

Scottish Procurement: Supply of Electricity framework

SP-21-052

Buyer Guide

Version 1.1

27 March
2024

1. Foreword and acknowledgements

Scottish Procurement delivers 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. Scottish Procurement would like to acknowledge the work, support and contribution from all sector representatives. Their input has helped to shape the direction of the project to a successful outcome

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 Electricity Framework

3. Scottish procurement points of contact

The Scottish Procurement Electricity Framework Team contact details are as follows:

Email: [Fraser Williamson](mailto:Fraser.Williamson@edfenergy.com)
Senior Portfolio Specialist
Telephone: 07387 230258

Email: [Suzanne Reid](mailto:Suzanne.Reid@edfenergy.com)
Portfolio Manager
Telephone: 07392 288962

4. Supplier points of contact

Postal Address:
EDF Energy Customers Limited
90 Whitfield Street
London
W1T 4EZ
UK

Senior Relationship Manager:
Mark Maclennan
Mobile: 07875 112 491
Email: Mark.Maclennan@edfenergy.com

Service Development Manager: Gemma Skett
Mobile: 07875 110773
Email: Gemma.Skett@edfenergy.com

Customer Service Team:
Telephone: 0845 300 4817
Email: SP@edfenergy.com

[EDF Energy Scottish Procurement Energy Resource Centre](#)

5. Framework overview

Scottish Procurement established the first national framework for supply of electricity in March 2010 and is now in its fourth iteration. This has proven to provide excellent value for money for more than 280 Framework public bodies that have been a party through the framework. This framework delivers even greater

value for money to Scottish public sector bodies with significant savings against the previous arrangement.

6. Framework scope

The scope of the services includes the following:

Electricity supply for:

- half Hourly;
- non Half Hourly;
- domestic Metered Sites and;
- unmetered Supply Points

Schedules 10 and 12 (Ancillary Services and Form of Ancillary Services Contract) provides more details on the additional services available through this framework and can be found in the Scottish Procurement: Procurement Information Network group on the secure [Knowledge Hub](#) site. Please click [here](#) for details.

7. Framework & call-off contract period

The Framework start date was 1 April 2023, for Scottish Procurement flexible wholesale electricity trading only.

The start date for Supply of Electricity to public bodies and third sector organisations was 1 April 2024, for an initial two year period ending on 31 March 2026.

There are options to extend for a further 3 x 12 month periods (1+1+1), meaning the maximum end date will be 31 March 2029.

Individual customers do not have a minimum duration and will be continued to supply electricity to all sites listed. For a customer to leave the framework your organisation ever wants to leave the Frameworks it must give 12 months notice. Anything prior will be liable to incur a penalty.

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 [Contract Notice](#) Section II.2.4 of the notice refers.

Further guidance can also be found within the Scottish Government guidance on framework agreements. If there is any doubt, legal advice should be sought.

The framework terms and conditions are subject to Scots law.

8. Support for framework public bodies

- **Service Relationship Manager:** Mark MacLennan is responsible for strategic and day to day Framework operational management. The SRM will be responsible for customer engagement, provision of market and legislative information and updates as well as ensuring delivery of Framework requirements
- **Service Development Manager:** Gemma Skett and Rebecca Frankum are the key points of contact for Scottish Procurement and their clients and is responsible for leading the service and SLA (Service Level Agreement) deliverables for customers as well as establishing and maintaining strong client relationships
- **Customer Experience Manager:** is a new role and will be undertaken by Stuart Treloar. They are responsible for coordinating and overseeing Client Services and Account Management to deliver an outstanding customer experience. The Service Development Manager will report directly to the Customer Experience Manager who can escalate to Public Sector Senior Manager. The Customer Experience Manager will coordinate and oversee service and operational delivery across the Public Sector teams. Their role is to empower the team to drive forward a programme that delivers an outstanding customer experience
- **Contact Team Manager:** Lee Brown manages the team of Customer Service Advisors and Team Performance Coaches. Lee leads and develops a high performing team within Customer Service
- **Public Sector Senior Manager:** Sharon Sage is responsible for managing the team of Senior Relationship Managers and the Customer Experience Manager. This will allow the Customer Experience Manager to report directly to framework leadership and escalate, as necessary

