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Planning

Provision of Home Energy Scotland Advice Centre Services

Energy Saving Trust Ltd

F01: Prior information notice

Prior information only

Notice identifier: 2025/S 000-030893

Procurement identifier (OCID): ocds-h6vhtk-05452a

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Section I: Contracting authority

I.1) Name and addresses

Energy Saving Trust Ltd

Prospect House, 5 Thistle Street

EH2 1DF

Edinburgh

Email

david.angelini@est.org.uk

Telephone

+44 1315557900

Country

United Kingdom

NUTS code

UKM75 - Edinburgh, City of

Internet address(es)

Main address

www.energysavingtrust.org.uk

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA14923

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

Additional information can be obtained from the above-mentioned address

I.4) Type of the contracting authority

Other type

Organisation acting on behalf of the Scottish Government

I.5) Main activity

Environment

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Provision of Home Energy Scotland Advice Centre Services

II.1.2) Main CPV code

- 79512000 - Call centre

II.1.3) Type of contract

Services

II.1.4) Short description

Energy Saving Trust wishes to appoint contractors to operate and manage each of the five regional advice centres of the Home Energy Scotland (HES) advice network covering the Highlands and Islands, North East, South East, South West, Strathclyde and Central regions of Scotland from 1st April 2026. The tender will be split into 5 lots, covering the provision of the services in these 5 geographical areas. Energy Saving Trust currently anticipates following a single-stage "open" tender procedure and to publish a formal contract notice for these purposes in July 2025.

We currently anticipate the estimated total value of the services being tendered to be GBP 12 million over 2 years to March 2028, with a potential for two further one-year extensions. This figure, and figures for future years of the service are subject to ongoing revision and approval from Scottish Government, acting in their own sole discretion.

II.1.6) Information about lots

This contract is divided into lots: Yes

Maximum number of lots that may be awarded to one tenderer: 2

II.2) Description

II.2.1) Title

Home Energy Scotland Highlands and Islands

Lot No

1

II.2.2) Additional CPV code(s)

- 79512000 - Call centre
- 71314000 - Energy and related services
- 71314300 - Energy-efficiency consultancy services

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

Main site or place of performance

Argyll and Bute

Highland

Na h-Eileanan Siar

Orkney Islands

Shetland Islands

II.2.4) Description of the procurement

Energy Saving Trust wishes to appoint a contractor to operate and manage The Highlands and Islands HES advice centre from 1st April 2026. We are procuring five regional contracts, this lot being one of five. Tenderers must locate facilities for delivery of the service within the region covered by each lot. Tenderers will only be able to bid for a maximum of 2 lots.

The advice network was established in 2008 and is managed on behalf of the Scottish Government by Energy Saving Trust. The current contracts are due to expire on 31 March 2026. The HES advice centres provide a range of services to encourage and enable householders to adopt lower carbon lifestyles and, where at risk from fuel poverty, achieve affordable warmth. The services include advising customers on the opportunities to reduce carbon impacts and save money by: adopting energy efficient and other low carbon behaviours; purchasing energy efficient appliances; installing clean heating, insulation and other energy efficiency measures; generating energy through home renewables as well as advising on and providing access to various schemes of financial

support. They provide a gateway to assistance to low-income householders through the Scottish Government's Warmer Homes Scotland programme, Home Energy Scotland grants and loans, and area-based schemes.

The advice centres deliver direct advice by phone, email, in person and through digital channels, and develop collaborative partnerships and outreach, working to meet agreed activity KPIs.

The estimated total value of the services being tendered is GBP 12 million over 2 years to March 2028, with a potential for two further one-year extensions. Around GBP 1.1 million (excl VAT) per year of this budget is attributable to the Highlands and Islands Centre. This figure, and figures for future years of the service are subject to ongoing revision and approval from Scottish Government, acting in their own sole discretion. The contracts are expected to commence on the 1st of April 2026.

