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Contract

Greater Manchester Retrofit Assessment, Advice and Support Service

Greater Manchester Combined Authority

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-063885

Procurement identifier (OCID): ocds-h6vhtk-05269d ([view related notices](#))

Published 9 October 2025, 4:31pm

Scope

Reference

GMCA 1492

Description

The core objective of the project is an offer to give confidence to Greater Manchester's residents in carrying out retrofit, whilst paying for at least some of the work themselves, through the provision of retrofit advice, assessment and project management services. This would be met through the following services:

1. Initial customer advice, through various communication routes e.g. a phone line triage approach or in-person at public engagement events
2. Provision of paid for retrofit assessments: basic plans, whole house plans
3. Links to contractors: charged measure specifications (including heat pump suitability surveys), quote generation from contractors/installers

4. Quality checking of paid-for works once completed by contractors/installers

Revenue for the supplier could be generated from the fees paid for the retrofit assessments and measure specifications. The service could also charge a fee to the contractors/installers.

In addition, although not core delivery, the service would also be expected to:

1. Check for grant eligibility for residents through the GMCA Retrofit portal
2. Carry out their own lead generation
3. Work with their own list of local suppliers/installers/contractors for work generated, separately to the GMCA Retrofit Portal and the GMCA Net Zero: Housing Retrofit Framework suppliers

The service would focus on the core delivery of:

- Insulation works
 - Low carbon heating systems
 - Renewable energy installations
 - Heating system upgrades
 - Glazing and doors
 - Draught proofing
 - Ventilation
 - Batteries
 - Water efficiency measures
 - Flood risk adaptation measures
 - Other associated enabling or 'trigger point' building works
-

Contract 1. GMCA 1492 GM willing to pay retrofit advice, assessment and project management services

Supplier

- Arniston Ltd t/a Snugg

Contract value

- £245,000 excluding VAT
- £294,000 including VAT

Above the relevant threshold

Date signed

1 September 2025

Contract dates

- 5 September 2025 to 4 September 2026
- Possible extension to 4 September 2028
- 3 years

Description of possible extension:

2x 12 months extensions available

Main procurement category

Services

CPV classifications

- 70331000 - Residential property services

Contract locations

- UK - United Kingdom

Justification for not setting key performance indicators

Below the value threshold where they are required

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Supplier

Arniston Ltd t/a Snugg

- Companies House: SC707743

47 Potterrow

Edinburgh

EH8 9BT

United Kingdom

Email: hello@snugg.com

Region: UKM75 - Edinburgh, City of

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1

Contracting authority

Greater Manchester Combined Authority

- Public Procurement Organisation Number: PXBN-3793-LCTQ

56 Oxford Street

Manchester

M1 6EU

United Kingdom

Email: procurement@manchesterfire.gov.uk

Region: UKD33 - Manchester

Organisation type: Public authority - sub-central government