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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](mailto: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

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## **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

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## **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

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## **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