



Scottish Government
Riaghaltas na h-Alba
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Water and Waste Water Billing Services Framework

SP-23-07

Buyer's Guide

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-23-07 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).

- [General Framework Information](#)
- [FAQs](#)
- [‘My Business Stream](#) log in to access the supplier portal.
- Dedicated Public Sector Scotland phone line: 0330 123 2003
- 24/7 emergency line: 0330 123 2100
- Email: publicsector@business-stream.co.uk
or email your Account Manager directly

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)

4. Framework period

The Framework start date was 1 April 2024, for an initial period of three years, meaning the current end date is 31 March 2027.

There is an option to extend for a further 12 months, meaning the maximum end date will be 31 March 2028.

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.

PCS: [View Notice - Public Contracts Scotland](#)

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.

[Information about the Review of Public Procurement in Scotland and links to the other Centres of Expertise](#) are available.

6. Framework benefits

- **annual cost avoidance** savings for the duration of the framework;
- **automated meter reading (AMR)** offering: free AMR loggers on 30mm 40mm & 50mm with 15% discount on 20mm and smaller & 10% discount for 25mm;
- **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;
- **Improved discounts** for the two different options for advanced payments;
- **Free leak detection surveys** - To encourage the prompt detection and rectification of leaks, 100 days of free on-site leak detection surveys across the Framework term;
- **Online Discounts** - 10% discount when using the 'Business Stream' online shop where customers can buy water devices such as water efficient taps and shower heads;

- **Water Efficiency Fund** – a fund offered by ‘Business Stream’ for framework customers to fund water efficiency initiatives suggested by framework customers, over the framework term

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
- **‘Business Stream’ are now officially a fully carbon neutral company** after being awarded ‘Gold’ status by ‘Ecovadis’ (a global provider of sustainability assessments and ratings). This takes ‘Business Stream’ into the top 3% of companies assessed globally at this level of environmental management, helping achieve carbon reduction targets in response to the climate emergency.

Community Benefits

- **Developing the Young Workforce** – Deliver on-demand (up to four per year) virtual skills sessions to students living in remote parts of the country through the Developing the Young Workforce (DYW) Live partnership.
- **Forrester High School** – Establish a formal partnership with Forrester High School in Edinburgh, to develop an annual business-led skills programme for S4-6-year students.
- **Career Ready Initiative** – Minimum of five (increase of one from current offering) new places per year, providing social mobility opportunities for young people – including mentoring and paid work experience to young people in Scotland from socially deprived areas.
- **Apprenticeships** - Five (increase of one from current offering) new Modern Apprenticeships a year, targeting young people from disadvantaged backgrounds.
- **Foundation Apprenticeship programme** - Introduction of a new scheme, providing eight placements across the period of the Framework targeted at young people from disadvantaged backgrounds.
- **Support for Jobseekers (coaching programme)** - Supporting jobseekers, through their partnership with BiTC, and will provide a minimum of three volunteers per year to support their Job Coaching programme.
- **Green Skills training** – Will deliver green skills training to the future generation that will lead to a qualification - Establishing a partnership for this Framework (Jan 2024) to fund a local state school to join the Powering Futures programme, supporting its goal of helping 200 schools across Scotland by the end of 2024.
- **Identifying opportunities to partner with ‘Scottish Water’** - To support the growth of Powering Futures, this supports the Scottish Government and Skills Development Scotland’s ‘Climate Emergency Skills Action Plan 2020-25’ by helping high school students to gain a SCQF Level 6 qualification and develop skills for Green Jobs.
- **Schools Outreach** - Deliver eight in person/virtual classroom sessions annually to educate school children on the importance of saving water and create a water-saving education pack to be distributed electronically to all Scottish primary schools.

Fair Work Matters

- Living Wage Foundation accreditation
- Do not operate Zero Hours contracts

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 2024-2028.

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: stephen.ogilvie@gov.scot

Instructions will be provided on how to complete the Agency Agreement, 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

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Scottish Procurement and Property Directorate (SPPD)
The Scottish Government
7th Floor
5 Atlantic Quay
150 Broomielaw
Glasgow
G2 8LU
Email: stephen.ogilvie@gov.scot
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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.