flow chart to all sites, detailing the process each site should follow in the event of an emergency relating to the Deliverables.
6. The management of any planned works which arise following an emergency relating to the Deliverables.
7. In the instance of interruption in an emergency the Supplier shall provide ten (10) litres of water per person on site per day within the first twenty four (24) hours until piped supply can be restored. This may be bottled water or through bowsers or stand pipes. Any water supplied in an alternative to piped supply must not bear any additional cost to the Buyer.
8. After twenty four (24) hour disruption a water supply in tankers may be installed to meet requirements.

## **5.10 Fire and Rescue Services**

1. The Supplier shall represent the Buyers interests to the relevant Wholesaler in carrying out its duty to supply water for use by the Fire and Rescue Authorities in accordance with the provisions held within:

Water Act 2014

<http://www.legislation.gov.uk/ukpga/2014/21/contents/enacted>

Fire Services Act 2004

<http://www.legislation.gov.uk/ukpga/2004/21/contents>

## **5.11 Customer Service**

1. The Supplier shall provide a helpdesk service that shall comply with the following:
2. The helpdesk shall operate from at least office hours 09:00 until 17:00 Monday to Friday throughout the year, excluding public holidays.
3. All calls shall be answered in accordance with the Performance Indicators set out in Framework Schedule 4.
4. All calls shall be charged at no more than a standard call rate (no premium rate telephone numbers). Standard rate in the UK means calls to local and national numbers beginning 01, 02 and 03. Excluded numbers include non-geographic numbers (e.g. 0871) and premium rate services.
5. The Supplier shall ensure that all supplier personnel appointed to the helpdesk have the relevant skills to manage Buyer relations, and have received training to address the requirements of Buyers staff with specific needs.
6. The Supplier shall ensure that all supplier personnel appointed to the helpdesk have the appropriate security clearance to work on a Buyer’s account as detailed in the following link:

<https://www.gov.uk/government/publications/hmg-personnel-security-controls>

1. All emergency call numbers shall be free of charge and operate twenty four (24) hours per day every day of the year.
2. Supplier shall provide a functional email address for Buyers to contact you for example ccs@suppliername

## **Guaranteed standards of service**

1. All customers of water and sewerage companies are entitled to guaranteed minimum standards of service, as laid down by the Government. These rights are known as the Guaranteed Standards Scheme (GSS). These standards are in support of the Water Supply and Sewerage Services (Customer Service Standards) Regulations 2017

<http://www.legislation.gov.uk/uksi/2017/246/made>

1. Where a company fails to meet GSS standards it is required to make a specified payment to the affected Buyer
2. The Supplier shall inform the Buyer at Call Off stage of any standards that exceed the minimum standards and support the Buyer in making claims for compensation.

# 6. Mandatory Requirements For Lot 2

This section provides details of the mandatory requirements that the Supplier shall be expected to fulfil in their entirety for Lot 2, in order to fulfil the delivery requirements of this Framework Agreement.

It is important that the Supplier takes time to fully understand this important part of the Framework Agreement.

**6.1** The Supplier shall provide one (1) or more of the ancillary services listed below. These ancillary deliverables include but are not limited to:

## **6.2 Water Footprint Assessment**

1. The Supplier shall meet the level of standard as required in the Global Water Footprint Assessment standard.

<https://www.waterfootprint.org/>

1. The Supplier shall agree the scope of works with the Buyer at Call Off stage prior to commencement of any assessments.
2. The Supplier shall be required to carry out assessments as required by the Buyer which will include a water footprint sustainability assessment, preparation of a fully auditable report which will include identification of measures that may contribute to reducing the water footprint of the sites or processes that have been assessed.
3. The Buyer has the right, but will not be obliged to, purchase any Goods or Services pertaining to goods and/or services identified in the report from the Supplier.
4. If the Buyer chooses to utilise Suppliers Services to implement the measures identified in the report, the Supplier shall ensure sufficient auditable measurement and verification to validate the savings arising from implementation of the programme of works as outlined in section 7.2.

## **6.3 Tariff optimisation and Benchmarking**

1. The Supplier shall agree the scope of works with the Buyer at Call Off stage prior to commencement of any Services.
2. The Supplier shall undertake detailed historical analysis of each component part of the Buyers invoices for each site or meter and produce a report which will identify and validate billing arrangements and tariffs. The review will include, but is not limited to, an assessment of appropriate consumption in line with staffing levels and facilities via use of benchmark consumption and verification of appropriate meter size for each property.
3. The report will identify and make recommendations for any rectification measures required to optimise the Buyers billing arrangements.
4. The Buyer has the right, but will not be obliged to, request and pay for any Services pertaining to rectification measures identified in the report from the Supplier.
5. If the Buyer chooses to utilise the services of the Supplier to implement the goods and/or services pertaining to the measures identified in the report, the Supplier shall ensure sufficient auditable measurement and verification to validate the savings arising from implementation of the programme of works as outlined in section 7.2.

