



**Water and Waste Water Billing Services
Framework
Ref SP-18-040**

Buyer's guide

Version 1 – April 2020

Notes –

Every care has been taking to ensure the accuracy of this document (buyer's guide). If you identify an error, then please contact procurementutilities@gov.scot to review.

This buyer's guide for the procurement of Supply of Water and Waste Water from the Scottish Government Framework SP-18-040 and is subject to changes without notice. It is the responsibility of individual organisations to regularly review its content.

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1. Foreword and acknowledgements

Scottish Procurement aims to deliver benefits to the people of Scotland through improved value for money for taxpayers, improved goods and services for all our citizens and economic opportunities for Scotland. This is achievable through effective collaboration throughout the procurement cycle.

2. Introduction

This document has been developed to provide a simple guide for public and third sector bodies who are considering using the Scottish Procurement Supply of Water and Waste Water Framework.

3. Framework supplier

Scottish Water Business Stream Ltd (trading as Business Stream)

Customer Service Team:

Telephone: 0330 123 2100

Email: transferpsscotland@business-stream.co.uk

24/7 emergency line: 0330 123 2100

My Business Stream login: www.business-stream.co.uk/my-business-stream

Live Chat: access via My Business Stream

Framework website: www.business-stream.co.uk/publicsectorscotland

Account Managers:

Martin Bryce	Public Sector Manager (Scotland)	Martin.Bryce@business-stream.co.uk	Tel: 07802 857 464
Nicola Gribben	Business Account Manager	Nicola.Gribben@business-stream.co.uk	Tel: 07736 454151
Julie Lindsay	Business Account Manager	Julie.Lindsay@business-stream.co.uk	Tel: 07715 428537
Raymond Young	Business Account Manager	Raymond.Young@business-stream.co.uk	Tel: 07736454146

(Please note: Account Managers are allocated to particular customers/sectors. If you don't know who your Account Manager is please contact the Customer Service Team in the first instance)

4. Framework period

The Framework start date was 1 April 2020, for an initial period of three years, meaning the current end date is 31 March 2023.

There is an option to extend for a further 12 months, meaning the maximum end date will be 31 March 2024.

5. Entitlement to use the Scottish Procurement Water and Waste Water Billing Services Framework

It is the responsibility of any buying organisation wishing to use the Framework agreement to satisfy itself that it is eligible to do so. Entitlement can be established from the Public Contracts Scotland (PCS) advert issued at the start of the Framework procurement process, if there is any doubt on eligibility, legal advice should be sought.

Link to PCS Advert:

https://www.publiccontractsscotland.gov.uk/search/show/search_view.aspx?ID=AUG362801

The Framework Agreement will be available for use by the Scottish Ministers (including Agencies), Scottish Non-Departmental Public Bodies, offices in the Scottish Administration which are not ministerial offices, cross-border public authorities within the meaning of section 88(5) of the Scotland Act 1998, the Scotland Office, the Scottish Parliamentary Corporate Body, councils constituted under section 2 of the Local Government etc. (Scotland) Act 1994, Scottish Fire & Rescue Service, the Scottish Police Authority, Scottish health boards or special health boards, all NHS Scotland, The Integrated Joint Boards established further to the Public Bodies (Joint Working) Act 2014, bodies registered as social landlords under the Housing (Scotland) Act 2001, Student Loans Company Limited, the Commissioner of Northern Lighthouse operating as the Northern Lighthouse Board,

Equality and Human Rights Commission, Business Stream Ltd, the Business Gateway National Unit at the Convention of Scottish Local Authorities, further or higher education institutions being fundable bodies within the meaning of section 6 of the further and Higher Education (Scotland) Act 2005, any public body established by or under the Scotland Act 1998 or any Act of the Scottish Parliament, any association of or formed by one or more of the foregoing, bodies financed wholly or mainly by one or more of the foregoing, bodies subject to management supervision by one or more of the foregoing and bodies more than half of the board of directors or members of which, or, in the case of a group of individuals, more than half of those individuals, being appointed by one or more of the foregoing. In addition to the contracting authorities listed, the framework agreement will be available to charities entered on the Scottish Charity Register, voluntary organisations entered on the Membership Database of the Scottish Council for Voluntary Organisations and departments of UK Government facilities operating in Scotland.

