

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/019349-2026>

Planning

GLA Third Party Resident Support

Greater London Authority (GLA)

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-019349

Procurement identifier (OCID): ocids-h6vhtk-0661cf

Published 4 March 2026, 10:41am

Scope

Reference

WS2902316080

Description

The GLA is delivering the Warm Homes: Local Grant Programme in partnership with 30 London boroughs. To strengthen delivery, the GLA is exploring running a pilot project to better understand how community organisations can support vulnerable residents throughout the retrofit process. The aim is to improve the resident experience and reduce dropout rates.

Identification of eligible households and installation of measures will be managed by the GLA and its delivery partners. Community organisations would focus on resident-facing support, from initial engagement through to installation. For example, this could include helping vulnerable residents understand their energy assessment, providing tailored advice on recommended measures, supporting form-filling, offering in-home or remote guidance during installation, and ensuring residents feel informed and confident throughout the process.

This preliminary engagement seeks to understand capacity, capability, delivery models, and potential challenges within the market. It may be undertaken in multiple stages following completion of the questionnaire stage. Insights will inform the future procurement strategy, including potential commissioning options.

Approach

To shape the design and delivery of the pilot project, we invite organisations to complete a short questionnaire. The purpose of this exercise is to gather market insights on:

Potential service delivery models

Capacity and readiness to deliver

Opportunities and challenges within the supply chain

Considerations for future procurement

(Note: we are not seeking to duplicate existing services. Instead, we aim to fill gaps in provision. For example, where organisations currently offer telephone advice funded through other schemes but cannot provide in-home energy advice or hands-on resident support.)

This exercise is for information gathering only. It does not constitute a commitment to procure, and participation will not preclude suppliers from future procurement opportunities.

Total value (estimated)

- £150,000 excluding VAT
- £180,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 June 2026 to 31 May 2027

- 1 year

Main procurement category

Services

CPV classifications

- 85322000 - Community action programme
- 98100000 - Membership organisation services

Contract locations

- UKI - London

Engagement

Engagement deadline

31 March 2026

Engagement process description

Interested organisations are invited to express their interest and contribute to this market engagement exercise.

Under the proposed model, community energy groups or other community?based organisations would support residents through the process, from receiving their energy assessment through to installation. Delivery of retrofit works and identification of applicants remain the responsibility of the GLA and its delivery partners. The selected

community energy groups will also be expected to support with collecting data, lessons learnt and participating in evaluation of the pilot project.

Preliminary Market Engagement Questionnaire

The GLA has developed a short qualitative questionnaire to gather feedback on the initial delivery model and early thinking. Organisations interested in participating in this questionnaire should email socialimpactinitiatives@tfl.gov.uk. A covering letter and a link to the questionnaire will then be shared. The questionnaire will remain open until Monday 16th March.

Participation

Particular suitability

Voluntary, community and social enterprises (VCSE)

Contracting authority

Greater London Authority (GLA)

- Public Procurement Organisation Number: PHGV-7784-TDZZ

City Hall, Kamal Chunchie Way

London

E16 1ZE

United Kingdom

Email: BSFAribaAdministration@tfl.gov.uk

Region: UKI41 - Hackney and Newham

Organisation type: Public authority - central government

Other organisation

These organisations are carrying out the procurement, or part of it, on behalf of the contracting authorities.

Transport for London

Summary of their role in this procurement: Procuring on behalf of GLA

- Public Procurement Organisation Number: PHMT-6197-NWNZ

5 Endeavour Square

London

E20 1JN

United Kingdom

Email: BSFAribaAdministration@tfl.gov.uk

Region: UKI41 - Hackney and Newham

Contact organisation

Contact Transport for London for any enquiries.