## **6.4 Water Audit Site Surveys**

1. The Supplier shall agree the scope of works with the Buyer at the Call Off stage prior to the commencement of any Services.
2. A site audit shall be carried out by experienced technicians.
3. The Buyer may request to see water or environmental accreditations or qualifications held by the Supplier and/or staff carrying out the site audits.
4. The site survey shall include but not be limited to examining all facets of water usage on the premises including survey of any water devices and infrastructure and analysis of drainage and where relevant trade effluent discharge.
5. The Supplier shall produce a detailed report which will provide evidence of the work undertaken, the assessment results and recommendations for any operational changes or asset modifications required to reduce consumption. This report must provide an indication of any costs of works and potential savings from their implementation.
6. The Buyer has the right, but will not be obliged to, request and pay for any Goods and/or Services pertaining to the measures identified in the report from the Supplier

## **6.5 Leak Detection and Repair**

1. The Supplier shall agree the scope of works with the Buyer at Call Off stage prior to commencement of any Services.
2. The leak detection surveys will be carried out by qualified engineers and/or technicians.
3. The survey will be non-destructive to the Buyers on site and may include, but not be limited to, meter readings and drop testing to verify volume and leakage, physical examination of the site, placing of pipework and use of specialised leak detection equipment.
4. The Supplier shall produce a survey report identifying evidence of any leaks or issues identified and provide a recommendation of works required to repair any leaks or rectify any assets including an estimate of any costs.
5. The Buyer has the right but will not be obliged to request and pay for any Goods and/or Services pertaining to the measures identified in the report from the Supplier.
6. If the Buyer chooses to utilise the Services of the Supplier to implement the Goods and/or Services pertaining to the measures identified in the report, the Supplier shall ensure sufficient auditable measurement and verification to validate the savings arising from implementation of the programme of works as outlined in section 7.2.

## **6.6 Contingency Planning**

1. The Supplier shall agree the scope of works with the Buyer at Call Off stage prior to commencement of and Services.
2. The Supplier shall carry out a site survey and assessment to determine the impact on the site in the event of a water supply interruption and identify the requirements of that site to maintain operations.
3. The Supplier shall produce a report which provides an assessment of the site capability to operate during a water supply interruption and will propose a contingency plan to ensure continuity of water supply in an emergency. The report will make recommendations for measures to mitigate any risks to the Buyers site operations including any estimates of costs.
4. The Buyer has the right, but will not be obliged to, request and pay for any Services pertaining to the measures identified in the report from the Supplier.

## **6.7 Legionella Risk Assessment**

1. The Supplier shall agree the scope of works with the Buyer at Call Off stage prior to commencement of any Services.
2. The risk assessment should be carried out by a qualified and experienced risk assessor from a provider who has Legionella Control Association (LCA) accreditations and will be carried out in accordance with Health and Safety Executive Guidance and Codes of Practice for Legionnaires Disease (HSG 274).

<http://www.hse.gov.uk/legionnaires/>

1. The Supplier shall carry out a thorough inspection of the Buyer's premises and produce a risk assessment which should include identification and evaluation of all potential sources of risk associated with Legionella within the water system.
2. This assessment should include, but should not be limited to, a thorough inspection of water systems, water system schematic diagram(s), water temperatures taken from all outlets and readings measured against acceptable parameters, identification of all pipework configuration and water sources.
3. The Supplier shall produce a comprehensive Legionella Risk Assessment report which will identify any potential hazards, risks, appropriate control measures as well as any remedial action necessary to meet current standards and legal requirements.
4. The Buyer has the right, but will not be obliged to, request and pay for any Services pertaining to the measures identified in the report from the Supplier.

## **6.8 Automated Meter Reading (AMR)**

1. The Supplier shall agree the scope of works with the Buyer at Call Off stage prior to commencement of any Services.
2. The Supplier, shall at the request of the Buyer, at Call Off stage offer supply, installation, commissioning, maintenance and ongoing support software systems to facilitate remote meter reading and consumption monitoring.
3. The Supplier shall advise the Buyer of any installation costs to be applied by the water supplier that owns the meter.

