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Tender

ED2 Enduring Partnerships - Fuel Poverty

UK POWER NETWORKS (OPERATIONS) LIMITED

F04: Periodic indicative notice – utilities

Call for competition

Notice identifier: 2023/S 000-034793

Procurement identifier (OCID): ocids-h6vhtk-041c99

Published 24 November 2023, 12:01pm

Section I: Contracting entity

I.1) Name and addresses

UK POWER NETWORKS (OPERATIONS) LIMITED

Newington House, 237 Southwark Bridge Road

LONDON

SE16NP

Contact

Vicky Yorgova

Email

Indirects.Procurement@ukpowernetworks.co.uk

Telephone

+44 8003163105

Country

United Kingdom

Region code

UKI44 - Lewisham and Southwark

Companies House

3870728

Internet address(es)

Main address

www.ukpowernetworks.co.uk

I.3) Communication

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

https://ukpowernetworks.sharepoint.com/:f/s/ProcurementDocumentManagement/Ep8LaBkCWPBKsrl8fCkqRBsBZP5x_BCUDUIZxkh7PnkAXQ?e=LrHmGc

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted to the above-mentioned address

I.6) Main activity

Electricity

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

ED2 Enduring Partnerships - Fuel Poverty

Reference number

PE1-0080-2023

II.1.2) Main CPV code

- 98000000 - Other community, social and personal services

II.1.3) Type of contract

Services

II.1.4) Short description

UKPN - ED2 Enduring Partnerships for Fuel Poverty

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 79342300 - Customer services
- 79342310 - Customer survey services
- 79342311 - Customer satisfaction survey

II.2.3) Place of performance

NUTS codes

- UKC - North East (England)
- UKD - North West (England)
- UKE - Yorkshire and the Humber

- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England
- UKI - London
- UKJ - South East (England)
- UKK - South West (England)

II.2.4) Description of the procurement

UK Power Networks - ED2 Enduring Partnerships for Fuel Poverty.

We have committed to deliver direct in-depth support and advice to 200,000 fuel poor customers and deliver our ambitious target of providing £60.71m in wider social benefits. We also want to ensure customers are receiving a high quality service, and are therefore expecting partners to deliver high levels of customer satisfaction (CSAT).

We aim to deliver these ambitious targets through partnerships with organisations with expertise in providing fuel poverty support.

II.2.5) Award criteria

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

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Negotiated procedure with prior call for competition

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 the receipt of applications for an invitation to tender or to negotiate

Date

28 December 2023

Local time

12:00pm

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

English

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

UK Power Networks

London

Country

United Kingdom