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Contract

Citizen Home Health Safety Check Contract

Citizen Housing Group Limited

F03: Contract award notice

Notice identifier: 2025/S 000-027883

Procurement identifier (OCID): ocds-h6vhtk-048965

Published 27 May 2025, 5:02pm

Section I: Contracting authority

I.1) Name and addresses

Citizen Housing Group Limited

4040 Lakeside

Birmingham

B37 7YN

Contact

Joey Barron

Email

joey@echelonconsultancy.co.uk

Telephone

+44 1707339800

Country

United Kingdom

Region code

UKG - West Midlands (England)

National registration number

RS008181

Internet address(es)

Main address

https://www.citizenhousing.org.uk/

Buyer's address

https://uk.eu-supply.com/ctm/Company/CompanyInformation/Index/45191

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Housing and community amenities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Citizen Home Health Safety Check Contract

Reference number

1237

II.1.2) Main CPV code

• 71314100 - Electrical services

II.1.3) Type of contract

Services

II.1.4) Short description

Citizen has awarded a contract for the provision of Home Health Safety Checks, including gas servicing and electrical compliance works. The contract is split into two lots:

Lot 1: Birmingham, Hereford and Worcester

Lot 2: Coventry

Following a two-stage restricted procedure, Sure Maintenance Ltd has been appointed as the successful supplier for both lots. The contract will run for a period of up to 10 years and is designed to promote best practice in service delivery, innovation, and collaborative working.

The procurement process was conducted in accordance with the Public Contracts Regulations 2015.

II.1.6) Information about lots

This contract is divided into lots: Yes

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £11,580,459

II.2) Description

II.2.1) Title

Birmingham, Hereford and Worcester

Lot No

1

II.2.2) Additional CPV code(s)

- 31200000 Electricity distribution and control apparatus
- 31210000 Electrical apparatus for switching or protecting electrical circuits
- 31211000 Boards and fuse boxes
- 31212000 Circuit breakers
- 31213000 Distribution equipment
- 31214000 Switchgear
- 31214500 Electric switchboards
- 31216000 Lightning arrestors
- 31600000 Electrical equipment and apparatus
- 31680000 Electrical supplies and accessories
- 31681000 Electrical accessories
- 31681400 Electrical components
- 31682000 Electricity supplies
- 39710000 Electrical domestic appliances
- 39715000 Water heaters and heating for buildings; plumbing equipment
- 39720000 Non-electric domestic appliances
- 42160000 Boiler installations
- 44100000 Construction materials and associated items
- 44111500 Insulators and insulating fittings

- 44111530 Electrical insulating fittings
- 44130000 Sewer mains
- 50531100 Repair and maintenance services of boilers
- 50531200 Gas appliance maintenance services
- 50532000 Repair and maintenance services of electrical machinery, apparatus and associated equipment
- 50532400 Repair and maintenance services of electrical distribution equipment
- 50710000 Repair and maintenance services of electrical and mechanical building installations
- 50711000 Repair and maintenance services of electrical building installations
- 50720000 Repair and maintenance services of central heating
- 51100000 Installation services of electrical and mechanical equipment
- 51110000 Installation services of electrical equipment
- 51112000 Installation services of electricity distribution and control equipment
- 65100000 Water distribution and related services
- 65210000 Gas distribution
- 65310000 Electricity distribution
- 65320000 Operation of electrical installations
- 71317200 Health and safety services
- 71630000 Technical inspection and testing services
- 71631000 Technical inspection services
- 71632000 Technical testing services
- 50700000 Repair and maintenance services of building installations
- 45315000 Electrical installation work of heating and other electrical building-equipment
- 09330000 Solar energy
- 45331000 Heating, ventilation and air-conditioning installation work
- 09300000 Electricity, heating, solar and nuclear energy

- 45310000 Electrical installation work
- 45311100 Electrical wiring work
- 45311200 Electrical fitting work
- 71314100 Electrical services
- 71334000 Mechanical and electrical engineering services
- 45211100 Construction work for houses
- 45262640 Environmental improvement works
- 45211000 Construction work for multi-dwelling buildings and individual houses
- 31625100 Fire-detection systems
- 31625200 Fire-alarm systems
- 45312100 Fire-alarm system installation work

II.2.3) Place of performance

NUTS codes

UKG - West Midlands (England)

II.2.4) Description of the procurement

The contract covers the provision of Home Health Safety Checks across Citizen's housing stock, comprising approximately 30,000 residential properties. The scope of services includes, but is not limited to:

Annual gas servicing and maintenance

Responsive gas repairs and emergency breakdown cover

Electrical testing (EICRs) and remedial works

Electrical upgrades and installations

Data gathering to support asset management

Delivery of additional home compliance checks during scheduled visits

The services will be delivered under a Term Partnering Contract (TPC) with robust performance monitoring through KPIs and clear provisions for early termination in the

event of poor performance.

The works are split across two geographic lots:

Lot 1: Birmingham, Hereford and Worcester

Lot 2: Coventry

The contract is designed to reduce the number of visits to residents' homes by coordinating multiple compliance activities during a single visit, thereby improving access rates and service efficiency. The contractor is also required to deliver added value through social value commitments, local employment, and innovative digital solutions to enhance customer experience.

The duration of the contract is up to 10 years, comprising an initial term and potential extension periods.

II.2.5) Award criteria

Quality criterion - Name: Price Per Quality Point / Weighting: 50

Cost criterion - Name: Price Per Quality Point / Weighting: 50

II.2.11) Information about options

Options: No

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) Description

II.2.1) Title

Coventry

Lot No

2

II.2.2) Additional CPV code(s)

• 31200000 - Electricity distribution and control apparatus

- 31210000 Electrical apparatus for switching or protecting electrical circuits
- 31211000 Boards and fuse boxes
- 31212000 Circuit breakers
- 31213000 Distribution equipment
- 31214000 Switchgear
- 31214500 Electric switchboards
- 31216000 Lightning arrestors
- 31600000 Electrical equipment and apparatus
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- 50720000 Repair and maintenance services of central heating
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- 51112000 Installation services of electricity distribution and control equipment
- 65100000 Water distribution and related services
- 65200000 Gas distribution and related services
- 65300000 Electricity distribution and related services
- 65310000 Electricity distribution
- 65320000 Operation of electrical installations
- 71317200 Health and safety services
- 71630000 Technical inspection and testing services
- 71631000 Technical inspection services
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- 31625200 Fire-alarm systems
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Options: No

II.2.13) Information about European Union Funds

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

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: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: 2024/S 000-025221

Section V. Award of contract

Contract No

1

Lot No

1

Title

Citizen Home Health Safety Check Contract - August 2024

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

10 December 2024

V.2.2) Information about tenders

Number of tenders received: 8

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Sureserve Compliance Holdings Limited

Norfolk House, 13 Southampton Place, London, England, WC1A 2AJ

Southampton

Country

United Kingdom

NUTS code

• UKI - London

National registration number

9790918

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £11,580,459

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review	body
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High Court of England & Wales

The Strand

London

WC2A 2LL

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

Citizen will observe a 10-day stand still period following the award of the contract and conduct itself in respect of any appeals in accordance with the Public Contracts Regulations 2015 (as amended).

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

Cabinet Office

70 Whitehall

London

SW1A 2AS

Country

United Kingdom