II.2) Description

II.2.1) Title

Home Energy Scotland North East

Lot No

2

II.2.2) Additional CPV code(s)

- 79512000 - Call centre
- 71314000 - Energy and related services
- 71314300 - Energy-efficiency consultancy services

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

Main site or place of performance

Aberdeen City

Aberdeenshire

Angus

Dundee City

Moray

Perth and Kinross

II.2.4) Description of the procurement

Energy Saving Trust wishes to appoint a contractor to operate and manage The North East HES advice centre from 1st April 2026. We are procuring five regional contracts, this lot being one of five. Tenderers must locate facilities for delivery of the service within the region covered by each lot. Tenderers will only be able to bid for a maximum of 2 lots.

The advice network was established in 2008 and is managed on behalf of the Scottish Government by Energy Saving Trust. The current contracts are due to expire on 31 March 2026. The HES advice centres provide a range of services to encourage and enable householders to adopt lower carbon lifestyles and, where at risk from fuel poverty, achieve affordable warmth. The services include advising customers on the opportunities to reduce carbon impacts and save money by: adopting energy efficient and other low carbon behaviours; purchasing energy efficient appliances; installing clean heating, insulation and other energy efficiency measures; generating energy through home renewables as well as advising on and providing access to various schemes of financial support. They provide a gateway to assistance to low-income householders through the Scottish Government's Warmer Homes Scotland programme, Home Energy Scotland grants and loans, and area-based schemes.

The advice centres deliver direct advice by phone, email, in person and through digital channels, and develop collaborative partnerships and outreach, working to meet agreed activity KPIs.

The estimated total value of the services being tendered is GBP 12 million over 2 years to March 2028, with a potential for two further one-year extensions. Around GBP 1.2 million (excl VAT) per year of this budget is attributable to the North East Centre. This figure, and figures for future years of the service are subject to ongoing revision and approval from Scottish Government, acting in their own sole discretion. The contracts are expected to commence on the 1st of April 2026.

II.2) Description

II.2.1) Title

Home Energy Scotland South East

Lot No

3

II.2.2) Additional CPV code(s)

- 79512000 - Call centre
- 71314000 - Energy and related services
- 71314300 - Energy-efficiency consultancy services

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

Main site or place of performance

East Lothian

Edinburgh, City of

Fife

Midlothian

Scottish Borders

West Lothian

II.2.4) Description of the procurement

Energy Saving Trust wishes to appoint a contractor to operate and manage The South East HES advice centre from 1st April 2026. We are procuring five regional contracts, this lot being one of five. Tenderers must locate facilities for delivery of the service within the region covered by each lot. Tenderers will only be able to bid for a maximum of 2 lots.

The advice network was established in 2008 and is managed on behalf of the Scottish Government by Energy Saving Trust. The current contracts are due to expire on 31 March 2026. The HES advice centres provide a range of services to encourage and enable householders to adopt lower carbon lifestyles and, where at risk from fuel poverty, achieve affordable warmth. The services include advising customers on the opportunities to reduce carbon impacts and save money by: adopting energy efficient and other low carbon behaviours; purchasing energy efficient appliances; installing clean heating, insulation and other energy efficiency measures; generating energy through home

renewables as well as advising on and providing access to various schemes of financial support. They provide a gateway to assistance to low-income householders through the Scottish Government's Warmer Homes Scotland programme, Home Energy Scotland grants and loans, and area-based schemes.

The advice centres deliver direct advice by phone, email, in person and through digital channels, and develop collaborative partnerships and outreach, working to meet agreed activity KPIs.

The estimated total value of the services being tendered is GBP 12 million over 2 years to March 2028, with a potential for two further one-year extensions. Around GBP 1.3 million (excl VAT) per year of this budget is attributable to the South East Centre. This figure, and figures for future years of the service are subject to ongoing revision and approval from Scottish Government, acting in their own sole discretion. The contracts are expected to commence on the 1st of April 2026.

II.2) Description

II.2.1) Title

Home Energy Scotland South West

Lot No

4

II.2.2) Additional CPV code(s)

- 79512000 - Call centre
- 71314000 - Energy and related services
- 71314300 - Energy-efficiency consultancy services

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

Main site or place of performance

Dumfries and Galloway

East Ayrshire

North Ayrshire

South Ayrshire

II.2.4) Description of the procurement

Energy Saving Trust wishes to appoint a contractor to operate and manage The South West HES advice centre from 1st April 2026. We are procuring five regional contracts, this lot being one of five. Tenderers must locate facilities for delivery of the service within the region covered by each lot. Tenderers will only be able to bid for a maximum of 2 lots.

