

Invitation to tender

Attachment 2 – How to bid - REDACTED

**RM6251 Supply of Energy 2**

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# How to make your bid

* 1. Your bid must be made by the organisation that will be responsible for providing the goods and/or services if your bid is successful.
	2. You may bid for one or more of the lots, ensure you read paragraph 3.1 of attachment 1.
	3. Your bid must be **entered into the eSourcing tool.** We can only accept bids that we receive through the eSourcing tool.

If you are bidding as a Consortium, please submit your bid in the name of the Lead member and follow the instructions when completing the Qualification envelope, including providing the name of the consortium in Section 1.8.2.

If you are bidding as a single entity on a Lot and as a Consortium on another Lot, you will need to set up an additional account in the eSourcing tool. Please submit your bids as follows:

* For your bid as a single entity, please submit your bid in the eSourcing tool in the name of your organisation.
* For your bid as a consortium, please create an additional account in the eSourcing tool in the name of your consortium

In both cases, when submitting your bid(s) please continue to follow the instructions when completing the Qualification envelope section 1.8 Group or Consortium Details.

* 1. Upload ONLY those attachments we have asked for. Do not upload any attachments we haven’t asked for.
	2. Make sure you answer every question.
	3. You must submit your bid before the bid submission deadline, in paragraph 5 “Timelines for the competition” in attachment 1 - About the framework.
	4. It will be our decision whether we will accept bids submitted after the bid submission deadline.
	5. You must regularly check for messages in the eSourcing tool throughout the competition. You must log on to the eSourcing tool and access your message inbox for this competition to check for messages.
	6. If anything is unclear, or you are unsure how to complete your bid submission, you can raise a question before the clarification question deadline, via the eSourcing tool. Read paragraph 6 “When and how to ask questions” in attachment 1 - About the framework.
	7. We may require you to clarify aspects of your bid in writing and/or provide additional information. Failure to respond within the time required, or to provide an adequate response will result in the rejection of your bid and your exclusion from this competition.

# Selection stage

* 1. At the selection stage, we evaluate bidders’ technical, professional and financial capabilities. We will ask a range of questions appropriate to the procurement. It is important that you answer these questions accurately.
	2. If you are relying on any key subcontractors to provide the answers to the technical and professional ability, they must complete Parts 2 and 3 for themselves.
	3. In addition, if you are the lead member of a consortium, you must get each of the other members to answer the questions in Parts 2 and 3 for themselves.
	4. We are providing the ‘Information and declaration’ workbook (attachment 4) to enable you to collect and submit this data to us, whether from organisations on whom you are relying (for example a key subcontractor or a guarantor) or from other members of a consortium.

# Selection process

* 1. After the bid submission deadline, we will check all bids to make sure we have received everything we have asked for.
	2. We may ask you to clarify information you provide, if that is necessary. Don’t forget to check for messages in the eSourcing tool throughout the competition. You must log on to the eSourcing tool and access your message inbox for this competition to check for messages.
	3. If your bid is not compliant we will reject your bid and you will be excluded from the competition. We will tell you why your bid is not compliant.
	4. Not all selection questions need guidance as the questions are self-evident. However other questions such as the financial question, require a process to be undertaken before we can assess your response. In those instances, we have told you what we will do in the **evaluation guidance**.

# Selection criteria

* 1. We may exclude you from the competition at the selection stage if:
		+ you receive a ‘fail’ for any of the evaluated selection questions.
		+ any of the information you have provided proves to be false or misleading.
		+ you have broken any of the competition rules in paragraph 9 attachment 1 About the framework, or not followed the instructions given in this bid pack.
		+ having applied the policy set out in Procurement Policy Note 01/22 ([PPN 01/22](https://www.gov.uk/government/publications/procurement-policy-note-0122-contracts-with-suppliers-from-russia-and-belarus)) you (or any of your subcontractors named in your tender) are deemed as constituted or organised under the law of Russia or Belarus, or whose ‘Persons of Significant Control’ information states Russia or Belarus as the place of residency.
	2. If we exclude you from the competition we will tell you and explain why.

# Selection questionnaire

Please refer to Attachment 2a Selection questionnaire. Remember you must complete the questionnaire online in the eSourcing tool (qualification envelope).

# Award stage

If you have successfully passed the selection stage, you will proceed to the award stage.

We have tried to make our award stage as simple as possible, whilst achieving the best possible commercial outcomes.

Your bid must deliver what our buyers need, at the best possible price you can give.

