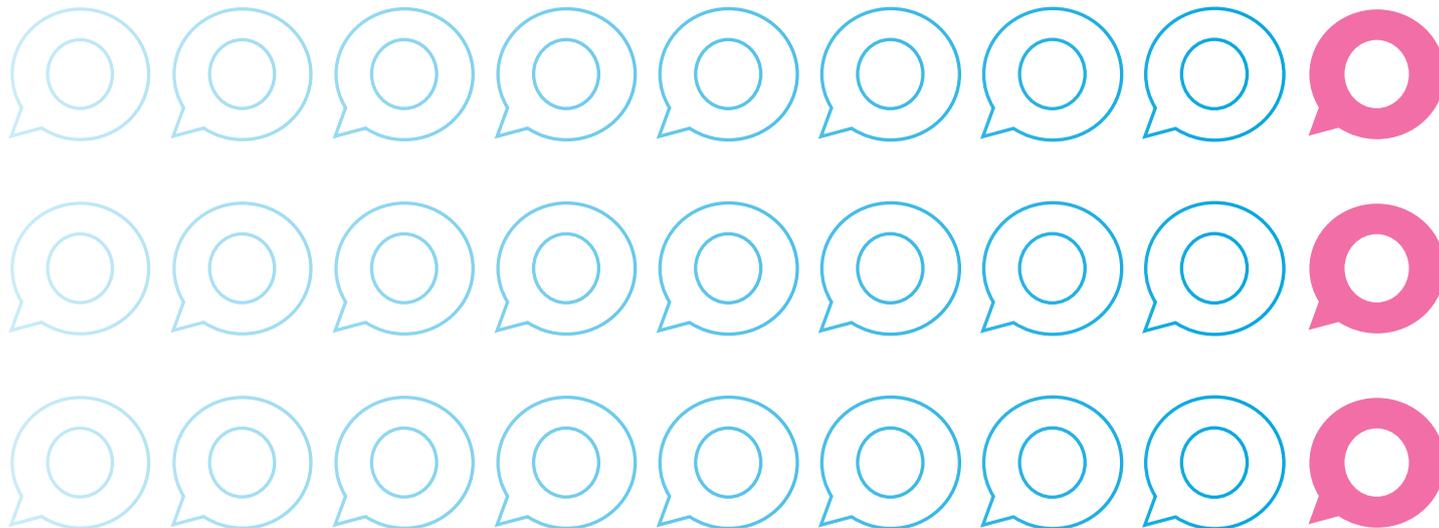


PAGABO

Simply better procurement



User Guide

National Utilities Supply Framework



National Utilities Supply Framework

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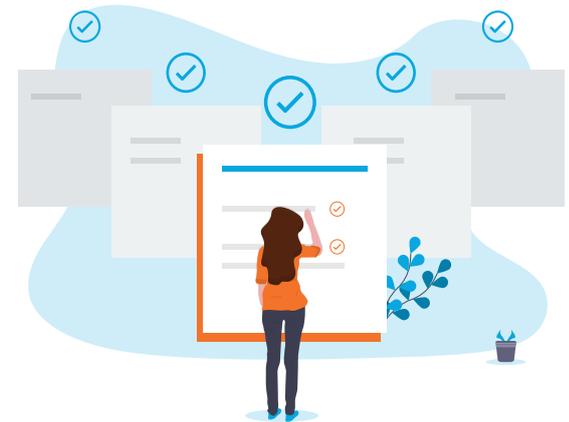
Other frameworks available from Pagabo:

- Medium Works
- Major Works
- Refit and Refurbishment
- Developer Led
- Professional Services
- Dynamic Purchasing System
- Wide range of Goods & Services Frameworks

Let's make things better

Public sector procurement can be challenging and time consuming. At Pagabo, we aim to make it quicker, simpler and more effective.

Our National Utilities Supply Framework connects you to suppliers for gas, electricity and water providing a one stop shop for all your utilities contracts. It's free to access, easy to use and fully compliant with UK public procurement law.



Why choose a Pagabo framework?

We're a different kind of framework provider. With over 125 years combined experience in public sector procurement, we understand your challenges and work to deliver the most value possible from your projects.



