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**United Kingdom-London: District heating
2017/S 091-180321**

Contract award notice

Results of the procurement procedure

Services

Directive 2014/24/EU

Section I: Contracting authority

I.1) Name and addresses

Genesis Housing Association Limited
IP31241R
Atelier House, 64 Pratt Street, Camden
London
NW1 0DL
United Kingdom
Contact person: Lorraine Taylor
E-mail: lorraine.taylor@genesisha.org.uk
NUTS code: UKI

Internet address(es):

Main address: www.genesisha.org.uk
Address of the buyer profile: <https://uk.eu-supply.com/ctm/Company/CompanyInformation/Index/35281>

I.1) Name and addresses

Genesis Housing Association
London
NW1 0DL
United Kingdom
Contact person: Lorraine Taylor
E-mail: lorraine.taylor@genesisha.org.uk
NUTS code: UKI

Internet address(es):

Main address: www.genesisha.org.uk

I.2) Joint procurement

The contract involves joint procurement
In the case of joint procurement involving different countries, state applicable national procurement law:
Body governed by public law.

I.4) Type of the contracting authority

Other type: housing association

I.5) Main activity

Housing and community amenities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title:

De-centralised Energy & Heat Metering Framework Tender.

Reference number: 2016/S 113-200945

II.1.2) Main CPV code

09323000

II.1.3) Type of contract

Services

II.1.4) Short description:

Genesis is looking to procure a framework for De-centralised Energy Systems and Heat Metering. The framework is divided into five Lots (A-E). Lots A, B & C relate to meter reading and billing whilst lots D & E are consultancy services and contractor works.

Lot A relates to software for in-sourcing utility billing. Lot B is seeking out-sourced credit billing services including meter reading, billing and payment collection. Lot C relates to Prepayment (PAYG) equipment to collect meter read data and payments.

Lot D, consultancy services, includes engineering reports, energy system design, heat metering retro-fit design and quality assurance at key stages of housing developments (e.g. install, commission, handover). Lot E essentially covers the contractor works that falls out of the Lot D consultancy services.

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: 50 000 000.00 GBP

II.2) Description

II.2.1) Title:

Lot A — Billing Software & Meter Data Reading/Hosting

Lot No: 1

II.2.2) Additional CPV code(s)

09300000

09330000

38410000

38421100

38550000

38551000

38552000

38554000

39715000

39715200

39715210

42515000

44115200

44115220

44163121

44620000

44621220
44621221
45232140
45232141
45251250
45259300
45315000
45331100
48444100
50411100
50411200
50411300
50720000
50721000
65400000
65500000
71313000
71314000
71314200
71314300
71314310
71321200
79999200

II.2.3) **Place of performance**

NUTS code: UK

Main site or place of performance:
London and the South East.

II.2.4) **Description of the procurement:**

Billing software provided as licensed installations or via portal based software as a service solution.
Remote reading and data hosting of in-flat (personal) consumption where client generates and sells heat & hot water; and/or re-sells cold water; and/or re-sells electricity.

II.2.5) **Award criteria**

Quality criterion - Name: Meter Data Checking/Validation / Weighting: 20 %

Quality criterion - Name: Meter Communication / Weighting: 20 %

Quality criterion - Name: Debt Management / Weighting: 10 %

Quality criterion - Name: Systems integration / Weighting: 15 %

Quality criterion - Name: Social / Weighting: 5 %

Price - Weighting: 30 %

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.2.14) **Additional information**

II.2) **Description**

II.2.1) **Title:**
Lot B — Credit Billing Services & Meter Data Reading/Hosting
Lot No: 2

II.2.2) **Additional CPV code(s)**

09300000
09330000
38410000
38421100
38550000
38551000
38552000
38554000
39715000
39715200
39715210
42515000
44115200
44115220
44163121
44620000
44621220
44621221
45232140
45232141
45251250
45259300
45315000
45331100
48444100
50411100
50411200
50411300
50720000
50721000
65400000
65500000
71313000
71314000
71314200
71314300
71314310
71321200
79999200

II.2.3) **Place of performance**

NUTS code: UK

Main site or place of performance:
London and the South East.