When completing your bid you must:

* Read through the entire bid pack specifically the Framework Agreement and the Specification at Schedule 3 (Gas, Electricity, Ancillary Services)carefully, and read more than once
* Read each question, the response guidance, marking scheme and evaluation criteria
* Read the Framework Agreement terms.
* If you are unsure, ask questions before the clarification questions deadline See paragraph 5 ‘Timelines for the competition’ and paragraph 6 ‘When and how to ask questions’ in attachment 1 - About the framework document
* Allow plenty of time to complete your responses; it always takes longer than you think to submit
* Your prices should be in line with the service level you offer, in response to the award quality questions.
* All information that is redacted at Selection stage will be made available to bidders who are successful at Selection and are progressing to Award stage.

# Award criteria

The Award Stage consists of a quality evaluation (see paragraph 9 of this document) and a price evaluation (see paragraph 10 of this document).

The award of this framework will be on the basis of the ‘Most Economically Advantageous Tender’ (MEAT).

The weighting for the quality evaluation is 70 marks; and, the price evaluation is worth 30 marks.

# Award process

* 1. What YOU need to do
* answer the quality questions section A, section B, section E and section F, as well as section C (Electricity) and section D (Gas) depending on the lot you are bidding. These must be answered within the technical questionnaire of the eSourcing tool.
* read and understand the Pricing Questions for Electricity and Gas (Attachments 3a and 3b respectively), complete Attachment 3 Pricing Matrices for the Lot(s) for which you are bidding
* Upload your completed price matrix into the eSourcing tool in the commercial envelope to questions PQ1 & PQ2.
	1. What **WE** will do at the award stage

| 1. | **Compliance Check**First, we will do a check to make sure that you completed the pricing matrix in line with our instructions.  |
| --- | --- |
| 2. | **Quality Evaluation**We will give your responses to our evaluation panel. Each evaluator will independently assess your responses to the quality questions using the response guidance and the evaluation criteria. Each evaluator will give a mark and a reason for their mark for each question they are assessing. Each evaluator will enter their marks and reasons into the eSourcing tool. |
| 3. | **Consensus** Once the evaluators have independently assessed your answers to the questions we will arrange for the evaluators to meet and we will facilitate the discussion. At this consensus meeting, the evaluators will discuss the quality of your answers and discuss their marks and reasons for that mark. The discussion will continue until they reach a consensus regarding the mark, and a reason for that mark, for each question. These final marks will be used to calculate your quality score for each lot you have bid for.  |
| 4. | **Quality Threshold**There is no quality threshold that a bidder is required to reach in order to progress in the competition. Please refer to the tables at paragraph 9 for an example of how your **quality score** for each lot will be calculated. |
| 5. | **Evaluate Pricing**We will then give your pricing to the price evaluation panel, who are different evaluators from those who assessed your quality responses.They will calculate your price score using the evaluation criteria in paragraph 11 Price Evaluation and as illustrated in the following attachments:Attachment 3 Pricing Matrix Lot 1 ElectricityAttachment 3 Pricing Matrix Lot 2 GasAttachment 3a Pricing Questionnaire Lot 1 ElectricityAttachment 3b Pricing Questionnaire Lot 2 Gas |
| 6. | **Final Score**Your quality score will be added to your price score, to create your final score as illustrated in paragraph 12; Final decision to award. |
| 7. | **Award** Awards will be made to the successful bidders following the standstill period, subject to the framework agreement. |

# Quality Evaluation

Question AQA1 is a mandatory question, if you answer no to this question, we will reject your bid and you will be excluded from the competition. Questions AQB1, AQB2, AQB3, AQB4 and AQB5 are lot specific questions and will be evaluated PASS / FAIL. If you answer no to one or more of the questions, which are relevant to the lot you are bidding for, we will reject your bid and you will be excluded from the competition. We will tell you that your bid has been excluded and why.

Each question must be answered in its own right. You must not answer any of the questions by cross referencing other questions or other materials for example reports or information located on your website.

Each of the quality questions, in section C, section D, section E and section F of the quality questionnaire will be independently assessed by our evaluation panel.

When the consensus meeting has taken place and the final mark for each question has been agreed by the evaluators, your final mark for each question will be multiplied by that questions weighting and rounded to two (2) decimal places to calculate your weighted mark for that question.

Each weighted mark for each question for each lot you have submitted a bid for will then be added together to calculate your quality score.

Please see tables A and B below for an example of how your quality score will be calculated.

