

**DPS06/H2OE/20/IB – Water Efficiency Goods and Services**

**OUTLINE SPECIFICATION**

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### Water Efficiency Goods and Services

These Goods and Services pertain to the management, conservation and reduction of water usage and associated data management to deliver compliance requirements, efficiency, financial and consumption savings.

These measures may include provision and installation of Goods including new equipment, optimisation of equipment (including existing equipment) and provision of related services.

Additional services may be required to improve the environmental conditions at Contracting Authority sites.

The Scope of Water Efficiency Goods and Services include but are not limited to:

- Water Footprint assessments
- Leak detection and repair
- Water Reduction Technologies
- Contingency planning
- Legionella Risk Assessments
- Automated Meter Reading
- Financing solutions

Contracting Authorities may request Goods and Services that are not listed above but fall within the reasonable scope of Water Saving Products and Water Management Services. Providers may expand their service delivery to meet the Contracting Authorities business needs as they develop their strategies.

The scope includes provision for Providers to offer financing options on request to support the delivery of these services.

Providers shall have the ability to deliver one or more of the Goods and Services listed in this Outline Specification.

Providers must hold (or commit to obtain, prior to appointment to of the Dynamic Purchasing System if selected) Cyber Security Essentials accreditation.

Providers must be registered (or commit to register, prior to appointment to of the Dynamic Purchasing System if selected) with the Information Commissioner's Office as a Data Processor and furthermore commit to maintain registration throughout the life of their Dynamic Purchasing System Agreement and the period of all Contracts called off from the Dynamic Purchasing System.

### Water Footprint Assessment

Providers carrying out water footprint assessments shall carry out such assessments to a recognised standard such as the Global Water Footprint Assessment standard or any UK, BS EN or ISO standards that are adopted during the DPS period.

Providers shall agree the scope of works with the Contracting Authority at Call Off stage prior to commencement of any assessments.

Providers shall be required to carry out assessments as required by the Contracting Authority 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.

Contracting Authorities have the right to, but will not be obliged to, purchase any Goods or Services pertaining to goods and/or services identified in the report from the Provider.

If the Contracting Authority chooses to utilise the Services of the Provider to implement the Goods and/or Services pertaining to the measures identified in the report, the Provider shall ensure sufficient auditable measurement and verification to validate the savings arising from implementation of the programme of works.

## **Leak detection and repair**

Providers shall agree the scope of works with the Contracting Authority at Call Off stage prior to commencement of any Services.

Leak detection surveys will be carried out by suitably qualified engineers and/or technicians.

Surveys will be non-destructive 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.

Providers 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.

The Contracting Authority has the right to, 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 Provider.

If the Contracting Authority chooses to utilise the Services of the Provider to implement the Goods and/or Services pertaining to the measures identified in the report, the Provider shall ensure sufficient auditable measurement and verification to validate the savings arising from implementation of the programme of works.

## **Contingency planning**

Contingency planning in the context of this Dynamic Purchasing System relates to the provision of bespoke consultancy to assist customers to develop site-wide contingency plans and does not relate to the wholesaler responsibilities to provide contingency in the event of a drop or cessation of water supply to the site.

Providers shall agree the scope of works with the Contracting Authority at Call Off stage prior to commencement of any Services.

Providers 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.

Providers 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 Contracting Authority site operations including any estimates of costs.

Contracting Authorities have the right to, but will not be obliged to, request and pay for any Services pertaining to the measures identified in the report from the Provider.

## **Legionella risk assessment**

Providers shall agree the scope of works with the Contracting Authority at Call Off stage prior to commencement of any Services.

Legionella risk assessments must be carried out by a qualified and experienced risk assessor who has current Legionella Control Association (LCA) accreditations and must be carried out in accordance with Health and Safety Executive Guidance and Codes of Practice for Legionnaires Disease (HSG 274).

Providers shall carry out a thorough inspection of the Contracting Authority 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. 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 pipe work configuration and water sources.

Providers 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.

Contracting Authorities have the right to, but will not be obliged to, request and pay for any Services pertaining to the measures identified in the report from the Provider.

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

AMR Services may include:

- Installation, commissioning, and relocation of automatic meter reading equipment;
- Rental of metering technology
- Collection, management and delivery of data including access to meter data via the internet;
- Provision of AMR Meter and sub-metering readings for billing purposes;
- Management and support services in relation to AMR Meters
- Automated monitoring and targeting of AMR Meters.

All AMR devices shall have a minimum Ingress Protection (IP) level approved to IP68.

Devices must have full roaming SIM capability – i.e. the ability to utilise any mobile network – or any other method of ensuring reads are delivered securely and reliably at least once per day.

All AMR devices shall be fully programmable and synchronised to Greenwich Mean Time (GMT);

Providers shall agree the scope of works with the Contracting Authority at Call Off stage prior to commencement of any Services.

Providers shall at the request of the Contracting Authority, at Call Off stage offer supply, installation, commissioning, maintenance and ongoing support software systems to facilitate remote meter reading and consumption monitoring.

Providers shall advise the Contracting Authority of any installation costs to be applied by the Water Provider that owns the meter.

