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Contract

Metering and Billing Services (Housing Communal Areas)

Birmingham City Council

F03: Contract award notice

Notice identifier: 2025/S 000-060300

Procurement identifier (OCID): ocids-h6vhtk-04de52

Published 26 September 2025, 4:50pm

Section I: Contracting authority

I.1) Name and addresses

Birmingham City Council

1 Victoria Square

Birmingham

B1 1BB

Contact

Commercial and Procurement Services

Email

etendering@birmingham.gov.uk

Country

United Kingdom

NUTS code

UKG31 - Birmingham

Internet address(es)

Main address

www.finditinbirmingham.com

Buyer's address

www.in-tendhost.co.uk/birminghamcc

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

Metering and Billing Services (Housing Communal Areas)

Reference number

P2161

II.1.2) Main CPV code

- 50411200 - Repair and maintenance services of gas meters

II.1.3) Type of contract

Services

II.1.4) Short description

There is a requirement to source a new heat network metering and billing solution and a metering and billing agent across its heat network portfolio of 31 sites and circa 1500 properties. The new heat network metering solution includes the following equipment: • Heat Meter • Payment Meter • In Home Display • Pre-payment Valve The new heat network metering solution must be: • Transferable i.e. be able to be operated by different and multiple metering and billing agents to manage risk and provide value for money • Operate in Pay-As-You Go (PAYG) mode. • Reliable (meter read percentage of 95%), accurate (to all metering directives and regulations) and have a 5-year warranty period (kit and installation).

II.1.6) Information about lots

This contract is divided into lots: No

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

Value excluding VAT: £3,400,000

II.2) Description

II.2.2) Additional CPV code(s)

- 50411200 - Repair and maintenance services of gas meters

- 50411300 - Repair and maintenance services of electricity meters
- 65500000 - Meter reading service

II.2.3) Place of performance

NUTS codes

- UKG31 - Birmingham

II.2.4) Description of the procurement

The scope of works of this contract will be as follows:1. Install and commission the new heat network metering solution, including full project management and resident engagement/communication.2. Ongoing metering and billing service to customers3. Account management to the Council4. Repair and maintain the heat network metering solution; in line with warranty periods and the Council's Repair Response Times

II.2.5) Award criteria

Quality criterion - Name: Quality, including social value / Weighting: 60%

Price - Weighting: 40%

II.2.11) Information about options

Options: Yes

Description of options

With the provision to extend for an additional 5 years subject to requirements and satisfactory performance.

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

Open 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.2.1) Previous publication concerning this procedure

Notice number: [2025/S 000-004812](#)

Section V. Award of contract

Contract No

1

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

4 April 2025

V.2.2) Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 3

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 4

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

V.2.3) Name and address of the contractor

Sycous Limited

Leeds

Country

United Kingdom

NUTS code

- UKE42 - Leeds

The contractor is an SME

Yes

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

Initial estimated total value of the contract/lot: £3,400,000

Total value of the contract/lot: £1,604,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

High Court of Justice

WC2A 2LL

London

Country

United Kingdom