Table A – Lot 1 Electricity

| **Question**  | **Question Weighting**  | **Maximum mark available**  | **Your final mark** | **Your weighted mark** |
| --- | --- | --- | --- | --- |
| AQC1 | REDACTED |
| AQC2 | REDACTED |
| AQE1 | Customer Queries & Issues - All Lots | 8% | 100 | 75 | 6.00 |
|  AQE2 | Customer Account Setup - All Lots | 11% | 100 | 100 | 11.00 |
| AQE3 | Invoice Management - All Lots | 10% | 100 | 25 | 2.50 |
| AQE4 | Account Management - All Lots | 11% | 100 | 75 | 8.25 |
| AQF1 | Fighting Climate Change - All Lots | 6% | 100 | 66 | 3.96 |
| AQF2 | Wellbeing - All Lots | 4% | 100 | 100 | 4.00 |
| **Quality score (out of 70)** | **50.71** |

Table B – Lot 2 Gas

| **Question**  | **Question Weighting**  | **Maximum mark available**  | **Your final mark** | **Your weighted mark** |
| --- | --- | --- | --- | --- |
| AQD1 | REDACTED |
| AQD2 | REDACTED |
| AQE1 | Customer Queries & Issues - All Lots | 8% | 100 | 75 | 6.00 |
|  AQE2 | Customer Account Setup - All Lots | 11% | 100 | 100 | 11.00 |
| AQE3 | Invoice Management - All Lots | 10% | 100 | 25 | 2.50 |
| AQE4 | Account Management - All Lots | 11% | 100 | 100 | 11.00 |
| AQF1 | Fighting Climate Change - All Lots | 6% | 100 | 66 | 3.96 |
| AQF2 | Wellbeing - All Lots | 4% | 100 | 33 | 1.32 |
| **Quality score**  | **50.78** |

# Award quality questionnaire

* 1. The quality questionnaire is split into three sections:
* Section A – Mandatory questions
* Section B – Mandatory questions lot specific
* Section C – Trading lot 1 Electricity
* Section D – Trading lot 2 Gas
* Section E - Service Questions
* Section F - Social Value
* Section G - Pricing questions
	1. A summary of all the questions in the quality questionnaire, along with the marking scheme, and weightings for each question is set out in Annex A - Award Questionnaire

# Price evaluation

This paragraph 11 contains information on how to complete the pricing matrix attachment 3 and the price evaluation process.

* 1. **REDACTED**

* 1. Price evaluation process

The pricing questions, response and evaluation guidance and marking scheme can all be found in Attachment 3a Pricing Questionnaire Lot 1 Electricity and Attachment 3b Pricing Questionnaire Lot 2 Gas

**REDACTED**.

* 1. Abnormally low tenders

Where we consider any of the pricing you have submitted to have no correlation with the quality of your offer or to be **abnormally low** or will ask you to explain the price(s) you have submitted (as required in regulation 69 of the Regulations).

If your explanation is not acceptable, we will reject your bid and exclude you from this competition, we will inform you if your bid has been excluded and why.

###

# Final decision to award

* 1. How we will calculate your final score

We will add your quality score to your price score to calculate your final score.

Example:

| Bidder | Quality score | Price score | Final score |
| --- | --- | --- | --- |
| (Maximum score available 70) | (Maximum score available 30) | (Maximum score available 100) |
| Bidder A | 70.00 | 30.00 | 100.00 |
| Bidder B | 60.00 | 15.00 | 75.00 |
| Bidder C | 50.00 | 12.00 | 62.00 |

We will then rank all final scores from highest to lowest.

We will offer the number of bidders a framework Agreement as set out in paragraph 3.1 of attachment 1 – about the framework.

* 1. Intention to award

You can submit a bid for one or more lots. If you have submitted a bid for more than 1 lot and are successful on more than 1 lot, you will only be awarded a place on 1 lot as set out in paragraph 3.1 of Attachment 1 - About the Framework.

We will tell you if you have been successful or unsuccessful via the eSourcing tool. We will send intention to award letters to all bidders who are still in the competition i.e. who have not been excluded.

At this stage, a standstill period of ten (10) calendar days will start, the term standstill period is set out in regulation 87(2) of the Regulations. During this time, you can ask questions that relate to our decision to award. We cannot provide advice to unsuccessful bidders on the steps they should take and they should seek independent legal advice, if required.

If during standstill we do receive a substantive challenge to our decision to award and the challenge is for a certain lot, we reserve the right, to conclude a framework agreement with successful bidders for the lot(s) that have not been challenged.

Following the standstill period, and if there are no challenges to our decision, successful bidders will be formally awarded a framework agreement subject to signatures.

* 1. Framework Agreement

You must sign and return the framework agreement within 10 days of being asked. If you do not sign and return, we will withdraw our offer of a framework agreement.

The conclusion of a framework agreement is subject to the provision of due ‘certificates, statements and other means of proof’ where bidders have, to this point, relied on self-certification.

If you have bid as a consortium, the conclusion of a framework agreement is subject to the provision of due ‘certificates, statements and other means of proof’ from EACH member of the consortium.

This means:

* + - Insurance certificates as per question 1.26 part 7 of Selection Questionnaire
		- Cyber Essentials Plus Certificate as per question 1.27 part 8 of Selection Questionnaire

You are required to send the documentary evidence of the above to no later than the date provided in the Intention to Award letter. Failure to do so may mean that we will withdraw our offer of a framework Agreement.

