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Tender

External Variable Data Print Services

London Borough of Hackney

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-006559

Procurement identifier (OCID): ocds-h6vhtk-0524e1 ([view related notices](#))

Published 26 January 2026, 11:38am

Scope

Reference

DN797953

Description

Tender Opportunity: Comprehensive Print & Mailing Services for Hackney Council

Hackney Council invites experienced suppliers to tender for the provision of high-volume, secure, and sustainable print and mailing services. This contract covers Council Tax, National Non-Domestic Rates (NNDR), Housing Benefits, Parking Services, Housing Rents, and Electoral Services.

Key Requirements:

- Data Handling: Process large volumes of Council Tax, NNDR, and Housing Benefit data using secure FTP and various file formats. Immediate production capability required at contract start.

- Annual & Ad-Hoc Billing: Print and mail approximately 123,000 Council Tax bills, 13,000

NNDR bills, and 30,000 benefit notifications annually, plus frequent ad-hoc and recovery mailings.

- Document Management: Sort, collate, and deliver all documents and inserts to Royal Mail or Council offices. Provide secure handling for returned mail and undelivered items.
- Sustainability: Use FSC-certified or recycled paper, minimize waste, and offer recyclable, non-plastic window envelopes. Demonstrate robust environmental and GDPR-compliant processes.
- Parking & Housing Services: Print statutory parking notices, permit reminders, rent statements, and service charge booklets, with same-day or next-day turnaround as required.
- Electoral Services: Print poll cards, ballot papers, and postal packs, ensuring strict security, confidentiality, and business continuity.
- Innovation: Propose options for e-billing, e-notifications, and process improvements. Collaborate proactively with the Council to enhance service delivery.

Who Should Apply? Suppliers with proven experience in large-scale, secure print and mail operations for public sector clients, who can demonstrate compliance, reliability, and a commitment to sustainability.

To Express Interest: Register onto the London Tenders Portal, www.londontenders.org, and search for the project using the Project Information reference: DN797953

Total value (estimated)

- £20,000,000 excluding VAT
- £24,000,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 15 May 2026 to 15 May 2031

- Possible extension to 30 April 2036
- 9 years, 11 months, 17 days

Description of possible extension:

5 years+ 5 year extension

Main procurement category

Services

CPV classifications

- 79820000 - Services related to printing
- 79810000 - Printing services

Contract locations

- UKI41 - Hackney and Newham

Participation

Legal and financial capacity conditions of participation

a set of financial and economic criteria, relevant to the size of the contract will be used to assess a bidders financial standings (see the tender documents for full details).

Payment of the London Living Wage is mandatory.

The following insurance will be required from the winning bidder only:

public/product liability insurance with a limit of indemnity of not less than £5 million (five million pounds) in relation to any one claim or series of claims;

employer's liability insurance with a limit of indemnity in accordance with any legal requirement for the time being in force in relation to any one claim or series of claims;

professional indemnity insurance of not less than £5 million (five million pounds) for each individual claim or series of claims during the term of this Agreement and shall ensure that all professional consultants or sub-contractors involved in the provision of the Services hold and maintain appropriate cover, with such insurance to be maintained for a minimum of twelve (12) years following the expiration or earlier termination of this Agreement,

Technical ability conditions of participation

Relevant experience required, see the tender documents for full details

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

13 February 2026, 12:00pm

Tender submission deadline

23 February 2026, 12:00pm

Submission address and any special instructions

Tenders may only be submitted electronically via the London Tenders Website (www.londontenders.org)

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

14 May 2026

Award criteria

Name	Description	Type	Weighting
Quality	Quality questions, including social value	Quality	60.00%
Suppliers Price Submission	Price submission	Price	40.00%

Other information**Payment terms**

Details of the terms and conditions are contained within the tender documents that can be downloaded

KPI and service credits apply to this contract

Description of risks to contract performance

Invoices shall be submitted monthly, with a 30 day payment term

Applicable trade agreements

- Government Procurement Agreement (GPA)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Documents

Associated tender documents

<http://www.londontenders.org>

Search for the tender using the following information:

Tender Title: External Variable Data Print Services

Project reference: DN797953

Technical specifications to be met

<http://www.londontenders.org>

Suppliers should register, free of charge, on the London Tenders Website and then they may download the full tender pack.

Tender Title: External Variable Data Print Services

ProContract reference:

DN797953

Contracting authority

London Borough of Hackney

- Public Procurement Organisation Number: PRZC-5592-DDDV

Hackney Service Centre

Hackney

E8 1DY

United Kingdom

Contact name: Brian Clark

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Region: UKI41 - Hackney and Newham

Organisation type: Public authority - sub-central government