

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/027883-2025>

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
- 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
- 50531000 - Repair and maintenance services for non-electrical machinery
- 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
- 50712000 - Repair and maintenance services of mechanical 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
- 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
- 71632000 - Technical testing services
- 45312100 - Fire-alarm system installation work
- 31625200 - Fire-alarm systems
- 31625100 - Fire-detection systems
- 45211000 - Construction work for multi-dwelling buildings and individual houses
- 45262640 - Environmental improvement works
- 45211100 - Construction work for houses
- 71334000 - Mechanical and electrical engineering services
- 71314100 - Electrical services
- 45311200 - Electrical fitting work
- 45311100 - Electrical wiring work

- 45311000 - Electrical wiring and fitting work
- 45310000 - Electrical installation work
- 09300000 - Electricity, heating, solar and nuclear energy
- 45331000 - Heating, ventilation and air-conditioning installation work
- 45315000 - Electrical installation work of heating and other electrical building-equipment
- 09330000 - Solar energy
- 50700000 - Repair and maintenance services of building installations

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

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

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