Simplicity

We take the complication out of procurement, so all our frameworks are free to access and easy to use.



Stability

We monitor the financial stability of our suppliers to ensure they continue to be a safe pair of hands for your project.



Transparency

We don't hide costs. Our fees are fully transparent and charged as an agreed percentage of the overall project.



Value for Money

Our frameworks offer access to a carefully selected range of suppliers, chosen based on their reputation for quality and track record in the public sector.



Flexibility

Whether it's a Direct Award or Further Competition, our frameworks support a range of procurement processes.



Support

We provide support and advice throughout your project, from feasibility to handover through to completion.



Delivering real social value

Driving real, meaningful social value is at the heart of what we do at Pagabo. Through our unique Social Value Calculator, we are able to calculate your social, economic and environmental impact and the financial value, in real monetary terms, of that impact. Pagabo adds value through our frameworks by supporting social value at the feasibility, business case development, planning, procurement, delivery and maintenance stages of your investments.

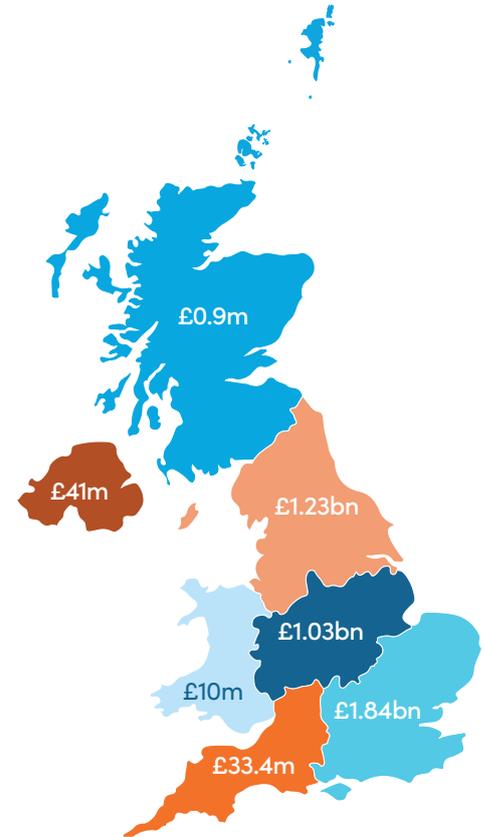
As of September 2021, our frameworks enabled £4.18 billion in social value.



Key

- Scotland
- The North
- The Midlands
- South West
- Wales
- South East
- Northern Ireland

Total social & economic impact
£4.18billion



And, as part of our ongoing account management support, we can provide you with all the information and tools you need to report on the social value impact of your project.

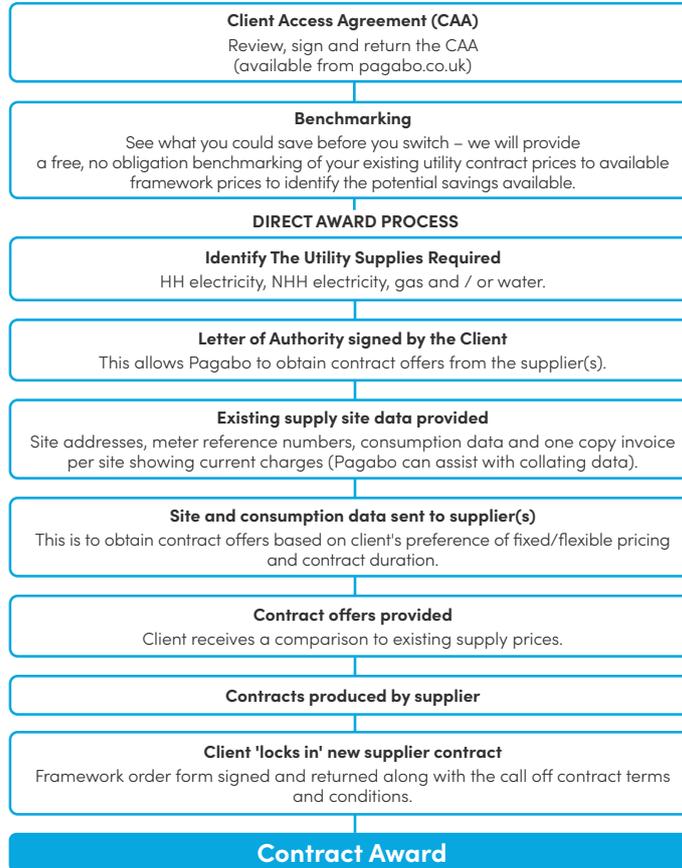
To find out more about social value & view the latest figures please visit pagabo.co.uk/social-value

Appointing your supplier

Our frameworks aim to make appointing a supplier easier and more cost effective than other available frameworks.