9. Framework benefits

This national framework will provide the following benefits:

- continued benefit of Scottish Procurement's flexible purchasing of wholesale electricity;
- provision of assistance to public sector organisations to work towards their net zero targets such as; energy efficiency services and options to sleeve Power Purchase Agreements;
- options to purchase Renewable Energy Guarantees of Origin Certificates (REGOs)
- commitment to a range of Community Benefits which include:
 - o creation of a Social Value Engagement Hub: Working to create Social Value Action Plans with customers to ensure core health , wellbeing and energy priorities are being understood and addressed, this will be led by a Social Value Specialist;
 - o mentoring with charities focussed on combatting climate change or providing expert advice to customers or suppliers via the Social Value Engagement Hub

10. How to use this framework agreement

Pricing

The total billing rate for each site is built up from a number of elements: the wholesale energy, a variety of pass-through costs (distribution, UK Government levies, etc.) and framework management fees.

The supplier's management fees make up just a few per-cent of the total cost. The rest of a bill is made up of wholesale and pass-through costs.

Scottish Procurement purchase the wholesale electricity on the futures markets up to

two-and-a-half years in advance. Their flexible trading strategy smooths-out the peaks and troughs of market fluctuations while avoiding payment of the 'risk-premium' which would be applied to fixed rate tariffs. Flexible purchasing is popular in the public sector as it improves budget predictability while keeping costs down.

A Risk Management Committee (RMC) dictates how much wholesale gas/electricity must be bought in advance and how much must be bought closer to consumption. This is their 'risk management strategy'. The RMC consists of experts from energy management, finance and procurement functions from across the Scottish public sector. They meet once a quarter to receive market updates, to scrutinise Scottish Procurement's purchase decisions and to consider whether or not their risk management strategy remains fit for purpose.

Pass-through costs are set by market regulators and the UK government and as such, neither Scottish Procurement nor the electricity supplier of gas is able to influence them.

Scottish Procurement issue a quarterly Price Risk Guidance which includes current and forecasted average rates for meter type.

Detailed site specific billing rates are sent to all customers by EDF Energy within one month of the start of each contract year.

Framework and contract management

Scottish Procurement will manage the framework agreements at a strategic framework level. This incorporates a number of activities including the management of framework supplier performance, collating management information, coordinating feedback, undertaking quarterly business reviews, user feedback groups and supporting Framework public bodies with any issues or concerns.

Framework public bodies must manage all call-off contracts awarded at a local level and deal with day-to-day issues with a view to resolving these locally in the first instance. Scottish Procurement will act as the escalation point should local resolution prove unsuccessful.

Framework public bodies using these frameworks should request their own management information and hold regular meetings with the framework supplier as necessary. The framework supplier is aware of the need to supply management information to Framework public bodies as part of agreed framework terms and conditions.

11. Fair work practices, supply chain transparency and community benefits

EDF Energy Customers Ltd is an accredited Real Living Wage employer and deliver a range of fair work practices including:

- 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

EDF Energy Customers Ltd have also made a commitment to a range of Community Benefits which include:

- creation of a Social Value Engagement Hub: Working to create Social Value Action Plans with customers to ensure core health, wellbeing and energy priorities are being understood and addressed, this will be led by a Social Value Specialist;

- mentoring with charities focussed on combatting climate change or providing expert advice to customers or suppliers via the Social Value Engagement Hub

12. Who can use this framework agreement?

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 Office for the Secretary of State for Scotland, the Scottish Parliamentary Corporate Body, councils constituted under section 2 of the Local Government etc. (Scotland) Act 1994, 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, Scottish Futures Trust, 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 and voluntary organisations entered on the Membership Database of the Scottish Council for Voluntary Organisations.

Information about [agencies of the Scottish Ministers, Scottish Non-Departmental Public Bodies and offices in the Scottish Administration which are not ministerial offices](#) is available.

[Overview of the governance structure of public procurement for Scotland](#), including the Public Procurement Group is available.

13. Where to find further Information

Further details on the services available through this framework can be found in the [Scottish Procurement: Procurement Information Network](#) group on the secure Knowledge Hub site.

If you do not have access to this site, please ensure you are registered on Knowledge Hub and complete the [membership request form](#). Please email the completed form to the [Scottish procurement points of contact](#).