## **6.9 Bill Validation and Cost Recovery**

1. The Supplier shall agree the scope of works with the Buyer at Call Off stage prior to the commencement of any Services.
2. The Supplier shall be required to provide a pre, or post bill validation service if requested by the Buyer which will compare invoices against the calculation of the correct charges for each meter according to supply contracts.
3. The Supplier may also be required by the Buyer to provide retrospective bill validation services going back for a period of, up to six (6) years.
4. The Supplier shall provide detailed analysis, at a frequency to be agreed with the Buyer, which will identify any discrepancies in invoices issued by the Buyer’s water supplier.
5. The report shall provide as a minimum, site identification information, type of error, amount investigated, period of error covered and recommendations for action.
6. The Supplier shall, if requested, undertake measures to resolve the errors with the Buyer’s water supplier and carry out rectification measures which may include refunds, credit notes and /or re-issue of invoices.

# 7. Mandatory Requirements for Lots 2 and 3

This section provides details of the mandatory requirements that the Supplier shall be expected to fulfil in their entirety for Lot 2 and Lot 3, in order to fulfil the delivery requirements of this Framework Agreement.

It is important that Suppliers take time to fully understand this important part of the Goods and Service delivery requirement, all mandatory requirements as listed below shall be required at the Framework Agreement commencement date with the Authority.

## **7.1 Project Management and Baselining**

1. The Supplier shall ensure all project management is carried out using project management methods and ensure roles and responsibilities are allocated appropriately.
2. The Supplier shall provide, in writing, a clear and auditable methodology for determining the baseline to be used for calculating consumption, financial and carbon savings as specified by the Buyer at Call Off stage.
3. The Supplier shall be able to demonstrate how they will assign and agree the roles and responsibilities that their organisation, Key Sub Contractors and third parties will undertake in the delivery of the  project

## **7.2 Measurement and Verification**

1. The Supplier shall be responsible for quantifying the results of all water conservation measures.
2. The Supplier shall establish all necessary measurement and verification reporting systems to receive and verify water reduction data from the premises during any payback period as set out in any Call Off Contract.
3. The measurement and verification systems shall meet the International Performance Measurement and Verification Protocol standards (see link below) or equivalent level of standard.

<http://evo-world.org/en/>

1. The Supplier shall attend meetings with the Buyer during which the Supplier shall provide a written and verbal report on the following matters as a minimum, but may be extended as requested by the Buyer:
2. the performance of all installed water conservation measures;
3. carbon/carbon-equivalent reductions achieved (with full details including calculations);
4. any water conservation measures that are underperforming;
5. identify any external factors impacting on, or likely to impact on, any payback calculation;
6. all actual savings and anticipated savings in relation to any installed water conservation measures for the Payback Period; and
7. any variations and the impact on anticipated savings and actual savings.

## **7.3 Costs and Fees**

1. The Supplier shall at Call Off stage, provide in a format prescribed by the Buyer associated with the requirement.
2. All pricing estimates will be subject to open book accounting.

# 8. Social Value

8.1 The key social value themes in this procurement are as follows:

## **8.2 Carbon Net Zero (CNZ):**

* + Effective stewardship of the environment; and
  + Reducing water consumption.

1. The Supplier shall support Buyers to reduce their water consumption, including methods used that include but is not limited to:

* engagement to raise awareness of the benefits of the environmental opportunities identified
* co-design/creation - working collaboratively to devise and deliver solutions to support and reduce water consumption
* training and education - influencing behaviour to reduce water and use resources more efficiently in the performance of the contract
* partnering/collaborating and engaging with the Buyers and the Suppliers local community in relation to the performance of the contract, to support water consumption reduction

## **Wellbeing:**

* + Improving health and wellbeing for local communities; and
  + Improving the health and wellbeing of the Supplier’s employees.

1. Suppliers shall providehealth and wellbeing work in their local communities, and contribute to the health and wellbeing of their employees including but not limited to:

* Actions to invest in the physical and mental health and wellbeing of the contract workforce
* volunteering Opportunities for the contract workforce
* flexible working opportunities
* wellbeing networks
* engagement plans to engage the contract workforce in deciding the most important issues to address.
* methods to monitor and measure staff engagement, adapting and implementing to changes when issues are identified including but not limited to participation within staff surveys, progression opportunities and/or health and wellbeing activities within the organisation
* processes for acting on issues identified

1. Social Value priorities shall form part of the Supplier Review meetings.
2. Key performance indicators will be used to measure the Social Value themes.
3. The Buyer can identify specific Social Value priorities at the Call Off stage.