Throughout the process, we help co-ordinate the appointment on your behalf, liaising with you, the contracting authority and the suppliers to ensure all required data is available and supply contract offers are obtained as quickly as possible.

Note: new supply contracts can be placed and signed 12-18 months in advance of your current supply contracts expiring.



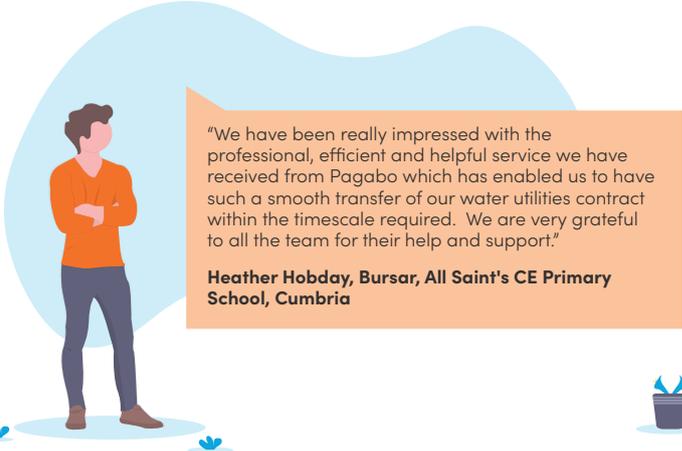
National Utilities Supply Framework

Contract Award Notice Reference: 2020/S 251-634203
Published on 24th December 2020

An alternative to appointing a Broker to manage your utility procurement.

Using our framework provides clients with expert market intelligence and allows for strategic utility procurement based on our daily tracking of the wholesale utility futures market. We will advise clients on the best time to place their utility supply contracts to ensure maximum savings are delivered.

Our framework is divided in to three lots providing a compliant procurement route for your Electricity, Gas and Water supply contracts.



"We have been really impressed with the professional, efficient and helpful service we have received from Pagabo which has enabled us to have such a smooth transfer of our water utilities contract within the timescale required. We are very grateful to all the team for their help and support."

Heather Hobday, Bursar, All Saint's CE Primary School, Cumbria

Framework facts



OJEU Value
£Unlimited



Coverage
Great Britain



Term
Until October 2024



Lots
3



Suppliers
2



Contracting Authority
Red Kite Learning Trust

Lot 1 – Mains Electricity (Half Hourly and Non-Half Hourly Metered Electricity Supply)



Direct Award – NPower Limited

Under this lot, Client Organisations may place electricity supply contracts for:

- Half hourly metered and non-half hourly metered supplies;
- All meter types and unmetered supplies;
- A range of supply contract durations from one year upwards;
- Fixed, part fixed, flexible and basket purchasing contract options;
- Options for different supply mixes including green, renewable energy and CCL exempt supplies (NPower offer 100% renewable as standard under the framework).

In addition, Client Organisations accessing the framework will benefit from:

- A fully transparent framework fee structure based on a pence per Kwh payment to Pagabo from the framework supplier;
- Full support from Pagabo in placing your electricity supply contract(s) included in the framework fee, if required, including:
 - Expert advice and guidance from our Utilities Procurement Team;
 - Support with collating electricity site information and consumption data including half hourly data from existing suppliers;
 - Advice on contract structure, contract duration, budget allocation and ensuring contracts across all sites are co-terminus;
 - Obtaining contract offers from NPower, analysing those offers and benchmarking against current supply costs;
 - Tracking of the wholesale market to advise on the best time to place supply contracts and to demonstrate value for money.