II.2.4) **Description of the procurement:**

Full credit billing service whereby third-party company bills residents and collects income on client's behalf. Remote reading and data hosting of in-flat (personal) consumption where client generates and sells heat & hot water; and/or re-sells cold water; and/or re-sells electricity.

II.2.5) **Award criteria**

Quality criterion - Name: Scenario 1 / Weighting: 15 %
Quality criterion - Name: Scenario 2 / Weighting: 12 %
Quality criterion - Name: Scenario 3 / Weighting: 12 %
Quality criterion - Name: Data Checking/Validation / Weighting: 15 %
Quality criterion - Name: Meter Communication / Weighting: 10 %
Quality criterion - Name: Social / Weighting: 6 %
Price - Weighting: 30 %

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.2.14) **Additional information**

II.2) **Description**

II.2.1) **Title:**

Lot C — Prepayment Billing Service & Meter Data Reading/Hosting
Lot No: 3

II.2.2) **Additional CPV code(s)**

09300000
09330000
38410000
38421100
38550000
38551000
38552000
38554000
39715000
39715200
39715210
42515000
44115200
44115220
44163121
44620000
44621220
44621221
45232140
45232141

45251250
45259300
45315000
45331100
48444100
50411100
50411200
50411300
50720000
50721000
65400000
65500000
71313000
71314000
71314200
71314300
71314310
71321200
79999200

II.2.3) **Place of performance**

NUTS code: UK

Main site or place of performance:

London and the South East.

II.2.4) **Description of the procurement:**

Installation of prepayment equipment

Prepayment billing service which allows automatically collects income from client's residents by allowing them various payment methods to top-up their utility balances in order to maintain their utility supply.

Remote reading of in-flat (personal)

consumption where client generates and sells heat & hot water; and/or re-sells cold water; and/or re-sells electricity.

II.2.5) **Award criteria**

Quality criterion - Name: Scenario 1 / Weighting: 25 %

Quality criterion - Name: Data Checking/Validation / Weighting: 20 %

Quality criterion - Name: Meter Communication / Weighting: 20 %

Quality criterion - Name: Social / Weighting: 5

Price - Weighting: 30 %

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.2.14) **Additional information**

II.2) **Description**

II.2.1) **Title:**

Lot D — Specialist De-centralised Energy & Heat Metering Consultancy

Lot No: 4

II.2.2) **Additional CPV code(s)**

09300000

09330000

38410000

38421100

38550000

38551000

38552000

38554000

39715000

39715200

39715210

42515000

44115200

44115220

44163121

44620000

44621220

44621221

45232140

45232141

45251250

45259300

45315000

45331100

48444100

50411100

50411200

50411300

50720000

50721000

65400000

65500000

71313000

71314000

71314200

71314300

71314310

71321200

79999200

II.2.3) **Place of performance**

NUTS code: UKJ

NUTS code: UKI

Main site or place of performance:

London and the South East.

II.2.4) **Description of the procurement:**

Specialist consultancy services on all aspects of de-centralised energy systems include gas pipework, energy centre plant, heat network, BMS systems, metering networks, HIUs and in-unit heat networks. Systems may also include low carbon tech (e.g. CHP, solar thermal, solar PV). Services will include engineering reports, system designs, heat metering retro-fit designs and quality assurance services at key stages during new developments (e.g. install, commissioning, handover).

