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Contract

## Customer Journey Support

Wolverhampton City Council

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-006952

Procurement identifier (OCID): ocids-h6vhtk-060f50

Published 27 January 2026, 10:16am

## Scope

## Reference

QQ25057

## Description

The City of Wolverhampton Council's Green Cities and Circular economy service area is looking to procure an energy efficiency advice and customer journey delivery partner that are working within the domestic energy efficiency space to support the council on its Net Zero Neighbourhood Project in Graiseley, to provide customer journey support for their retrofit journey, and an array of energy efficiency advice and support to residents.

We are seeking a supplier to:

- Take part in community engagement events/run workshops to deliver community energy efficiency advice to enable behaviour change to reduce energy demand as a first step.
- Create digital and/or physical energy efficiency toolkits to share with local communities. These toolkits will contain energy efficiency advice to support behaviour change amongst

local stakeholders, information on external funding streams to support decarbonisation measures in the home, tariff switching support

- Provide 1-2-1 Energy Efficiency and switching advice for up to 80 homes
- Be a single point of contact for the customer liaising with other delivery partners to coordinate retrofit assessments, sensor installations, and benchmark data collection to limit number of touch points
- Provide customer journey support for up to 80 homes that will receive Retrofit Assessments, supporting the council with eligibility checks for Warmer homes and ECO4 funding
- Work with the Council to sign post people to other council benefits or cost of living support
- Conduct initial and end-line survey (occupancy surveys to be provided) during the first month and final month of the project to understand resident energy consumption behaviour and information relating to health and wellbeing (format and questions to be agreed with WMCA).
- Deliver a package of low-cost energy efficiency measures (such as smart meters, draught excluders, thermal curtains etc) up to a value of £150 or project Grant per household, for up to 80 Households

If the supplier already has funded initiatives for low-cost measures that could be leveraged to support the project this would help to bring maximum value and support for the residents.

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## **Contract 1**

### **Supplier**

- AGILITY ECO SERVICES LTD

## **Contract value**

- £29,300 excluding VAT
- £35,160 including VAT

Below the relevant threshold

## **Date signed**

30 September 2025

## **Contract dates**

- 1 October 2025 to 30 September 2026
- Possible extension to 30 September 2027
- 2 years

Description of possible extension:

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## **Main procurement category**

Services

## **CPV classifications**

- 73000000 - Research and development services and related consultancy services

## Contract locations

- UKG - West Midlands (England)
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## Procedure

### Procedure type

Below threshold - unknown

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## Supplier

### AGILITY ECO SERVICES LTD

- Companies House: 08304360
- Public Procurement Organisation Number: PYPB-9971-YTYX

Abel Smith House

Stevenage

SG1 2ST

United Kingdom

Email: [procurement@agilityeco.co.uk](mailto:procurement@agilityeco.co.uk)

Website: <http://www.agilityeco.co.uk>

Region: UKH23 - Hertfordshire

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1

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## **Contracting authority**

### **Wolverhampton City Council**

- Public Procurement Organisation Number: PVBV-7568-LBLL

Civic Centre, St Peter's Square

Wolverhampton

WV1 1SH

United Kingdom

Email: [corporate.procurement@wolverhampton.gov.uk](mailto:corporate.procurement@wolverhampton.gov.uk)

Region: UKG39 - Wolverhampton

Organisation type: Public authority - sub-central government