Once supply contracts are awarded, client organisations will benefit from the following:

- Direct access to an NPower, UK based account manager;
- Access to an online portal to view, manage and receive your electricity consumption information and invoices, ensuring transparency and reducing administration;
- Options for monthly consolidated electronic billing or site by site billing;
- Assisted management of your electricity supplies continuing to be provided by Pagabo, as required, including:
 - Bill Validation;
 - Responding to supply, site or meter queries;
 - Non-Commodity analysis and load management advice
 - Advice on Implementation of automated meter reading (AMR);
 - Energy efficiency or sustainability advice;
 - Early warning and advice on contract renewals;
 - Provision of market outlook reports to support contract renewal advice.



Lot 2 - Natural Gas



Direct Award - NPower Limited

Under this lot, Client Organisations may place gas supply contracts for:

- All meter types;
- A range of supply contract durations from one year upwards;
- Fixed, part fixed, flexible and basket purchasing contract options;
- Options for different supply mixes including renewable and Biogas

In addition, Client Organisations accessing the framework will benefit from:

- A fully transparent framework fee structure based on a pence per Kwh payment to Pagabo from the framework supplier;
- Full support from Pagabo in placing your gas supply contract(s) included in the framework fee, if required, including:
 - Expert advice and guidance from our Utilities Procurement Team;
 - Support with collating gas site information and consumption data from existing suppliers;
 - Advice on contract structure, contract duration, budget allocation and ensuring contracts across all sites are co-terminus;
 - Obtaining contract offers from NPower, analysing those offers and benchmarking against current supply costs;
 - Tracking of the wholesale market to advise on the best time to place supply contracts and to demonstrate value for money.

Once supply contracts are awarded, client organisations will benefit from the following:

- Direct access to an NPower, UK based account manager;
- Access to an online portal to view, manage and receive your gas consumption information and invoices, ensuring transparency and reducing administration;
- Options for monthly consolidated electronic billing or site by site billing;
- Assisted management of your gas supplies continuing to be provided by Pagabo, as required, including;

-Bill Validation;

-Responding to supply, site or meter queries;

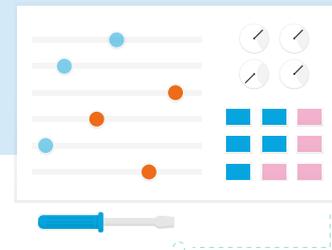
-Non-Commodity analysis and load management advice

-Advice on Implementation of automated meter reading (AMR);

-Energy efficiency or sustainability advice;

-Early warning and advice on contract renewals;

-Provision of market outlook reports to support contract renewal advice.



Lot 3 - Water Supply and Waste Water Services

Direct Award - Water Plus Limited

Under this lot, Client Organisations may place water retail supply contracts for:

- Water supply and sewerage services including wastewater and drainage;
- All meter types;
- A range of supply contract durations from one year upwards.

In addition, Client Organisations accessing the framework will benefit from:

- A fully transparent framework fee structure based on a percentage of contract spend payment to Pagabo from the framework supplier;
- Full support from Pagabo in placing your water supply contract(s) included in the framework fee, if required, including:
 - Expert advice and guidance from our Utilities Procurement Team;
 - Support with collating water site and meter information and consumption data from existing suppliers;
 - Advice on contract structure, contract duration, budget allocation and ensuring contracts across all sites are co-terminus;
 - Obtaining contract offers from Water Plus, analysing those offers and benchmarking against current supply costs;



Once supply contracts are awarded, client organisations will benefit from the following:

- Direct access to a Water Plus, UK based account manager backed by the experience and expertise of the country's biggest water retailer;
- A 100% focus on business water;
- Access to an online portal to view, manage and receive your water consumption information and invoices, ensuring transparency and reducing administration. The customer portal includes:
 - Dashboard capability to provide average site usage figures;
 - Group and site level water usage data to identify trends and potential water leaks;
 - Ability to search individual supply points and drill down to this level for supply point related data;
 - Ability to submit meter readings via the portal, including the capability to submit photographs of meters to confirm meter readings to maximise billing accuracy;
 - Access to the portal can be shared across the organisation / sites
 - Bespoke weather and flood alerts
- Access to additional bespoke advice and services provided through Proactive Water Management Solutions team
- Assisted management of your water supplies continuing to be provided by Pagabo, as required, including bill and data validation.