II.2.5) **Award criteria**

Quality criterion - Name: Scenario 1 / Weighting: 20 %

Quality criterion - Name: Scenario 2 / Weighting: 10 %

Quality criterion - Name: Scenario 3 / Weighting: 15 %

Quality criterion - Name: Scenario 4 / Weighting: 10 %

Quality criterion - Name: Staff / Weighting: 5 %

Quality criterion - Name: Quality Control / Weighting: 5 %

Quality criterion - Name: Social/Environmental / Weighting: 5 %

Price - Weighting: 30 %

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.2.14) **Additional information**

II.2) **Description**

II.2.1) **Title:**

Lot E — Specialist De-centralised Energy System & Heat Metering Works & Repairs

Lot No: 5

II.2.2) **Additional CPV code(s)**

09300000

09330000

38410000

38421100

38550000

38551000

38552000

38554000

39715000

39715200

39715210

42515000

44115200

44115220

44163121
44620000
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45232140
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50411200
50411300
50720000
50721000
65400000
65500000
71313000
71314000
71314200
71314300
71314310
71321200
79999200

II.2.3) **Place of performance**

NUTS code: UKJ

NUTS code: UKI

Main site or place of performance:
London and the South East.

II.2.4) **Description of the procurement:**

Provision of works and repairs to new and existing decentralised energy systems as outlined by specialist consultant engineers reports. This lot covers works to all elements of de-centralised energy systems including demised incoming gas pipework, energy centre plant & equipment, heat network, BMS systems for controls and monitoring, metering, metering networks, heat interface units and in-unit heat networks.

II.2.5) **Award criteria**

Quality criterion - Name: Scenario 1 / Weighting: 30 %

Quality criterion - Name: Scenario 2 / Weighting: 25 %

Quality criterion - Name: Staff / Weighting: 5 %

Quality criterion - Name: Quality Control / Weighting: 5 %

Quality criterion - Name: Social/Environmental / Weighting: 5 %
Price - Weighting: 30 %

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.2.14) **Additional information**

Works will be split into two bands for low value and high value call-offs:

Band A (works £0-£100,000)

Band B (works £0-£5,000,000).

Section IV: Procedure

IV.1) **Description**

IV.1.1) **Type of procedure**

Restricted procedure

IV.1.3) **Information about a framework agreement or a dynamic purchasing system**

The procurement involves the establishment of a framework agreement

IV.1.6) **Information about electronic auction**

An electronic auction has been used

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 in the OJ S: [2016/S 113-200945](#)

IV.2.8) **Information about termination of dynamic purchasing system**

IV.2.9) **Information about termination of call for competition in the form of a prior information notice**

Section V: Award of contract

Contract No: 1

Lot No: 1

Title:

Lot A — Billing Software & Meter Data Reading/Hosting

A contract/lot is awarded: yes

V.2) **Award of contract**

V.2.1) **Date of conclusion of the contract:**

03/01/2017

V.2.2) **Information about tenders**

Number of tenders received: 14

Number of tenders received by electronic means: 14

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

V.2.3) **Name and address of the contractor**

Orsis (UK) Limited

905206652

10 Cardale Park
Harrogate
HG31RY
United Kingdom
E-mail: iaind@orsis.co.uk
NUTS code: UK
The contractor is an SME: no

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

Total value of the contract/lot: 10 000 000.00 GBP

V.2.5) **Information about subcontracting**

Section V: Award of contract

Contract No: 2

Lot No: 1

Title:

Lot A — Billing Software & Meter Data Reading/Hosting

A contract/lot is awarded: yes

V.2) **Award of contract**

V.2.1) **Date of conclusion of the contract:**

03/01/2017

V.2.2) **Information about tenders**

Number of tenders received: 14

Number of tenders received by electronic means: 14

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

V.2.3) **Name and address of the contractor**

Sycous Limited
08836039
46 The Calls
Leeds
LS2 7EY
United Kingdom
E-mail: matthew.hall@sycous.com
NUTS code: UK
The contractor is an SME: no

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

Total value of the contract/lot: 10 000 000.00 GBP

V.2.5) **Information about subcontracting**

Section V: Award of contract

Contract No: 3

Lot No: 1

Title:

