

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/007141-2022>

Tender

## **SPS 2412 - Metering, Billing and Tariff Setting**

Royal Borough of Greenwich

F02: Contract notice

Notice identifier: 2022/S 000-007141

Procurement identifier (OCID): ocids-h6vhtk-03227f

Published 16 March 2022, 11:54am

The closing date and time has been changed to:

**20 April 2022, 12:00pm**

See the [change notice](#).

### **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 Nick Walker

#### **Email**

[nick.walker@royalgreenwich.gov.uk](mailto:nick.walker@royalgreenwich.gov.uk)

**Telephone**

+44 7771668387

**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**

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://royalgreenwich.proactishosting.com/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://royalgreenwich.proactishosting.com/>

**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, Billing and Tariff Setting

Reference number

DN602222

#### **II.1.2) Main CPV code**

- 65500000 - Meter reading service

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

Royal Borough of Greenwich (RBG) is seeking to appoint a suitably qualified contractor to provide metering, billing and tariff setting services to end users of its residential district heat networks. RBG proposes to award a single contract for five years with potential to extend by a further five years (subject to value for money considerations)

#### **II.1.5) Estimated total value**

Value excluding VAT: £798,000

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

- 38551000 - Energy meters

- 48444100 - Billing system
- 71314300 - Energy-efficiency consultancy services

### **II.2.3) Place of performance**

NUTS codes

- UKI51 - Bexley and Greenwich

### **II.2.4) Description of the procurement**

Royal Borough of Greenwich (The Council) requires a Service Provider to provide metering, billing and tariff setting services for the residential district heating schemes operated by RBG. It is envisaged that within the initial five year contract period, metering, billing and tariff setting will be required in 1750 properties (rolled out at approximately 350 connections to metering and billing per year). Most of the properties to be included within the contract will have existing heat meters installed within an HIU in the property. But some sites may require the metering and billing provider to supply and install heat meters. The provider is responsible for supplying, installing and commissioning all equipment required to collect metering data in all properties.

The Council requires the Service Provider to provide a full metering and billing service (although not supply and installation of meters themselves unless by exception) in compliance with The Heat Network (Metering and Billing) Regulations 2014 (as amended) and to:

- Provide information to leaseholders and tenants on the specific metering and billing approach to be followed at each site, this could be via literature, engagement events and training – the specific requirements to be advised by RBG
- On a monthly basis (or as may be requested by RBG or a tenant/leaseholder from time to time), remotely collect heat consumption data from each tenant/leaseholder's heat meter in the most appropriate manner
- Process all meter readings collected
- In the event that meter readings cannot be obtained remotely, liaise with the leaseholders and tenants to provide or obtain a meter reading and, where necessary, provide estimated heat consumption data based on usage for similar periods and properties
- Undertake data analysis and provide all data and data analysis relating to each property to the Council in the format and at frequency to be agreed with the Council

- Undertake monthly exception checking to ensure that there are no exceptional customer accounts or meters which may be inaccurately recording data
- In the event that a leaseholder or tenant disputes their meter reading, undertake an initial investigation by repolling the relevant meter and comparing data against usage for similar periods and properties to ascertain whether the meter may be faulty
- Provide the Council with remote access to real-time heat meter data across all properties
- Give particular consideration to potentially vulnerable residents in all services provided, including but not limited to tariff setting, arranging access to properties for maintenance, provision of and access to billing information, credit control and payment options, data analysis to identify under-use
- Set up and operate individual customer billing accounts in accordance with all relevant data protection laws and in accordance with Heat Trust requirements
- As applicable to the relevant method of payment, on a monthly basis for credit customers and annual basis for pre-payment customer, provide (or make accessible) information to each leaseholder/tenant setting out the heat charges payable, the heat consumption at the property for the relevant period, the total charges payable or pre-paid for such period, and any other information required by law or recommended by the Heat Trust (even if not Heat Trust registered) Provide electronic billing services to the Council
- Open and administer a collections account to be held on trust for and in the name of the Council into which payments received from tenants, leaseholders and, where relevant, collections agents, will be deposited and reconciled.
- Collect payments received from each tenant, leaseholder and, where relevant, collections agent and transfer the same into the Council's collections account at least every two weeks
- Provide a call centre service for tenants and leaseholders to raise metering and billing queries, and resolve such queries to the fullest extent possible
- Provision of debt collection services
- Offer full flexibility in charges collection/credit control options to individual properties
- Undertake maintenance and repairs to metering and billing equipment so as to keep all equipment operational in accordance with good industry practice and, where possible, utilise the benefit of all manufacturers' and/or installers' warranties and guarantees
- Carry out modelling to assist the Council in the calculation of heat tariffs to be charged to tenants and leaseholders for each relevant site; based on best practice information

including; but not limited to the relevant fuel source; term of fuel contract; heat network operating efficiency; and the optimal split between standing and variable charges.