**Annex A - Award Questionnaire**

| **Section** | **Evaluated** | **Section Weight %** |
| --- | --- | --- |
| **SECTION A – MANDATORY QUESTION** | **N/A** |
| AQA1 | Supply of Energy 2 Terms & Conditions | Pass / Fail | N/A |
| **SECTION B – MANDATORY QUESTIONS LOT SPECIFIC** | **N/A** |
| AQB1 | Trading Support Market View - Lot 1 Electricity | Pass / Fail | N/A |
| AQB2 | Forecasts & Analysis & Reports - Lot 1 Electricity | Pass / Fail | N/A |
| AQB3 | Licences for Energy Market Coverage - Lot 1 Electricity | Pass / Fail | N/A |
| AQB4 | Analytical Tools - Lot 2 Gas | Pass / Fail | N/A |
| AQB5 | Independent end-of-day prices and market reports - Lot 2 Gas | Pass / Fail | N/A |
| **SECTION C – TRADING Lot 1 Electricity** | **20%**  |
| AQC1 | REDACTED |
| AQC2 | REDACTED |
| **SECTION D – TRADING Lot 2 Gas** | **20%** |
| AQD1 | REDACTED |
| AQD2 | REDACTED |
| **SECTION E – SERVICE QUESTIONS** | **40%** |
| AQE1 | Customer Queries & Issues | 100 / 75 / 50 / 25 / 0 | 8% |
| AQE2 | Customer Account Setup | 100 / 66 / 33 / 0 | 11% |
| AQE3 | Invoice Management | 100 / 75 / 50 / 25 / 0 | 10% |
| AQE4 | Account Management | 100 / 75 / 50 / 25 / 0 | 11% |
| **SECTION F – SOCIAL VALUE** | **10%** |
| AQF1 | Fighting Climate Change  | 100 / 66 / 33 / 0 | 6% |
| AQF2 | Wellbeing | 100 / 66 / 33 / 0 | 4% |
| **SECTION G - PRICING** | **30%** |

**Pricing questions can be found in Attachments 3a and 3b**

**SECTION A – MANDATORY QUESTION**

| **AQA1 Supply of Energy 2 Terms & Conditions**  |
| --- |
| Please select YES or NO to indicate that in the event you are successful in this Procurement that you will, or will not, unreservedly sign the Framework Agreement without caveats or limitations as published at Attachment 13. |
| **AQA1 Response Guidance** NOTE – THIS IS A PASS / FAIL QUESTION. IF YOU CAN NOT OR ARE UNWILLING TO AGREE TO THIS REQUEST AT AQA1, YOU WILL BE UNABLE TO CONTINUE IN THIS PROCESS.Selecting YES means that you agree unreservedly to sign the Framework Agreement as published in Attachment 13 in the event you are successful at this stage of the competition. If you refuse to sign the Framework Agreement once you have already made this agreement and have been successful, your entire response will be deemed non-compliant and THE OFFER OF THE FRAMEWORK AGREEMENT WILL BE WITHDRAWN.If this occurs, the next ranked bidder will be offered the Framework Agreement. |
| **Marking Scheme** | **Evaluation Guidance**  |
| PASS | You have selected YES that you will, unreservedly and without caveat or limitations, commit to signing the Framework Agreement as published in Attachment 13 of this bid pack (including your responses to the whole Award Questionnaire as a Schedule to the Framework Agreement). |
| FAIL | You have selected NO confirming that you are not willing to commit, unreservedly and without caveat or limitations, to signing the Framework Agreement as published in Attachment 13 of this bid pack (including your responses to the whole Award Questionnaire as a Schedule to the Framework Agreement).ORYou have selected YES but included caveats to that response. |

**SECTION B – MANDATORY QUESTIONS LOT SPECIFIC**

| **AQB1 Trading Support Market View - Lot 1 Electricity** |
| --- |
| CCS currently has four (4) read-only licenses to use Trayport Joule as a screen-based access point to combine and view real time wholesale energy market brokered platform activity, depth of market, trade information (Spectron, ICAP, GFI, Prebon, and Griffin with whom CCS contracts independently for read only access). The requirement is for you to confirm (by selecting YES or NO) that, in the event you are successful in this procurement, you will cover the cost of the four (4) read only licenses for Trayport Joule from 1st April 2024 until 31st March 2025, and then source and pay for four equivalent licenses to 31st March 2028 (a period of 4 years in total).Should CCS’ requirements change, the winning bidder will offer services of equivalent value. |
| **AQB1 Response guidance** This is a Pass/Fail question. If you cannot or are unwilling to select ‘Yes’ to this question, you will be disqualified from further participation in this competition for Lot 1 Electricity. You are required to select either option YES, or NO from the drop-down list.Yes - You agree to cover the cost of the read-only licenses as stated in this question.No - You do not agree to cover the cost of the read-only licenses as stated in this question, or you are not bidding for Lot 1. |
| **Marking Scheme** | **Evaluation Guidance**  |
| PASS | You have selected YES |
| FAIL | You have selected NO |

