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Contract

Acquisition and Implementation of a Billing and Customer Management System for a Gas Supply Company

FIRMUS ENERGY (SUPPLY) LIMITED

F20: Modification notice

Notice identifier: 2025/S 000-062985

Procurement identifier (OCID): ocds-h6vhtk-05a9d0

Published 7 October 2025, 3:55pm

Section I: Contracting authority/entity

I.1) Name and addresses

FIRMUS ENERGY (SUPPLY) LIMITED

10th Floor, 5 Churchill Place

London

E14 5HU

Email

david.smith@firmusenergy.co.uk

Country

United Kingdom

Region code

UKI - London

Companies House

05369108

Internet address(es)

Main address

www.firmusenergy.co.uk

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Acquisition and Implementation of a Billing and Customer Management System for a Gas Supply Company

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.2) Description

II.2.2) Additional CPV code(s)

- 48100000 - Industry specific software package
- 48217000 - Transaction-processing software package
- 48333000 - Contact management software package
- 48442000 - Financial systems software package
- 48445000 - Customer Relation Management software package
- 48612000 - Database-management system
- 48613000 - Electronic data management (EDM)
- 72000000 - IT services: consulting, software development, Internet and support

II.2.3) Place of performance

NUTS codes

- UKN0D - Antrim and Newtownabbey

Main site or place of performance

Antrim

II.2.4) Description of the procurement at the time of conclusion of the contract:

Acquisition and Implementation of a Billing and Customer Management System for a Gas Supply Company

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

Duration in months

60

Section IV. Procedure

IV.2) Administrative information

IV.2.1) Contract award notice concerning this contract

Notice number: [2019/S 015-032588](#)

Section V. Award of contract/concession

Contract No

1

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract/concession award decision:

10 December 2019

V.2.2) Information about tenders

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

V.2.3) Name and address of the contractor/concessionaire

Lognet Billing Limited

Israel

Country

Israel

NUTS code

- IL - Israel

Justification for not providing organisation identifier

Not on any register

The contractor/concessionaire is an SME

Yes

V.2.4) Information on value of the contract/lot/concession (at the time of conclusion of the contract;excluding VAT)

Total value of the procurement: £1,000,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

firmus energy Supply Limited

Antrim

Country

United Kingdom

Section VII: Modifications to the contract/concession

VII.1) Description of the procurement after the modifications

VII.1.1) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

VII.1.2) Additional CPV code(s)

- 48100000 - Industry specific software package
- 48217000 - Transaction-processing software package
- 48333000 - Contact management software package
- 48442000 - Financial systems software package
- 48445000 - Customer Relation Management software package
- 48612000 - Database-management system
- 48613000 - Electronic data management (EDM)
- 72000000 - IT services: consulting, software development, Internet and support

VII.1.3) Place of performance

NUTS code

- UKN0D - Antrim and Newtownabbey

Main site or place of performance

Antrim

VII.1.4) Description of the procurement:

Acquisition and Implementation of a Billing and Customer Management System for a Gas Supply Company

VII.1.5) Duration of the contract, framework agreement, dynamic purchasing system or concession

Duration in months

120

VII.1.6) Information on value of the contract/lot/concession (excluding VAT)

Total value of the contract/lot/concession:

£2,800,000

VII.1.7) Name and address of the contractor/concessionaire

Lognet Billing Limited

Israel

Country

Israel

NUTS code

- IL - Israel

Justification for not providing organisation identifier

Not on any register

The contractor/concessionaire is an SME

Yes

VII.2) Information about modifications

VII.2.1) Description of the modifications

Nature and extent of the modifications (with indication of possible earlier changes to the contract):

Contract Term

The contract between Firmus Energy (Supply) Limited ("FES") and Lognet Billing Limited ("Lognet") commenced on 10.12.19 for an initial term of 3 years with options for FES to extend by 2 periods of 12 months each. Having exercised both options, the parties entered into an amendment agreement on 23.12.24 ("Amendment 1") which extended the contract to 31.12.25. The parties then entered into a further amendment agreement on 10.09.25 ("Amendment 2") which extended the contract by 3 years with an option for FES to extend by a further 12 months.

Minimum Licence Fees

The contract set minimum licence fees based on the number of subscribers, with additional licence fees covering additional subscribers. Under Amendment 1, those minimum licence fees and subscriber numbers were increased; and then further increased pursuant to Amendment 2.

Please see section VII.2.3 of this notice for details of amendment to contract value resulting from the amendments above.

Exchange Rate

Amendment 2 introduced a mechanism for sharing exchange rate risk equally between the parties.

