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Award

Pay and Display Machine Maintenance and Associated Back-office System, Hardware Upgrades, and PSP Service

Herefordshire Council

UK5: Transparency notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-080911

Procurement identifier (OCID): ocds-h6vhtk-0529a9 ([view related notices](#))

Published 9 December 2025, 9:54am

Scope

Description

Contract for maintenance and hardware upgrades for the council's existing stock of 73 pay and display machines. To Include associated back-office systems, and Payment Service Provider service to facilitate contactless card payments.

Contract 1

Supplier

- METRIC GROUP LIMITED

Contract value

- £475,000 excluding VAT
- £570,000 including VAT

Above the relevant threshold

Earliest date the contract will be signed

2 January 2026

Contract dates (estimated)

- 3 January 2026 to 2 January 2029
- Possible extension to 2 January 2030
- 4 years

Description of possible extension:

One possible extension of up to 12 month.

Main procurement category

Services

Options

The right to additional purchases while the contract is valid.

Spare and replacement parts will be available for purchase if required (where not covered by the maintenance agreement).

CPV classifications

- 38730000 - Parking meters
- 66172000 - Financial transaction processing and clearing-house services
- 98351000 - Car park management services

Contract locations

- UKG11 - Herefordshire, County of

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Direct award

Direct award justification

- Single supplier - technical reasons
- Additional or repeat goods, services or works - extension or partial replacement

Background:

Herefordshire Council currently owns 73 pay and display machines of varying age for its off-street and on-street car parks within Herefordshire. A recent review of the machines, manufactured and maintained by Metric Group Ltd, has found that most are anticipated to have a few years of operational use remaining. The council therefore needs to ensure continued maintenance of the existing machines and associated back-office system, as well a number of hardware upgrades and compatible Payment Service Provider service (PSP) for pay-by-card options.

Appointing a new supplier would require either wholesale replacement or significant overhauls to the existing machines, resulting in wasted utility of the current stock and disproportionate costs and operational disruption.

Paragraph 6 of Schedule 5 provides that a direct award is permitted when:

The following conditions are met in relation to the public contract-

- (a) due to an absence of competition for technical reasons, only a particular supplier can supply the goods, services or works required, and
- (b) there are no reasonable alternatives to those goods, services or works.

Paragraph 7 of Schedule 5 provides that direct award is permitted when:

The public contract concerns the supply of goods, services or works by the existing supplier which are intended as an extension to, or partial replacement of, existing goods, services or works in circumstances where-

- (a) a change in supplier would result in the contracting authority receiving goods, services or works that are different from, or incompatible with, the existing goods, services or works, and
- (b) the difference or incompatibility would result in disproportionate technical difficulties in operation or maintenance.

Supplier

METRIC GROUP LIMITED

- Companies House: 02560839

Metric House Westmead Drive

Swindon

SN5 7AD

United Kingdom

Email: Sales@metricgroup.co.uk

Website: <http://www.metricgroup.co.uk>

Region: UKK14 - Swindon

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1

Contracting authority

Herefordshire Council

- Public Procurement Organisation Number: PDTG-2978-LHCN

Herefordshire Council, Plough Lane

Hereford

HR4 0LE

United Kingdom

Email: commercialservices@herefordshire.gov.uk

Region: UKG11 - Herefordshire, County of

Organisation type: Public authority - sub-central government