- Standing and variable charges for each site are to sufficiently cover all costs associated with the generation and supply of heat, the operation of the equipment, the provision of customer services and the expected lifecycle replacement costs for all equipment.
- Standing and variable charges are to be reflective of such charges for heat networks and customers of a similar size and type to the relevant site and presented/justified in such a way as to enable the Council to demonstrate to tenants and leaseholders that they are market reflective
- Provide a clear and market standard methodology for increasing or decreasing the heat tariffs on an annual basis
- Work in the spirit of partnership with the Council
- Provide a high-quality Service that is financially and environmentally sustainable
- Comply with all applicable legislation
- The Contract period will be for five years plus an option to extend for a further five years
- The draft terms and conditions of contract that have been published alongside this

notice in the Invitation to tender (ITT) pack are subject to change. The evaluation criteria will be based on the most economically advantageous tender (MEAT).

Prior to commencing the formal procurement process, RBG engaged with potential suppliers via a soft market testing exercise to discuss this opportunity (see PIN reference SPS 2412 003555-2021 (1).pdf (council.local). RBG is now inviting suitably qualified organisations to submit a response to the Selection Questionnaire (SQ) for this contract opportunity.

Formal consultation on metering and billing has taken place with leaseholders, and informal consultation has commenced with tenants. Further consultation and communications will be undertaken closer to live roll-out at each district heating scheme.

## **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 40

Price - Weighting: 60

## **II.2.6) Estimated value**

Value excluding VAT: £798,000

## **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

60

This contract is subject to renewal

No

## **II.2.10) Information about variants**

Variants will be accepted: No

## **II.2.11) Information about options**

Options: Yes

Description of options

The contract will be for a 5 year period with the option to extend for a further 5 years

## **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

## **II.2.14) Additional information**

Price is not the only award criterion and all criteria are stated in the procurement documents. This procurement will be managed electronically via the RBG Proactis Procontract etendering suite. To participate in the procurement, participants shall first be registered on the e-tendering suite. If bidders have not yet registered on the e-tendering suite, this can be done online at: <https://royalgreenwich.proactishosting.com/> by following the link: <https://procontract.duenorth.com/register>.

Please note that, to register, bidders must have a valid DUNS number (as provided by Dun and Bradstreet) for the organisation which you are registering, who will be entering into a

contract if invited to do so. Note: registration may take some time please ensure that you allow a sufficient amount of time to register. Full instructions can be found at:

<https://supplierhelp.due-north.com/>

Once you have registered on the e-Tendering Suite, a registered user can express an interest for a specific procurement. This is done by looking at the opportunities sections. The registered user will receive a notification email to alert them once this has been done.

As a user of the e-Tendering Suite you will have access to proactis e-portal email messaging service which facilitates all messages sent to you and from you in relation to any specific RFX event. Please note, it is your responsibility to access these emails on a regular basis to ensure you have sight of all relevant information applicable to this opportunity. For technical assistance on use of the e-Sourcing Suite please contact Proactis Helpdesk Freephone: 03450103503

---

## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

#### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

### **III.2) Conditions related to the contract**

#### **III.2.2) Contract performance conditions**

Details are in the procurement documents (ITT pack).

#### **III.2.3) Information about staff responsible for the performance of the contract**

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract



---

## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Restricted procedure

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

The procurement is covered by the Government Procurement Agreement: Yes

### **IV.2) Administrative information**

#### **IV.2.2) Time limit for receipt of tenders or requests to participate**

Originally published as:

Date

18 April 2022

Local time

12:00pm

Changed to:

Date

20 April 2022

Local time

12:00pm

See the [change notice](#).

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

---

## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

High Court of England and Wales

1 Royal Courts of Justice, Strand

London

WC1A 2LL

Country

United Kingdom

#### **VI.4.2) Body responsible for mediation procedures**

High Court of England and Wales

1 Royal Courts of Justice, Strand

London

WC1A 2LL

Country

United Kingdom

#### **VI.4.4) Service from which information about the review procedure may be obtained**

Cabinet Office

London

SW1A 2AS

Country

United Kingdom