Lot A — Billing Software & Meter Data Reading/Hosting

A contract/lot is awarded: yes

V.2) **Award of contract**

V.2.1) **Date of conclusion of the contract:**

03/01/2017

V.2.2) **Information about tenders**

Number of tenders received: 14

Number of tenders received by electronic means: 14

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

V.2.3) **Name and address of the contractor**

The Monarch Partnership Ltd

The Monarch Partnership Ltd

Monarch House 7-9 Stafford Road

Wallington

SM6 9AN

United Kingdom

Telephone: +44 88353535

E-mail: submissions@monarchpartnership.co.uk

NUTS code: UK

The contractor is an SME: no

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

Total value of the contract/lot: 10 000 000.00 GBP

V.2.5) **Information about subcontracting**

Section V: Award of contract

Contract No: 4

Lot No: 2

Title:

Lot B — Credit Billing Services & Meter Data Reading/Hosting

A contract/lot is awarded: yes

V.2) **Award of contract**

V.2.1) **Date of conclusion of the contract:**

03/01/2017

V.2.2) **Information about tenders**

Number of tenders received: 14

Number of tenders received by electronic means: 14

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

V.2.3) **Name and address of the contractor**

Hildebrand Technology Limited

05577050

16 Mortimer Street

London

W1T 3JL

United Kingdom

E-mail: jane.wilson@hildebrand.co.uk

NUTS code: UK

The contractor is an SME: no

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

Total value of the contract/lot: 5 000 000.00 GBP

V.2.5) **Information about subcontracting**

Section V: Award of contract

Contract No: 5

Lot No: 2

Title:

Lot B — Credit Billing Services & Meter Data Reading/Hosting

A contract/lot is awarded: yes

V.2) **Award of contract**

V.2.1) **Date of conclusion of the contract:**

03/01/2017

V.2.2) **Information about tenders**

Number of tenders received: 14

Number of tenders received by electronic means: 14

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

V.2.3) **Name and address of the contractor**

Insite Energy Ltd

07073730

84 Long Lane

London

SE1 4AU

United Kingdom

E-mail: anthony.coates-smith@insite-energy.co.uk

NUTS code: UK

The contractor is an SME: no

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

Total value of the contract/lot: 5 000 000.00 GBP

V.2.5) **Information about subcontracting**

Section V: Award of contract

Contract No: 6

Lot No: 2

Title:

Lot B — Credit Billing Services & Meter Data Reading/Hosting

A contract/lot is awarded: yes

V.2) **Award of contract**

V.2.1) **Date of conclusion of the contract:**

03/01/2017

V.2.2) **Information about tenders**

Number of tenders received: 14

Number of tenders received by electronic means: 14

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

V.2.3) **Name and address of the contractor**

Switch2 Energy Limited
2409803
The Waterfront, Salts Mill Road
Bradford
BD17 7EZ
United Kingdom
Telephone: +44 1274535518
E-mail: chloe.chandler@switch2.co.uk
NUTS code: UK
Internet address: <http://www.switch2.co.uk>
The contractor is an SME: no

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

Total value of the contract/lot: 5 000 000.00 GBP

V.2.5) **Information about subcontracting**

Section V: Award of contract

Contract No: 7

Lot No: 2

Title:

Lot B — Credit Billing Services & Meter Data Reading/Hosting

A contract/lot is awarded: yes

V.2) **Award of contract**

V.2.1) **Date of conclusion of the contract:**

03/01/2017

V.2.2) **Information about tenders**

Number of tenders received: 14

Number of tenders received by electronic means: 14

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

V.2.3) **Name and address of the contractor**

Vital Energi
04050190
Century House, Roman Road
Blackburn
BB1 2LD
United Kingdom
E-mail: sales@vitalenergi.co.uk
NUTS code: UK
The contractor is an SME: no