Professional Services Rates

The contract included a professional services rate table. Amendment 1 and Amendment 2 increased the current professional services rates. Amendment 2 included a mechanism for uplifting rates annually.

Helpdesk

Under the contract, FES agreed to pay for a helpdesk support service. Amendment 1 increased this the annual fee for this support service; and Amendment 2 provided an option for a pay per use service instead of an annual fee.

Liability Aggregate Cap

Under Amendment 2, Lognet's total aggregate liability in contract, tort (including negligence or breach of statutory duty), misrepresentation, restitution or otherwise, arising in connection with the performance or contemplated performance of the contract was increased to reflect the higher contract value.

Customer Data Arrangements

Under Amendment 2 Lognet agreed to provide FES with data reporting capability.

Disaster Recovery and Business Continuity Plan

Under the contract Lognet agreed to put a disaster recovery and business continuity plan in place. Amendment 2 included a more detailed process for the preparation, implementation, review and testing of the disaster recovery and business continuity plan.

Escrow

The contract made provision for all source code to be put in escrow with a third party agent. Amendment 2 obliged the parties to put a new escrow agreement in place with revised terms to those detailed by the original contract.

Transitional Services

Under Amendment 2 Lognet agreed to, upon request by FES, provide transitional services on termination of the contract.

Service Levels

Amendment 2 updated the service levels set out in the contract.

VII.2.2) Reasons for modification

Need for additional works, services or supplies by the original contractor/concessionaire.

Description of the economic or technical reasons and the inconvenience or duplication of cost preventing a change of contractor:

Under the contract, Lognet licenses, and provides support and other services for, a customised Maxbill billing and customer management system (system) to FES. FES relies on the system to provide a platform for billing all types of customers across all varieties of sectors of domestic and commercial properties. The system provides a pricing platform to calculate a customer bill which in turn enables the business to report for month end financial and regulatory purposes. The system is also the main point of information for the customer services team to answer queries and faults relating to a customer account. Any changes to a customer's gas meter are also updated through the system and come from the network operator (with each network operator having its own billing structure that has to be adhered to within each network area). The system is a crucial part of FES' business and is the main source for reporting across all areas of the business.

The system has been heavily customised by Lognet to meet FES' specific (and very complex) business requirements. The system has also been heavily customised by Lognet to meet Northern Ireland regulatory and market structure requirements; in particular the regulatory and licence requirements that apply specifically to FES. The Northern Ireland gas market regulations are very different to the rest of the UK (and indeed the Republic of Ireland); the market is very customer focused, and billing systems integrate annual reporting requirements and price controls to ensure fair pricing for customers and regulatory compliance, therefore a level of flexibility is needed, which in turn requires a fairly complex system. When a new licence or regulation is implemented at industry level, due to the complexity of the system, FES is reliant upon Lognet to further develop, customise and then support the system to adapt to the new requirements.

In addition to the complexity of the FES billing workstreams and NI specific market and regulatory customisation, the system has also been integrated with multiple third party software providers' products, which is a bespoke arrangement to FES. This includes integration with meter reading, PayPoint transactions, information that comes from the network operator and servicing of direct debit payments.

The system is a bespoke and proprietary utility system that has not been licensed by Lognet to any third party for resale/support. FES does not hold sufficient licence rights to undertake, nor would it be capable of undertaking, the requisite development and support services necessary to meet its complex requirements. Lognet is therefore the only party that can renew the licences and provide the support required by FES for the system for the period specified above.

FES does not believe that there is any alternative "off the shelf" solution that would be readily available to meet its, or the NI regulatory/market, requirements. It is also FES' belief that any potential alternative new solution that may be available would require heavy customisation to meet these requirements. Any potential alternative solution would involve FES acquiring, and paying another supplier to develop and customise, a new system (to provide the same functionality as the current system already offers, which would involve substantial cost duplication and significant inconvenience for FES), which would take a minimum 2-3 years to customise and implement. Even if it transpired that FES' belief was incorrect and an off the shelf system was in fact available, a software development and implementation project of this scale would require a minimum of 1.5 years from sourcing to go-live. FES therefore does not believe that there are any other feasible alternative short-term solutions to extending the existing licensing and support of the system for the period provided for in Amendment 2, particularly due to the volume of customers FES holds, the complexity of billing transactions and workflows, regulatory and market requirements and the fact that only Lognet can renew the licences and provide the support required for the system during the extension period. FES therefore considers there are significant economic and technical reasons why a change in contractor cannot be made in the circumstances.

VII.2.3) Increase in price

Updated total contract value before the modifications (taking into account possible earlier contract modifications, price adaptations and average inflation)

Value excluding VAT: £1,360,000

Total contract value after the modifications

Value excluding VAT: £2,800,000