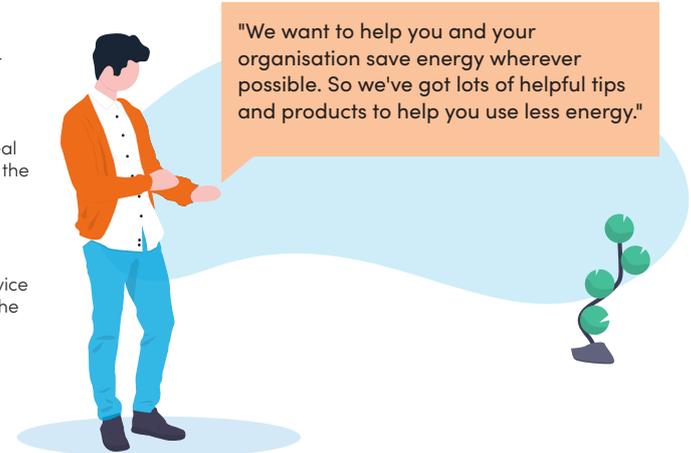
About NPower

Npower is one of Britain's leading energy companies, serving 3.6 million residential and business accounts with electricity and gas and is now part of the E.ON group. You will have direct access to an NPower Account Manager through the framework.

NPower have made their 100% renewable electricity tariff available as standard for all clients accessing the Pagabo framework to help you to reduce your carbon footprint. This tariff comes at a small premium of 0.1 pence per Kwh, however, clients can request a non-renewable tariff if desired.

During the life of the framework NPower will explore alternative sources of gas such as Biogas. Biogas is generated from raw materials from agriculture and liquid manure is ideal for the production of biogas. Biogas is almost carbon-neutral and will contribute towards the UK Governments Net Zero 2030 targets.

Clients will have support from NPower and Pagabo in reducing their energy consumption and carbon footprint. Clients can access their half hourly and smart meter data free of charge through the Customer Portal to identify areas of high or unusual consumption. Advice and support on reducing consumption and rolling out smart meters is available through the framework.



Using this framework

This framework is free to access and easy to use. To start using the framework, please complete the Client Access Agreement (CAA) available at www.pagabo.co.uk

As part of our ongoing service, we will co-ordinate the appointment and manage the performance of the suppliers on your behalf. For more information please call **01482 975883**

NPower	Scotland	North	Midlands	South West	Wales	South East
Lot 1	✓	✓	✓	✓	✓	✓
Lot 2	✓	✓	✓	✓	✓	✓

About Water Plus

Water Plus is the largest water retailer in the UK and managing water & wastewater services for many public sector organisations, from councils, schools, colleges and universities, to UK Government-owned sites, prisons, hospitals and the emergency services. They're a joint venture between United Utilities and Severn Trent, two companies with many years of water market experience.

They've helped deliver significant savings for many organisations, reducing water use and contributing to their sustainability aims. [Please click here to view a case study.](#) Water Plus will support customers to make savings, reduce water usage and increase efficiency. For example, they have provided bespoke water-saving materials to help organisations achieve their efficiency objectives. [Please click here for more information.](#)

Whatever level of support you need, Water Plus already know how to make it easy to switch your contracts. You will benefit from:

- The expertise of the country's biggest water retailer
- Accurate billing for metered customers so you only pay for the water you use
- Access to My Account Plus portal to support the management of sites and water consumption
- A unique to the industry flood risk and severe weather alert function providing information for individual sites allowing you to implement any contingency plans;
- Access to our Advanced Solutions team to assist with improving your water efficiency.

This includes the services set out in the diagram on the right.

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Measure

- AMR
- Benchmarking
- Water and process audits

Connect

- New connections
- Developer services
- Infrastructure

Save

- Water efficiency
- Bill validation
- Leak detection and repair

Protect

- Contingency planning and emergency water
- Legionella
- Water regulations and byelaws

Water Plus	Scotland	North	Midlands	South West	Wales	South East
Lot 3	✓	✓	✓	✓	✓	✓

PAGABO

pagabo.co.uk | 01482 975883

October 2021