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

Total value of the contract/lot: 5 000 000.00 GBP

V.2.5) **Information about subcontracting**

Section V: Award of contract

Contract No: 8

Lot No: 3

Title:

Lot C — Prepayment Billing Service & Meter Data Reading/Hosting

A contract/lot is awarded: yes

V.2) **Award of contract**

V.2.1) **Date of conclusion of the contract:**

03/01/2017

V.2.2) **Information about tenders**

Number of tenders received: 14

Number of tenders received by electronic means: 14

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

V.2.3) **Name and address of the contractor**

Insite Energy Ltd

07073730

84 Long Lane

London

SE1 4AU

United Kingdom

E-mail: anthony.coates-smith@insite-energy.co.uk

NUTS code: UK

The contractor is an SME: no

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

Total value of the contract/lot: 30 000 000.00 GBP

V.2.5) **Information about subcontracting**

Section V: Award of contract

Contract No: 9

Lot No: 3

Title:

Lot C — Prepayment Billing Service & Meter Data Reading/Hosting

A contract/lot is awarded: yes

V.2) **Award of contract**

V.2.1) **Date of conclusion of the contract:**

03/01/2017

V.2.2) **Information about tenders**

Number of tenders received: 14

Number of tenders received by electronic means: 14

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

V.2.3) **Name and address of the contractor**

Nottingham City Council

118 0454 92

Loxley House, Station Street

Nottingham
NG2 3NG
United Kingdom
E-mail: sara.ahmed@nottinghamcity.gov.uk
NUTS code: UK
Internet address: <http://www.nottinghamcity.gov.uk/>
The contractor is an SME: no

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

Total value of the contract/lot: 30 000 000.00 GBP

V.2.5) **Information about subcontracting**

Section V: Award of contract

Contract No: 10

Lot No: 3

Title:

Lot C — Prepayment Billing Service & Meter Data Reading/Hosting

A contract/lot is awarded: yes

V.2) **Award of contract**

V.2.1) **Date of conclusion of the contract:**

03/01/2017

V.2.2) **Information about tenders**

Number of tenders received: 14

Number of tenders received by electronic means: 14

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

V.2.3) **Name and address of the contractor**

Switch2 Energy Limited
2409803
The Waterfront, Salts Mill Road
Bradford
BD17 7EZ
United Kingdom
Telephone: +44 1274535518
E-mail: chloe.chandler@switch2.co.uk
NUTS code: UK
Internet address: <http://www.switch2.co.uk>
The contractor is an SME: no

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

Total value of the contract/lot: 30 000 000.00 GBP

V.2.5) **Information about subcontracting**

Section V: Award of contract

Contract No: 11

Lot No: 3

Title:

Lot C — Prepayment Billing Service & Meter Data Reading/Hosting

A contract/lot is awarded: yes

V.2) **Award of contract**

V.2.1) **Date of conclusion of the contract:**

03/01/2017

V.2.2) **Information about tenders**

Number of tenders received: 14

Number of tenders received by electronic means: 14

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

V.2.3) **Name and address of the contractor**

Vital Energi

04050190

Century House, Roman Road

Blackburn

BB1 2LD

United Kingdom

E-mail: sales@vitalenergi.co.uk

NUTS code: UK

The contractor is an SME: no

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

Total value of the contract/lot: 30 000 000.00 GBP

V.2.5) **Information about subcontracting**

Section V: Award of contract

Contract No: 12

Lot No: 4

Title:

Lot D — Specialist De-centralised Energy & Heat Metering Consultancy

A contract/lot is awarded: yes

V.2) **Award of contract**

V.2.1) **Date of conclusion of the contract:**

03/01/2017

V.2.2) **Information about tenders**

Number of tenders received: 14

Number of tenders received by electronic means: 14

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

V.2.3) **Name and address of the contractor**

Cenergist Limited

08191364

5 Ouesburn Gateway, 163 City Road

Newcastle

NE1 2BE

United Kingdom

E-mail: siobonne.brewster@cenergist.com

NUTS code: UK

The contractor is an SME: no

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

Total value of the contract/lot: 4 500 000.00 GBP

V.2.5) **Information about subcontracting**

Section V: Award of contract

Contract No: 13

Lot No: 4

Title:

