



SMART ENERGY ISLANDS: Invitation to tender to act as an energy consultant on behalf of Hitachi Europe Limited

QUERIES AND RESPONSES

Please ensure all queries are submitted by e-mail, are recorded on this sheet and are immediately updated onto the relevant procurement portal / HEU website.

QUERY NO.	DATE RECEIVED	QUERY	HEU RESPONSE	DATE PUBLISHED
Clarification Response 1 - 25/04/2017				
1	24/04/2017	Can you please clarify if the proposed budget of £200,000-£265,000 for the above project, includes the purchase of the energy display and any associated monitoring equipment?	This is correct, it is required that the winning bidder allows for the purchase and installation of energy display and monitoring equipment within their tender price.	25/04/2017
Clarification Response 2 - 27/04/2017				
2	25/04/2017	Is there a breakdown available of the 200 businesses identified, possibly by type of business (e.g. hotel, restaurant, shop, etc.) and location? This will assist in planning of time and travel costs.	As set out in the tender it is expected that all 200 businesses will be based on the Isles of Scilly, the sign up process of these businesses has just commenced so we are unable to provide a comprehensive list of the businesses at this stage. Tourism is the main industry on the islands so the majority of businesses will be involved in these areas (please see appendix 1 of this document for a breakdown of business types on the Isles of Scilly). The majority of business are based on the island of St Marys.	27/04/2017
3	25/04/2017	Who is responsible for the initial identification and recruitment of the 200 companies to the scheme? [Redacted bidder specific information]. It is our working	This assumption is correct, HEU will recruit and, in contact with the consultants, arrange for the survey date and time	27/04/2017



		assumption that the initial marketing and recruitment element will therefore be the responsibility of others from the HEU Smart Islands initiative. Please confirm that this understanding is correct?		
4	25/04/2017	The Tender will be costed on the basis that the full 8 hours' energy efficiency advice and related activities will be delivered to each of the 200 businesses, however, what will happen should less than 200 companies sign up? Will payment be made on the basis of advice delivered or "lump sum"?...[Redacted bidder specific information]	We fully expect that the target of 200 businesses will be met, should this prove challenging on the Isles of Scilly contingency plans are in place to deliver this service in Cornwall where HEU will, as on the Isles of Scilly, provide the pipeline of businesses to the consultants. We do, however, request a full breakdown of costs (table 1 of the ITT) so in the unlikely event this target is not met, we are able to easily quantify the number of hours and remaining travel that will not be required to adjust the payment accordingly. We appreciate there will be, for example, preparation costs which will be incurred even if the target of 200 businesses is not met.	27/04/2017
5	25/04/2017	The Tender documentation makes reference to an "energy monitoring" system. It is assumed that this is actually an electricity monitoring system, [Redacted bidder specific information]. Other fuels such as oil, LPG or biomass could be monitored but only through manual data input, since metering costs would be prohibitive. Please confirm that the requirement can be interpreted as electricity monitoring only.	HEU confirms that it only expects the installation of electricity monitoring equipment within each business. Each business survey however, is required to account for all fuels sources used within the business to provide a full energy audit, it is expected that fuels other than electricity will be monitored by other means such as bills.	27/04/2017
6	25/04/2017	Please clarify what is meant by "tablet display"? Is this quite literally a propriety	The winning bidder will be required to supply a tablet computer (HEU in the following statement are not	27/04/2017



