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Planning

SPS 2412 - Metering and a Billing Service

Royal Borough of Greenwich

F01: Prior information notice

Prior information only

Notice identifier: 2021/S 000-003555

Procurement identifier (OCID): ocds-h6vhtk-02954b

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Section I: Contracting authority

I.1) Name and addresses

Royal Borough of Greenwich

3rd Floor, The Woolwich Centre, 35 Wellington Street, Woolwich

London

SE18 6HQ

Contact

Mr Michael Barrett

Email

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Telephone

+44 2089214779

Country

United Kingdom

NUTS code

UKI51 - Bexley and Greenwich

Internet address(es)

Main address

<http://www.royalgreenwich.gov.uk/>

Buyer's address

<http://www.royalgreenwich.gov.uk/>

I.3) Communication

Additional information can be obtained from the above-mentioned address

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

SPS 2412 - Metering and a Billing Service

Reference number

DN528464

II.1.2) Main CPV code

- 65000000 - Public utilities

II.1.3) Type of contract

Services

II.1.4) Short description

The Royal Borough of Greenwich is proposing to issue invitations to tender utilising the Open or Restricted Procedure in accordance with Procurement Contracts Regulations 2015 for the Services detailed below.

In order to comply with Heat Network (Metering and Billing) Regulations 2014 as amended, the Royal Borough is planning to install meters within all leasehold and tenanted properties attached to heat networks.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 38000000 - Laboratory, optical and precision equipments (excl. glasses)
- 65000000 - Public utilities
- 42515000 - District heating boiler

II.2.3) Place of performance

NUTS codes

- UKI51 - Bexley and Greenwich

II.2.4) Description of the procurement

The Royal Borough of Greenwich is proposing to issue invitations to tender utilising the Open or Restricted Procedure in accordance with Procurement Contracts Regulations 2015 for the Services detailed below.

In order to comply with Heat Network (Metering and Billing) Regulations 2014 as amended, the Royal Borough is planning to install meters within all leasehold and tenanted properties attached to heat networks.

The Royal Borough will be seeking tenders for the provision of a Metering and Billing service. The nature and specification of this service is to be defined.

With the issue of this Prior Information Notice, the Royal Borough is seeking to engage with the market to ascertain the most appropriate solution(s) available.

II.2.14) Additional information

A contract would be for a period of up to 10 (ten) years

II.3) Estimated date of publication of contract notice

14 June 2021

Section IV. Procedure

IV.1) Description

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

Section VI. Complementary information

VI.3) Additional information

This procurement will be managed electronically via the RBG Proactis Procontract e-tendering suite which can be accessed at <https://royalgreenwich.proactishosting.com/>. Companies that may be interested in tendering are requested to express interest via the Proactis portal.

Potential providers who have not registered on the portal are advised to do so.

The Royal Borough of Greenwich would like to welcome established providers in assisting with developing our specification and as an opportunity to influence the strategy, the Royal Borough is seeking information from those expressing interest to the points below:

1. Types of contracts governing existing metering and billing arrangements and T&C's used.
2. Options for service provision i.e. provision of metering and equipment & billing service; provision of billing service only
3. Lengths of contracts
4. Pricing arrangements
5. Charging arrangements
6. Hardware provision-type and number of devices installed in flats i.e. Digital interface, heat meter/data collection, on/off facility/device, combination of; is one or multiple devices required depending on service provided; power supply requirements
7. Type of wiring/infrastructure/connectivity needed to support the above – e.g. MBus or Modbus – Mod bus being a 2 way data communication for on/off switching
8. Hardware O&M and repair of device in flats
9. Options for interface with other data providers e.g. existing cloud hosted systems storing meter data, existing internal housing management systems
10. Options for interface with other or existing heat meters and infrastructure
11. If cloud hosted, cloud provider and available interfaces
12. Service resilience, service backup and downtime back up

13. Service and data security
14. Data protection and privacy provisions
15. Development of suitable tariffs and charging regimes
16. Payment methods - token - card - cash
17. Options for those less able to utilise on-line transactions
18. Provision of support for resident training and roll out of metering and billing service
19. Energy consumption and conservation advice to residents
20. Provision of analytical data and insights including the ability to identify under and over usage and any vulnerability
21. Protection for the elderly or those in fuel poverty
22. Provision of emergency customer credit facility and friendly shut off periods
23. KPI in relation to speed of billing and problem solution
24. Complaint handling and dispute resolution
25. Social Value provided

The Royal Borough may subsequently invite those expressing interest to an event that will describe and outline requirements and will include information on the tendering process, timeline and criteria.

The deadline for expressions of interest is 16.00 on 12 March 2021