Information about Scottish Public Bodies is available at:

<http://www.scotland.gov.uk/Topics/Government/public-bodies/about>

Information about the Review of Public Procurement in Scotland and links to the other Centres of Expertise are available at:

<http://www.scotland.gov.uk/Topics/Government/Procurement>

6. Framework benefits

- annual cost avoidance saving of around £21 million for the duration of the framework
- automated meter reading (AMR) offering, including free AMR loggers on 50mm meters or larger
- intelligent water management programme for reducing water usage
- dedicated customer service team and account management
- emergency planning service for sensitive sites. Emergency planning also available for non-sensitive sites as an ancillary service

Climate emergency

- intelligent water management programme for reducing water usage with associated reduction in CO2 emissions. This can include leak detection, investigation and site survey
- water efficiency advice and case studies in monthly e-newsletter
- provision of benchmarking reports and access to industry benchmarking tools to allow customers to compare consumption against industry benchmarks
- annual water efficiency fund, to which customers will be able to apply for water efficiency project funding
- installation of 500 leak sensors in schools across Scotland to enable those schools to identify leaks quickly

Community Benefits

- four apprentices to be employed throughout the lifetime of the framework
- four school age work placements per year
- additional mentoring and work placement programme for four students annually
- book fund to help students in financial hardship buy course materials, with focus on environmental science courses
- schools outreach programme to educate and train school pupils on matters related to the water industry
- annual innovation day to support new water technology/practices

Fair Work Matters

- Living Wage Foundation accreditation
- Do not operate Zero Hours contracts
- Do not use umbrella companies
- Signed up to the Scottish Government's Scottish Business Pledge

7. Pricing

The framework tariff is published annually and is aligned to the contract year, 1 April – 31 March.

The framework tariff consists of the Scottish Water wholesale rates and the supplier's margins.

The Scottish Water wholesale rates are subject to annual price rises in line with the Scottish Water Wholesale Determination. Rates of increase to apply for particular Wholesale Determination periods are set to ensure sufficient funding to maintain/develop infrastructure during that period. The next Wholesale Determination period is due to last from 2021-2025.

8. How to sign up to the Water and Waste Water Billing Services Framework

To join the Supply of Water and Waste Water Billing Services Framework, the first step is to complete an Agency Agreement. This Agreement allows Scottish Procurement to sign a supply agreement with Business Stream on your behalf. The Agency Agreement is available on request from Scottish Procurement:

Procurement_Uilities@gov.scot

After you have completed this, please send an original signed Agency Agreement by e-mail to: stephen.ogilvie@gov.scot.

Once we have the signed agreement, we will arrange for Business Stream to contact you to collect details of your sites and arrange transfer. Business Stream will provide full support and advice with this process.

Once signed up to the Framework you will be obliged to give 3 months notice should you want to leave the Water and Waste Water Billing Services Framework at any point.

9. Scottish Procurement point of contact

Stephen Ogilvie
Portfolio Specialist
Scottish Procurement and Property Directorate (SPPD)
The Scottish Government
7th Floor
5 Atlantic Quay
150 Broomielaw
Glasgow
G2 8LU
Email: stephen.ogilvie@gov.scot
Phone: 0131 244 4623
Mobile: 07584 330345

<https://www.gov.scot/policies/public-sector-procurement/>

<https://www.gov.scot/publications/frameworks-and-contracts/>

10. Knowledge Hub – framework documents access

Framework documents can be found on the [Knowledge Hub](#).

If you are not registered to access this site and are eligible to use the framework [please complete the attached template](#) and send to the procurement_utilities@gov.scot