		tablet device (iPad et al or lower cost equivalent), in which case, is this strictly necessary as all business could be assumed to have internet access, and the data and visualisations could be delivered effectively via a web-based platform? This would offer a cost saving to HEU. If “tablet” has a different meaning (e.g. something akin to a modern Smart Metering user display), please provide a definition.	prescribing which tablet to supply but for clarification of type of device, an iPad or lower cost alternative) to each business and should price their bid accordingly. The tablet will be used for the display of energy data to the business and where relevant their customers. Although the majority of businesses will have access to an internet connection, in the case this is not possible; an alternative energy monitoring and display device should be identified within the tender proposal.	
7	25/04/2017	It is assumed that the successful contractor will be responsible for the installation of the monitoring equipment, and that the contractor will be able to sub-contract this to a suitably qualified company. [Redacted bidder specific information]. Does HEU carry any approved lists for electrical contractors in the Scilly Isles, which could be made available in advance of the Tender deadline?	HEU do not have a list of approved contractors on the islands. It is the responsibility of the bidder to identify and contract with sub-contractors.	27/04/2017
8	25/04/2017	Is there the potential for an element of upfront payment to cover the costs of metering hardware	No, payments will only be made on undisputed invoices for services carried out and installed commissioned hardware.	27/04/2017
9	25/04/2017	Is there an idea of a fixed number of training courses? [Redacted bidder specific information]. Please indicate whether the number envisaged is likely to be significantly more or less than 8.	HEU do not wish to be descriptive in the number of training events as we are open to innovative approaches and solutions for this service, however, it is not envisaged that a traditional training solution would require significantly more or less than 8 events.	27/04/2017
Clarification Response 3 - 04/05/2017				



10	03/05/2016	Please provide a copy of the draft contract terms and conditions	The contract and payment terms will be agreed following selection with the successful applicant	04/05/2017
11	03/05/2016	Please advise what the payment triggers will be	Payments will be paid on the delivery of mutually agreed milestones/KPIs	04/05/2017
12	03/05/2016	Assuming that the tablet display part of the solution is providing access to the business's energy data via an online server or cloud hosted solution, is the tablet display part of the solution expected to continue in operation indefinitely without any end user payment towards the costs of continued hosting of an online service?	Yes the online service should continue to be provided free of charge to the business. Hardware, will however, not be replaced outside of its warranty period. To clarify HEU expect, as a minimum, an off the shelf solution with no subscription fee, although innovative solutions are also welcomed.	04/05/2017
13	03/05/2016	Please confirm that the "8 hours of recorded and verified support for each of the 200 businesses" does not necessarily have to be 8 hours of face-to-face or on-site support, and can include time spent on offsite activities such as analysis of client specific data, creation of individual reports, development of client-specific recommendations, remote monitoring of client installation, etc.	This is correct the 8 hours of support has to be recorded for the individual business but this does not all have to be accounted for on site.	04/05/2017
14	03/05/2017	Please also confirm that the "8 hours of recorded and verified support for each of the 200 businesses " includes time spent on defined activities such as: - the full energy efficiency survey of the building , - install, test, commission and verify operation of the energy monitoring system, - Present report and discuss with business	This is correct these activities will be included as a part of the 8 hours support	04/05/2017



European Union

European Regional
Development Fund

15	03/05/2017	Please clarify whether a portion of the 8-hours per business is included in time spent on group activities such as energy efficiency training or business collaboration workshops.	All group activities will be delivered in addition to the minimum of 8 hours of individual business support. The minimum 8 hours support is only for interventions delivered to individual businesses. To clarify the consultants will only be required to deliver the energy efficiency training all other group activities will be delivered by Hitachi.	04/05/2017
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Appendix 1

Hereditament	31/3/2010	31/12/2012	30/3/2013
Commercial	328	347	350
Camp sites / Holiday centres etc	5	5	7
Garages, petrol stations etc	10	9	9
Hotels, Guesthouses etc	177	192	192
Licensed Properties	10	10	10
Offices	15	15	15
Restaurants, Cafes etc	17	19	20
Shops, Banks, Post Office, etc	48	48	48
Warehouse, stores	34	37	37
Others	12	12	12
Educational Training and Cultural	8	8	8
Public Utilities (Electricity)	1	1	1
Industrial (workshops)	41	42	42
Leisure	18	18	19
Miscellaneous (Hospitals, Local Government, Police, Fire, Ambulance, Public telephone kiosks, residential homes etc.)	19	18	19
Transport	1	3	3
Other utilities	2	2	2
Treasury (Crown)	1	1	1
TOTAL of all categories in Draft Rating List	420	440	445