The advice network was established in 2008 and is managed on behalf of the Scottish Government by Energy Saving Trust. The current contracts are due to expire on 31 March 2026. The HES advice centres provide a range of services to encourage and enable householders to adopt lower carbon lifestyles and, where at risk from fuel poverty, achieve affordable warmth. The services include advising customers on the opportunities to reduce carbon impacts and save money by: adopting energy efficient and other low carbon behaviours; purchasing energy efficient appliances; installing clean heating, insulation and other energy efficiency measures; generating energy through home renewables as well as advising on and providing access to various schemes of financial support. They provide a gateway to assistance to low-income householders through the Scottish Government's Warmer Homes Scotland programme, Home Energy Scotland grants and loans, and area-based schemes.

The advice centres deliver direct advice by phone, email, in person and through digital channels, and develop collaborative partnerships and outreach, working to meet agreed activity KPIs.

The estimated total value of the services being tendered is GBP 12 million over 2 years to March 2028, with a potential for two further one-year extensions. Around GBP 0.8 million (excl VAT) per year of this budget is attributable to the South West Centre. This figure, and figures for future years of the service are subject to ongoing revision and approval from Scottish Government, acting in their own sole discretion. The contracts are expected to commence on the 1st of April 2026.

II.2) Description

II.2.1) Title

Home Energy Scotland Strathclyde and Central

Lot No

II.2.2) Additional CPV code(s)

- 79512000 - Call centre
- 71314000 - Energy and related services
- 71314300 - Energy-efficiency consultancy services

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

Main site or place of performance

Clackmannanshire

East Dunbartonshire

East Renfrewshire

Falkirk

Glasgow City

Inverclyde

North Lanarkshire

Renfrewshire

South Lanarkshire

Stirling

West Dunbartonshire

II.2.4) Description of the procurement

Energy Saving Trust wishes to appoint a contractor to operate and manage The Strathclyde and Central HES advice centre from 1st April 2026. We are procuring five regional contracts, this lot being one of five. Tenderers must locate facilities for delivery of the service within the region covered by each lot. Tenderers will only be able to bid for a maximum of 2 lots.

The advice network was established in 2008 and is managed on behalf of the Scottish Government by Energy Saving Trust. The current contracts are due to expire on 31 March 2026. The HES advice centres provide a range of services to encourage and enable householders to adopt lower carbon lifestyles and, where at risk from fuel poverty, achieve affordable warmth. The services include advising customers on the opportunities to reduce carbon impacts and save money by: adopting energy efficient and other low carbon behaviours; purchasing energy efficient appliances; installing clean heating, insulation and other energy efficiency measures; generating energy through home renewables as well as advising on and providing access to various schemes of financial support. They provide a gateway to assistance to low-income householders through the Scottish Government's Warmer Homes Scotland programme, Home Energy Scotland grants and loans, and area-based schemes.

The advice centres deliver direct advice by phone, email, in person and through digital channels, and develop collaborative partnerships and outreach, working to meet agreed activity KPIs.

The estimated total value of the services being tendered is GBP 12 million over 2 years to March 2028, with a potential for two further one-year extensions. Around GBP 1.8 million (excl VAT) per year of this budget is attributable to the Strathclyde and Central. This figure, and figures for future years of the service are subject to ongoing revision and approval from Scottish Government, acting in their own sole discretion. The contracts are expected to commence on the 1st of April 2026.

II.3) Estimated date of publication of contract notice

21 July 2025

Section IV. Procedure

IV.1) Description

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

Section VI. Complementary information

VI.3) Additional information

NOTE: To register your interest in this notice and obtain any additional information please visit the Public Contracts Scotland Web Site at

https://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=544629.

NOTE: To register your interest in this notice and obtain any additional information please visit the Public Contracts Scotland Web Site at

https://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=769930.

(SC Ref:769930)