Lot D — Specialist De-centralised Energy & Heat Metering Consultancy

A contract/lot is awarded: yes

V.2) **Award of contract**

V.2.1) **Date of conclusion of the contract:**

03/01/2017

V.2.2) **Information about tenders**

Number of tenders received: 14

Number of tenders received by electronic means: 14

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

V.2.3) **Name and address of the contractor**

Silver Energy Management Solutions Limited
13485692

80 Cannon Street

London

EC4N6HL

United Kingdom

E-mail: Justin.fletcher@silverdcc.com

NUTS code: UK

The contractor is an SME: no

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

Total value of the contract/lot: 4 500 000.00 GBP

V.2.5) **Information about subcontracting**

Section V: Award of contract

Contract No: 14

Lot No: 5

Title:

LOT E Specialist De-centralised Energy System & Heat Metering Works & Repairs

A contract/lot is awarded: yes

V.2) **Award of contract**

V.2.1) **Date of conclusion of the contract:**

03/01/2017

V.2.2) **Information about tenders**

Number of tenders received: 14
Number of tenders received by electronic means: 14
The contract has been awarded to a group of economic operators: no

V.2.3) **Name and address of the contractor**

DW Support Services
865 2464 06
8 Lupton Road
Thame
OX9 3SE
United Kingdom
Telephone: +44 1844399110
E-mail: tenders@dwsupportservices.co.uk
Fax: +44 1865747095
NUTS code: UK
The contractor is an SME: no

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

Total value of the contract/lot: 20 500 000.00 GBP

V.2.5) **Information about subcontracting**

Section V: Award of contract

Contract No: 15

Lot No: 5

Title:

LOT E Specialist De-centralised Energy System & Heat Metering Works & Repairs

A contract/lot is awarded: yes

V.2) **Award of contract**

V.2.1) **Date of conclusion of the contract:**

03/01/2017

V.2.2) **Information about tenders**

Number of tenders received: 14
Number of tenders received by electronic means: 14
The contract has been awarded to a group of economic operators: no

V.2.3) **Name and address of the contractor**

SW Energy
115121960
1 Old Hall Street
Liverpool
L3 9HF
United Kingdom
E-mail: chris@swenergy.eu
NUTS code: UK
The contractor is an SME: no

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

Total value of the contract/lot: 20 500 000.00 GBP

V.2.5) **Information about subcontracting**

Section VI: Complementary information

VI.3) **Additional information:**

GHA currently provides heat/hot water, &/or cold water; &/or electricity to ~3700 across 14 schemes & estimates this number may grow to almost 7000 by the end of 2017 with a steady increase each year after. Most of GHA's existing schemes require solution based engineer reports & potentially works to improve design, energy efficiency &/or meter reading & billing capabilities. GHA is a member of several forums relating to de-centralised energy & heat provision, metering & billing. They have highlighted that much of the housing sector is in a similar situation & require the same works & services that this tender seeks to procure. GHA has been in discussion with our housing sector peers regarding this framework to gauge interest & will be making this framework available to all HAs within London & the South East. Interest has already been shown from Notting Hill Housing, Swan Housing, Circle Housing & Guinness Housing with combined portfolio of ~7500 properties.

VI.4) **Procedures for review**

VI.4.1) **Review body**

NA
NA
NA
NA
United Kingdom
Internet address:www.genesisha.org.uk

VI.4.2) **Body responsible for mediation procedures**

VI.4.3) **Review procedure**

VI.4.4) **Service from which information about the review procedure may be obtained**

VI.5) **Date of dispatch of this notice:**

10/05/2017