| **AQB2 Forecasts & Analysis & Reports - Lot 1 Electricity** |
| --- |
| CCS requests that the bidder provides access to quality modelled gas and power forecasts covering the trading horizon from an independent analysis group. In addition to price forecasts, package to include analytical support, reports and related services at no additional costs to CCS as detailed below from 1st May 2024 to 30th April 2028.For information purposes only, CCS currently receives the following package from Platts at site level for multiple users : a. Platts European Natural Gas Serviceb. Platts European Electricity Servicec. Subscription for 2 users to Platts Coal Trader International basic service Note also that CCS will require access to the winning bidder’s in-house fundamental analysis, support, reports, related services etc.  |
| **AQB2 Response guidance**This is a Pass/Fail question. If you cannot or are unwilling to select ‘Yes’ to this question, you will be disqualified from further participation in this competition for Lot 1 Electricity. You are required to select either option YES, or NO from the drop-down list.Yes - You agree to provide the access to the quality gas and power forecasts, analytical support, reports, and services as stated in this question.No - You do not agree to provide the access to the quality gas and power forecasts, analytical support, reports and services as stated in this question, or you are not bidding for Lot 1. |
| **Marking Scheme** | **Evaluation Guidance**  |
| PASS | You have selected YES |
| FAIL | You have selected NO |

| **AQB3 Licences for Energy Market Coverage - Lot 1 Electricity** |
| --- |
| The requirement is for you to confirm that, in the event you are successful in this procurement you will source and pay for two (2) licenses to a platform providing at minimum comprehensive energy market coverage from 1st July 2024 (or other start date agreed following the commencement of the Framework Agreement) for a period of four years. CCS currently use Refinitiv's Eikon for Commodities platform to meet the requirement.Our requirements in this area is for industry standard analytical tool across commodities, that includes but is not limited to the following:● Live overview of UK and European power fundamentals (plant outages, forecast power demand and updated power supply) ● Live overview of UK and European gas system (live supply data, up to date storage data and gas demand data) ● Comprehensive real time (or near real time) market prices and historical data ● Weather forecasting (UK and Global), to include ensemble views, wind & solar forecasts ● Real time view of ICE (Intercontinental Exchange) UK gas market activity● LNG Tracking, global gas information● FX, commodity & equities data & market prices● News services, research and live reporting from global sources ● UK and continental gas and power supply and demand forecasting, (eg wind / solar generation forecasts, generation availability, system balance forecasts)● Technical analysis functionality ● Remote access from anywhere (business continuity purposes)  |
| **AQB3 Response guidance**This is a Pass/Fail question. If you cannot or are unwilling to select ‘Yes’ to this question, you will be disqualified from further participation in this competition for Lot 1 Electricity. You are required to select either option YES, or NO from the drop-down list.Yes - You agree to provide the access to the comprehensive energy market coverage tools as stated in this question.No - You do not agree to provide the access to the comprehensive energy market coverage tools as stated in this question, or you are not bidding for Lot 1. |
| **Marking Scheme** | **Evaluation Guidance**  |
| PASS | You have selected YES |
| FAIL | You have selected NO |

| **AQB4 Analytical Tools - Lot 2 Gas** |
| --- |
| The requirement is for you to confirm that, in the event you are successful in this procurement, you will cover the cost of CCS' existing three (3) Bloomberg Licenses and subscription costs from 1st April 2024 to their expiry date on 11th December 2025 and then source and pay for equivalent from their expiry to 31st March 2028 (a period of 4 years in total)Our requirements in this area are for industry standard analytical tools across commodities, financial instruments, equities, currencies and derivatives. Minimum requirements: ● Live overview of UK and European power fundamentals (plant outages, forecast power demand and updated power supply) ● Live overview of UK and European gas system (live supply data, up to date storage data and gas demand data) ● Comprehensive real time (or near real time) market prices and historical data ● Weather forecasting (UK and Global), to include ensemble views, wind & solar forecasts ● Real time view of ICE (Intercontinental Exchange) UK gas market activity● LNG Tracking, global gas information● FX, commodity & equities data & market prices● News services, research and live reporting from global sources ● UK and continental gas and power supply and demand forecasting, (eg wind / solar generation forecasts, generation availability, system balance forecasts)● Technical analysis functionality ● Remote access from anywhere (business continuity purposes)  |
| **AQB4 Response guidance**This is a Pass/Fail question. If you cannot or are unwilling to select ‘Yes’ to this question, you will be disqualified from further participation in this competition for Lot 2 Gas. You are required to select either option YES, or NO from the drop-down list.Yes - You agree to provide the industry-standard analytical tools as stated in this question.No - You do not agree to provide the access to the industry-standard analytical tools as stated in this question, or you are not bidding for Lot 2. |
| **Marking Scheme** | **Evaluation Guidance**  |
| PASS | You have selected YES |
| FAIL | You have selected NO |

