

First Issued: 23<sup>rd</sup> August 2021

Last Updated: 25<sup>th</sup> August 2021

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

	Clarification Question:	MCA Response:
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 hve the capability and knowledge to deal with messages from suppliers directly in the formats used such as EDI Billing etc

	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?	
--	---	--