

First Issued: 23rd August 2021

Last Updated: 26th August 2021

TCA 3/7/1211 CONTRACT FOR THE PROVISION OF BILL VALIDATION AND BUREAU SERVICES – Clarification Q & A

| | Clarification Question: | MCA Response: |
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| 01 | Please confirm what utilities this service is for | Gas, electricity, water, oil and LPG |
| 02 | Please confirm the number of meters for each utility | 1 per utility 90% AMR for electricity |
| 03 | Please confirm all the Energy Reports you require | Consumption per kwh for each property location and water usage- quarterly |
| 04 | Please confirm the number of Feasibility Studies to be undertaken | This varies dependant on specific efficiency requirements and available funding across the estate during the contractual period. For evaluation purposes please price for two reports per annum on the pricing schedule |
| 05 | Please provide details of the specific cost reports in support of GGC | Consumption only |
| 06 | Is there a word count for each question? | There is a character count of 2000 on the Jaggaer system, any additional information can be added as an attachment |
| 07 | Since 2017, what has the format of your utilities data been presented in? | EDI format and paper for some water billing |
| 08 | As there are 5 utilities this would suggest only 5 meters. Please confirm the number of Gas Meters, the number of Elec Meters, the number of Water Meters, the Number of Oil Meters, and the Number of LPG meters | We have more than 300 electricity and water meters and 60 gas meters across the estate you do not have meters for oil or LPG consuming sites but there are 6 oils consuming sites and 1 LPG consuming site. |
| 09 | Can we please request an extension to the deadline to Friday 3rd September, 11am? | No due to timescales |
| 10 | Are you able to provide a bit more information on the following two points please, to ensure we are on the right track: a. "Receive and process customer's electronic messages within 1 working day of receipt (meter readings, consumption's, multiple rate bands, maximum demand levels, supply availability levels, invoice dates, utility supplier, tariff structure, invoice date etc.)." - Is this simply regarding our email response times? | a. Yes b. To clarify MCA would expect a contractor to have the capability and knowledge to deal with messages from suppliers directly in the formats used such as EDI Billing etc |

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| | b. "Where appropriate, set up an Electronic Data Interchange facility where the supplier can provide an industry standard message format." - Could you please confirm what specifically this is related to? | |
| 11 | Regarding the feasibility studies can you confirm the details of these, you mention two a year, but over how many sites and what will they be looking into, what is required. We need to have an understanding so that we provide a costing for the number of consultancy days that may be required for this. | We would always commission and pay for any feasibility reports we need this will be separate and in addition to the contract price, we just need to know that the contractor has the capacity to undertake these for us as required. For evaluation purposes only we have asked you to price for 2 reports |
| 12 | Within the pricing schedule there is no line available to add set-up costs, would you like us this to build it in to the cost as all-inclusive or add a separate line item for this? | This will need to be an inclusive cost as whilst it is assumed most bill validation providers will already have established software package to validate bills it is fully appreciated that there will be set up costs in the case of a new supplier being appointed and these will be considered. |
| 13 | How many users of the system will there be, how many will require access to your database and on what levels. How many administrators for your database will there be, and what training will be required? | It is envisaged that all of the data and billing will be sent to and held by the appointed contractor, access to this system will be required for one to two people in Estates and also one to two people in our Finance Team, the level of training required to access that system and interrogate the billing or undertake any reports manually would need to be determined by the provider and costed accordingly within their proposal. |
| 14 | With regard to clause E7, in the General conditions of contract, does this mean all IP (software) used, developed, etc in provision of this service will pass to the Department for Transport (clause E7.1)? | All Intellectual Property Rights in any guidance, specifications, instructions, toolkits, plans, data, drawings, databases, software, patents, patterns, models, designs, or other material (the "IP Materials"): prepared by or for the Contractor on behalf of the Authority for use, or intended use, in relation to the performance by the Contractor of its obligations under the Contract shall belong to the Authority. The Contractor hereby assigns to the Authority, with full title guarantee, all Intellectual Property Rights which may subsist in the IP Materials prepared in accordance with clause E7.1 (b). This assignment shall take effect on the date of the |

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| | | Contract or as a present assignment of future rights that will take effect immediately on the coming into existence of the Intellectual Property Rights produced by the Contractor. The Contractor shall execute all documentation necessary to execute this assignment. |
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