| **AQB5 Independent end-of-day prices and market reports - Lot 2 Gas** |
| --- |
| CCS requests that the bidder provides access to two (2) licenses for end of day prices and market reports for gas and power from an independent price reporting agency from the 2nd March 2024 for a period of 4 years. The licences must allow CCS to access historical and end of day prices for settlement purposes and market analysis. CCS currently meets this requirement with subscription to the European Spot Gas Markets and European Daily Electricity Markets reporting service provided by ICIS.  |
| **AQB5 Response guidance**This is a Pass/Fail question. If you cannot or are unwilling to select ‘Yes’ to this question, you will be disqualified from further participation in this competition for Lot 2 Gas. You are required to select either option YES, or NO from the drop-down list.Yes - You agree to provide the end-of-day prices and market reports as stated in this question.No - You do not agree to provide the end-of-day prices and market reports as stated in this question, or you are not bidding for Lot 2. |
| **Marking Scheme** | **Evaluation Guidance**  |
| PASS | You have selected YES |
| FAIL | You have selected NO |

**SECTION C – TRADING Lot 1 Electricity**

| **AQC1 REDACTED** |
| --- |
| REDACTED |
| **AQC1 Response Guidance** REDACTED |
| **Marking Scheme REDACTED** |
| Marking Scheme | Evaluation criteria |
| REDACTED | REDACTED |
| REDACTED | REDACTED |
| REDACTED | REDACTED |

| **AQC2 REDACTED** |
| --- |
| REDACTED |
| **AQC2 Response Guidance** REDACTED |
| **Marking Scheme** | **Evaluation Guidance**  |
| REDACTED | REDACTED |
| REDACTED | REDACTED |
| REDACTED | REDACTED |

**SECTION D – TRADING Lot 2 Gas**

| **AQD1 REDACTED** |
| --- |
| REDACTED |
| **AQD1 Response Guidance** REDACTED |
| **Marking Scheme** | **Evaluation Guidance**  |
| REDACTED | REDACTED |
| REDACTED | REDACTED |
| REDACTED | REDACTED |

| **AQD2 REDACTED** |
| --- |
| REDACTED |
| **AQD2 Response Guidance** REDACTED |
| **Marking Scheme** | **Evaluation Guidance**  |
| REDACTED | REDACTED |
| REDACTED | REDACTED |
| REDACTED | REDACTED |

**SECTION E – SERVICE QUESTIONS**

| **AQE1 CUSTOMER QUERIES AND ISSUES** |
| --- |
| The bidder must manage and resolve Customer queries and issues through to resolution in line with the KPI's detailed in Schedule 7 of the Framework Agreement. Please can you demonstrate the processes you will employ to ensure that Customer queries and issues are managed and resolved effectively?  |
| **AQE1 Response Guidance** Your response must clearly demonstrate the processes that you will follow to manage and resolve queries and issues effectively and must describe: 1. your query management procedure including use of any query management system and how it will be applied and add value.
2. your escalation procedure including the teams and levels of management involved.
3. how you will take ownership of queries and issues, including the frequency and method of communication with Customers from first contact through to resolution of query/ issue.
4. how you will use ongoing root cause analysis to ensure that common issues are addressed with enduring solutions to avoid repetition of queries and improve service delivery.

Your response should be limited to each of the component parts of this question. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.Maximum character count for the response – 4000 characters including spaces and punctuation (within the eSourcing tool please submit your response in the 2x 2000 character texts boxes available for this question). Please note this character count cannot be exceeded within the eSourcing tool. Responses must include spaces between words.Bidders must refrain from including generalised statements, information not relevant to the topic and information related to marketing of your organisation. |
| **Marking Scheme** | **Evaluation Guidance**  |
| 100 | The bidder’s response fully addresses 4 of the 4 component parts (a to d) of the response guidance above. |
| 75 | The bidder’s response fully addresses 3 of the 4 component parts (a to d) of the response guidance above. |
| 50 | The bidder’s response fully addresses 2 of the 4 component parts (a to d) of the response guidance above. |
| 25 | The bidder’s response fully addresses 1 of the 4 component parts (a to d) of the response guidance above. |
| 0 | The bidder’s response has not fully addressed any of the 4 component parts (a to d) of the response guidance above ORORan answer has not been provided. |

| **AQE2 CUSTOMER ACCOUNT SETUP** |
| --- |
| CCS requires the bidder to ensure that customer accounts are created and maintained in line with Customer and CCS requirements. Can you please detail within your response the account setup and maintenance process you will adopt? |
| **AQE2 Response Guidance** Your response should clearly demonstrate how you will ensure that Customers accounts are set up and maintained effectively, and must describe:1. your process for customer account setup and ongoing maintenance.
2. an outline of the approach you would adopt to manage the account setup process post transition of the existing Customer Portfolio from the current provider and how you will deal with any issues arising during transition.
3. any account administration options that will be made available to customers such as different invoicing or account management options for customers with multiple departments.

