

# Appendix E – Energy Supplier Tender Process

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## LASER Flexible Procurement Framework Information Pack

### 6. Awarded Suppliers

The framework provides access to suppliers who are able to service flexible procurement options. Each supplier offering is unique and some of the key points have been provided below.

#### Gas Y22008

##### **Total Energies**

- Total Energies provided a thorough response and supported many of their responses with samples and evidence. They were the overall first place supplier and scored particularly well in the following 3 areas:
  - Supplier Management Fees – quantitatively scored and Total Energies were in first place
  - Social Value - A very good response which gave full recognition of the importance of social value with time and money committed going forward as well as a list of previous activities. It is evident that Social value has played a big part of Total's setup for some time and examples are provided across the board.
  - Procurement and Trading – This was a good response that addressed the demands of the practicalities behind flexible procurement.

##### **Corona Energy**

Corona submitted a well-structured response and used previous experience to back up their answers. They were second place over all but came in first position for a number of areas including:

- Billing – A high scoring section for Corona with a willingness to meet customer requirements.
- Account Management – A clear response around Customer Service and Site Registration with reassurance around ongoing contact through various processes.
- Contract Management – Responses in this section provided certainty that there is a desire to operate a successful approach to monitoring and reporting.

#### Electricity Y22009

##### **Npower**

This was a well-presented tender submission by npower, with relevant additional attachments and some high-scoring categories in:

- Supplier Management Fees - quantitatively scored and npower were in first place.
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- Social Value - A full and encouraging response which gave full recognition to the importance of social value with time and money committed going forward. A well laid out plan is provided with 4 key focus areas supported by KPIs to ensure progress.
- Procurement and Trading - This was a very good section for npower with the trading process in particular being covered thoroughly.

### **Total Energies**

Total Energies were in second place and will be recorded as a secondary supplier for this Framework. They scored particularly well in:

- Billing - Total scored well in this section with an emphasis on getting things right first time and proactive customer engagement
- Account Management - This section had a good overall response with some questions going beyond what was required. Site registration in particular is covered concisely and gives assurance of the benefits of the process.
- Contract Management - Response gave a clear understanding of the necessity to contract manage with Total using "capture, analyse, assess and action".

### **EDF**

EDF were in third place and will be recorded as a secondary supplier for this Framework. They scored well in a number of areas but particularly in:

- Net Zero - EDF gave assurance of the ability to provide a range of options for customers wanting to meet their net zero targets.

### **SSE**

SSE were in fourth place and will be recorded as a secondary supplier for this Framework. They were not in first place in any of the sections.

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