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Tender

Concession Contract - Void Utility Management Provider

London Borough of Hackney

F02: Contract notice

Notice identifier: 2025/S 000-001689

Procurement identifier (OCID): ocds-h6vhtk-04d42e

Published 17 January 2025, 12:46pm

Section I: Contracting authority

I.1) Name and addresses

London Borough of Hackney

Hackney Service Centre, 1 Hillman Street

Hackney

E8 1DY

Contact

Mr Olatunde Olayiwola

Email

Olatunde.Olayiwola@hackney.gov.uk

Telephone

+44 2083563000

Country

United Kingdom

Region code

UKI41 - Hackney and Newham

Internet address(es)

Main address

<http://www.hackney.gov.uk>

Buyer's address

<http://www.hackney.gov.uk>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://procontract.due-north.com/Advert/Index?advertId=a34bd846-15d4-ef11-8133-005056b64545>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procontract.due-north.com/Advert/Index?advertId=a34bd846-15d4-ef11-8133-005056b64545>

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

Concession Contract - Void Utility Management Provider

Reference number

DN754656

II.1.2) Main CPV code

- 65000000 - Public utilities

II.1.3) Type of contract

Services

II.1.4) Short description

Concession Contract for the provision of a Void Utility Management provider. The procurement of an external company to manage the disconnection and reconnection of residential utility services in Hackney void properties. Hackney Council's Housing Void team is seeking a utility provider that will manage the end to end Void Utility process, dealing with the change of tenancy for its void properties (ending utility services for the outgoing resident, helping resolve outstanding debt issues, onboarding the new resident). The provider will need to upgrade utility meters at all void properties to the latest open protocol smart meters. The Council also seeks a provider that will also provide support to the residents of Hackney, particularly the most vulnerable. The provider will need to demonstrate a different approach to the levying of daily standing charges on its meters, to prevent the build up of utility related debt for residents.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKI41 - Hackney and Newham

II.2.4) Description of the procurement

Concession Contract for the provision of a Void Utility Management provider. The procurement of an external company to manage the disconnection and reconnection of residential utility services in Hackney void properties. Hackney Council's Housing Void team is seeking a utility provider that will manage the end to end Void Utility process, dealing with the change of tenancy for its void properties (ending utility services for the outgoing resident, helping resolve outstanding debt issues, onboarding the new resident). The provider will need to upgrade utility meters at all void properties to the latest open protocol smart meters. The Council also seeks a provider that will also provide support to the residents of Hackney, particularly the most vulnerable. The provider will need to demonstrate a different approach to the levying of daily standing charges on its meters, to prevent the build up of utility related debt for residents.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

Duration in months

36

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

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

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: No

IV.2) Administrative information

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

20 February 2025

Local time

12:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 6 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

20 February 2025

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

VI.4) Procedures for review

VI.4.1) Review body

London Borough of Hackney

Hackney

E8 1DY

Country

United Kingdom