Your response should be limited to each of the component parts of this question. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.Maximum character count for the response – 4000 characters including spaces and punctuation (within the eSourcing tool please submit your response in the 2x 2000 character texts boxes available for this question). Please note this character count cannot be exceeded within the eSourcing tool. Responses must include spaces between words.Bidders must refrain from including generalised statements, information not relevant to the topic and information related to marketing of your organisation. |
| **Marking Scheme** | **Evaluation Guidance**  |
| 100 | The bidder’s response fully addresses 3 of the 3 component parts (a to c) of the response guidance above. |
| 66 | The bidder’s response fully addresses 2 of the 3 component parts (a to c) of the response guidance above. |
| 33 | The bidder’s response fully addresses 1 of the 3 component parts (a to c) of the response guidance above. |
| 0 | The bidder’s response has not fully addressed any of the 3 component parts (a to c) of the response guidance above OR a response has not been provided to this question. |

| **AQE3 INVOICE MANAGEMENT** |
| --- |
| CCS requires the bidder to have systems and processes in place to support a variety of invoicing options. Please can you detail how you will support this requirement and how you will manage any changes to customers invoicing preferences? |
| **AQE3 Response Guidance** Your response must clearly describe how you will make available and manage the invoicing options and methods to customers and must describe:1. your process for deciding how a Customer could change their invoicing needs and the level of support available to allow Customers to understand the best options for their organisations billing systems.
2. an overview of how your invoicing system manages multi-site accounts that have a variety of invoicing demands within one account e.g. a Local Authority may require EDI (Electronic Data Interchange for their corporate buildings and paper bills for schools).
3. your process for managing invoices where a Customer’s energy is provided via an external source such as an EPA (Energy Purchase Agreement, including power purchase agreements and gas purchase agreements).
4. an overview of how you will promote and assist effective and accurate invoicing.

Your response should be limited to each of the component parts of this question. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.Maximum character count for the response – 4000 characters including spaces and punctuation (within the eSourcing tool please submit your response in the 2x 2000 character texts boxes available for this question). Please note this character count cannot be exceeded within the eSourcing tool. Responses must include spaces between words.Bidders must refrain from including generalised statements, information not relevant to the topic and information related to marketing of your organisation. |
| **Marking Scheme** | **Evaluation Guidance**  |
| 100 | The bidder’s response fully addresses 4 of the 4 component parts (a to d) of the response guidance above. |
| 75 | The bidder’s response fully addresses 3 of the 4 component parts (a to d) of the response guidance above. |
| 50 | The bidder’s response fully addresses 2 of the 4 component parts (a to d) of the response guidance above. |
| 25 | The bidder’s response fully addresses 1 of the 4 component parts (a to d) of the response guidance above. |
| 0 | The bidder’s response has not fully addressed any of the 4 component parts (a to d) of the response guidance above OR a response has not been provided to this question. |

| **AQE4 ACCOUNT MANAGEMENT** |
| --- |
| The bidder is required to provide an Account Management service to Customers as detailed in Schedule 5 of the Framework Agreement. Please can you provide details on how you would ensure effective delivery of this service to Customers?  |
| **AQE4 Response Guidance** Your response must clearly demonstrate your approach to providing an Account Management service to Customers, and must describe: 1. how you will undertake the appointment of a suitably qualified Account Management team.
2. how the team will be resourced to manage Customer’s accounts effectively and ensure appropriate availability including a description of your process for managing staff turnover to avoid any disruption.
3. how you will work in the Customers best interest to continuously improve service delivery.
4. your complaints management process.