## **Water Saving Products**

Providers shall deliver in writing a clear and auditable methodology for determining the baseline to be used for calculating consumption, financial and water savings as specified by the Contracting Authority at Call Off stage.

Providers shall be responsible for quantifying the results of all water conservation measures.

Providers shall provide at Call Off stage a fully transparent estimate of costs and fees associated with the requirement. All pricing estimates will be subject to open book accounting.

Providers 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. The measurement and verification systems shall meet the International Performance Measurement and Verification Protocol standards or equivalent level of standard.

Providers may be asked to attend meetings with the Contracting Authority on a regular basis, as specified by the Contracting Authority, throughout the period required for the customer to recover the cost of its investment on the product through savings gained from lower water bills as a result of the achieved water reduction. At these meetings the Provider shall provide a written and verbal report on the following matters as a minimum, but may be extended as requested by the Contracting Authority:

- the performance of all installed water conservation measures
- water and, where requested, carbon-equivalent reductions achieved (with full details including calculations);
- all Actual Savings and Anticipated Savings in relation to any installed water conservation measures for the Payback Period
- any water conservation measures that are underperforming
- any external factors impacting on, or likely to impact on, any Payback Calculation
- any Variations and the impact on Anticipated Savings and Actual Savings.

Providers shall warrant to the Contracting Authority that all products installed by or on behalf of the Provider under the Call Off Contract will remain under warranty until the customers has recovered the cost of its investment on the product through savings gained from lower water bills as a result of the achieved water reduction.

Products must be fit for purpose and operate (subject to proper maintenance in accordance with manufacturers' recommendations) as intended throughout the duration of this warranty period.

If at any time any of the installed products are failing to achieve the anticipated level of reduction in water consumption, the Contracting Authority may remove, procure the removal of, or instruct the Provider to remove the relevant product from the Premises and replace with an equivalent asset with an equivalent or lower level of Utilities consumption. This must be carried out at no cost to the customer.

## Financing

Contracting Authorities will state their financing approach and/or requirements at Call Off stage. This may include providers directly proposing financing solutions or working with third parties (nominated by the Contracting Authority or otherwise) to propose a financing solution as part of the Tender Response at Call Off stage in order to identify the most economically advantageous solution.

Sources of funding may include but are not limited to:

- Contracting Authorities own financial resources
- Supplier finance; and
- Third party finance.

Financing arrangements can be enhanced by combination with other funding sources, including:

- Grants or other government funding (UK Government and/or EU); and
- Subsidies and any combination of the above (including other sources as applicable) may also be appropriate.

## Innovation

Throughout the term of the Dynamic Purchasing System it is the intention of the DPS Manager to pursue, for Contracting Authorities, efficiency and cash releasing benefits through innovation and the continuous improvement and development of Providers' Goods and Services.

Suppliers appointed to this Dynamic Purchasing System will be expected to work with Contracting Authorities to provide innovative approaches to water management, including how this may help

- Reduce the environmental impact of maintaining water, washroom and hygiene services;
  - Improve water consumption reporting and volume management for users;
- or

- Support Contracting Authorities to reduce costs over the life of a Contract.

## Management of the Dynamic Purchasing System

The successful providers will be required to supply the DPS Manager with accurate Management Information on a monthly basis, which will form the key performance indicators of the contract.

Management Information may include sales reports, delivery and quality performance reports, query invoice reports, rebate/commission payments, account management, sustainability and customer complaint reports. These are to be provided for the full duration of the Dynamic Purchasing System.

Management Information must be received from the provider on a monthly basis; the exact format will be agreed with the successful Provider(s) prior to the start of their DPS Agreement. The minimum requirements are outlined below.

The Management Information may include but is not limited to:

- (1) Utilisation Report
  - Customer name
  - Goods and Services Procured
  - total amount billed
  - VAT level(s) applied (if applicable)
- (2) Other Management Information
  - Customer debt
  - Customer queries outstanding and closed
  - Site works
  - spend with sub-contractors in connection with the delivery of the DPS Contracts
  - fair work matters, including payment of living wage, zero hours contracts and other sustainability and social value requirements in line with the CIPS Corporate Ethics standard

The information supplied will be used to track performance against the Key Performance Indicators (KPI's) of this Dynamic Purchasing System.

## Social Value

Under the Public Services (Social Value) Act 2012 and the Procurement Reform (Scotland) Act 2014, all Public Bodies have a duty to seek to use the tendering, award and delivery of contracts to aid in improving social impact and community benefits wherever possible.

The Provider will support the DPS Manager in maximising social value, as defined in the Public Services (Social Value) Act 2012, within Contracting Authorities' communities and regions through delivery of the services outlined in this specification.

The Provider will monitor and report to the DPS Manager and to Contracting Authorities on the social value outcomes delivered by the Provider through delivery of the services outlined in this specification.

The Provider will monitor and report to the DPS Manager on the social value outcomes delivered by the Provider across all Contracts called off from the Dynamic Purchasing System.

Delivery of social value commitments, and the monitoring and reporting of these outcomes must be achieved at no additional cost to Contracting Authorities.