Your response should be limited to each of the component parts of this question. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.Maximum character count for the response – 4000 characters including spaces and punctuation (within the eSourcing tool please submit your response in the 2x 2000 character texts boxes available for this question). Please note this character count cannot be exceeded within the eSourcing tool. Responses must include spaces between words.Bidders must refrain from including generalised statements, information not relevant to the topic and information related to marketing of your organisation. |
| **Marking Scheme** | **Evaluation Guidance**  |
| 100 | The bidder’s response fully addresses 4 of the 4 component parts (a to d) of the response guidance above. |
| 75 | The bidder’s response fully addresses 3 of the 4 component parts (a to d) of the response guidance above. |
| 50 | The bidder’s response fully addresses 2 of the 4 component parts (a to d) of the response guidance above. |
| 25 | The bidder’s response fully addresses 1 of the 4 component parts (a to d) of the response guidance above. |
| 0 | The bidder’s response does not fully address any component parts (a to d) of the response guidance above.ORan answer has not been provided. |

**SECTION F - SOCIAL VALUE**

| **AQF1** **Fighting Climate Change**  |
| --- |
| The Bidder is required to have systems or processes in place to meet the award criteria in providing an overview of activities that demonstrate and describe the tenderer’s existing or planned understanding of additional environmental energy benefits in the performance of the contract, including working towards net zero greenhouse gas emissions. Influencing staff, suppliers, customers and communities through the delivery of the contract to support science based environmental protection and energy usage improvements. While supporting innovation and disruptive technologies throughout the energy supply chain to deliver lower cost and/or higher quality goods and services. |
| **AQF1 Response Guidance**  Your response must clearly demonstrate the commitment your organisation will make to ensure that opportunities under the framework deliver outcomes which fight climate change. Please describe:1. how you will achieve this and how your commitment meets the requirements in the overarching question.
2. your project plan and process, including how you will implement your commitment whether it includes science based targets and by when.
3. how you will monitor, measure and report on your commitments/the impact of your proposals. This could include, but not be limited to a timed action plan consisting of:

○ use of metrics (including use of science based climate targets) ○ tools/processes used to gather data ○ reporting (timescales to be included) ○ feedback and improvement ○ transparencyYour response should be limited to each of the component parts of this question. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.Maximum character count for the response – 4000 characters including spaces and punctuation (within the eSourcing tool please submit your response in the 2x 2000 character texts boxes available for this question). Please note this character count cannot be exceeded within the eSourcing tool. Responses must include spaces between words.Bidders must refrain from including generalised statements, information not relevant to the topic and information related to marketing of your organisation. |
| **Marking Scheme 0 / 33 / 66 / 100** |
| 100 | The bidder’s response fully addresses 3 of the 3 component parts (a to c) of the response guidance above. |
| 66 | The bidder’s response fully addresses 2 of the 3 component parts (a to c) of the response guidance above. |
| 33 | The bidder’s response fully addresses 1 of the 3 component parts (a to c) of the response guidance above. |
| 0 | The bidder’s response has not fully addressed any of the 3 component parts (a to c) of the response guidance above OR a response has not been provided to this question. |

| **AQF2** **Wellbeing** |
| --- |
| The bidder is required to demonstrate how you will support the health and wellbeing, including physical and mental health, in the workforce. Influencing staff, suppliers, Customers and communities through the delivery of the framework to support health and wellbeing, including physical and mental health.Your response could include, but is not limited to: • energy engagement events; energy awareness campaigns and outreach activities; energy focus groups; ‘anchor institutions’ such as educational establishments and health trusts; Local Energy Economic Partnerships (LEPs); charities; industry or community representative bodies. • Plans for positive actions with energy aware community groups. • Measures for making facilities used in the delivery of the contract available for community groups, energy education or training. • Measures to build trust, gain credibility and build relationships to increase community energy knowledge, integration, trust and influence on how the contract is performed. • Support to community-led energy initiatives relevant to the contract.• Employee volunteering schemes applicable to the contract workforce. |
| **AQF2 Response Guidance** Your response must clearly demonstrate the commitment your organisation will make to ensure that opportunities under the framework deliver wellbeing outcomes. Please describe:1. how you will achieve this and how your commitment meets the overarching question.
2. your roadmap including how you will implement your commitment and by when.
3. how you will monitor, measure and report on your commitments/the impact of your proposals. This could include, but not be limited to a timed action plan consisting of:

○ timed action plan ○ use of metrics ○ tools/processes used to gather data ○ reporting (timescales to be included) ○ feedback and improvement ○ transparencyYour response should be limited to each of the component parts of this question. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.Maximum character count for the response – 4000 characters including spaces and punctuation (within the eSourcing tool please submit your response in the 2x 2000 character texts boxes available for this question). Please note this character count cannot be exceeded within the eSourcing tool. Responses must include spaces between words.Bidders must refrain from including generalised statements, information not relevant to the topic and information related to marketing of your organisation. |
| **Marking Scheme 0 / 33 / 66 / 100** |
| 100 | The bidder’s response fully addresses 3 of the 3 component parts (a to c) of the response guidance above. |
| 66 | The bidder’s response fully addresses 2 of the 3 component parts (a to c) of the response guidance above. |
| 33 | The bidder’s response fully addresses 1 of the 3 component parts (a to c) of the response guidance above. |
| 0 | The bidder’s response has not fully addressed any of the 3 component parts (a to c) of the response guidance above OR a response has not been provided to this question. |