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Pipeline

FW-Service-Revenue Protection Services-Multi2029

SSE SERVICES PLC

UK1: Pipeline notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2024/S 000-039407

Procurement identifier (OCID): ocds-h6vhtk-04c2f2

Published 6 December 2024, 12:02pm

Scope

Title

FW-Service-Revenue Protection Services-Multi2029

Reference

SSE9052

Description

SSE Distribution is the leading gas & electricity distributor in the UK and Ireland, providing energy needed today while building a better world of energy for tomorrow. It develops and operates low-carbon infrastructure supporting the net zero transition, including onshore and offshore wind, hydro power, electricity transmission and distribution grids, efficient gas and energy from waste.

SSE Distribution provides energy products and services for businesses & domestic customers in the UK and requires a suitable supplier or suppliers to provide revenue protection services to support both SSE Distribution and its customers.

This Prior Information Notice is being issued by SSE Distribution and is seeking expression of interest from suppliers who can provide the full range of Revenue Protection Services throughout the UK and to include the Scottish Highlands & Islands in order for

SSE develop a formal Tender for the Revenue Protection Services, which will aim to run within the next 12 months.

The Revenue Protection Services Contract will run Initially for 4 years with the option to extend up to a further 4 years, ideally SSE would prefer to appoint a single supplier who can provide a full UK national coverage; however, SSE would be open to splitting the contract between 2 or more suppliers based on regional contract e.g. England/ Scotland/Wales if there is a significant benefits to award multiple contracts.

The Range of Services.

SSE requires a supplier to provide the full range of services to achieve an end-to-end revenue protection service.

Electricity and gas theft are serious problems for SSE and all utility companies, leading to lost revenue and potential safety hazards at both domestic and commercial properties.

SSE requires an expert supplier who has the resources and technical capability to conduct inspections and investigations to identify potential meter tampering or theft. The supplier will undertake site visits to gathering evidence and working with the relevant authorities to bring cases to court and to resolve cases. The services (see list below) will include but not be limited to obtaining and executing court warrants, Disconnection (deenergise systems) of supplies that have been interfered with (e.g. energy meter has been bypassed or has been illegally connected to), ensuring the property/metering/supply equipment is safe, reconnecting (reenergise) supplies, recovering lost revenue.

Revenue Protection Service Required

- Investigation Site Visit - including written report
- No access visit
- Customer/third party interview
- Admin fee for court booking and 3rd party agent bookings (excludes court fee and charges from 3rd party agents for their services - these shall be passed through to the Supplier at cost price)
- Provide evidence in a court of law, Tribunal or associated hearing
- Application at court for a Warrant

- Digital Application for a Warrant
- Execution of a Warrant
- Arranging Disconnection with Energy Distributor / Supplier
- Carrying out De-energisation & Re-energise properties
- Post de-energise or disconnection Site Visit
- Fit Security Devices
- Attendance at Premises where Cannabis cultivation or other criminal activity is taking place
- Secure payment/recovery of charges
- Safe Storage of evidence
- Provision of statements for Police
- Pro-active detection Site Visit
- Emergency call out (In/Out of hours-24/7, 365 days pa)

Minimum Criteria to be invited to take part in a Tender

- Confirmation you currently provide the full range of Revenue Protection services?
- At least 3 examples of similar contracts held within the last 5 years?
- Confirmation you are able to provide the services 24/7, 365 days pa?
- Confirmation of the geographical areas you can provide the services e.g. national or regionally.
- You can provide at least 15 suitably qualified, experienced & capable technical operatives to provide the services (please state the actual number of operatives you employ)?
- Where you sub-contract any of the services please provide details of what services or percentage of the services you sub contract and who your approved sub-contractors are?
- Details of how you select and you vetting/approval process to appoint sub-contractors.

Please email your Expression of Interest and the information to show you can meet the minimum criteria to:

Paul Midgley Senior Category Manager at:

paul.midgley@sse.com

If you have any further questions, please email them to the address above.

The deadline for submission of your Expression of Interest with the supporting information is 16:00hours 17th January 2025

Contract type

Services

Main category (CPV code)

- 79700000 - Investigation and security services

Additional categories (CPV codes)

- 65200000 - Gas distribution and related services
- 65300000 - Electricity distribution and related services
- 79720000 - Investigation services

Contract location

- UK - United Kingdom

Contract start date (estimated)

1 August 2025

Contract end date (estimated)

31 July 2029

Maximum value (estimated, excluding VAT)

£2,000,000

Renewal

optional renewal of 1 year to a maximum of 4 years

Contract is suitable for

- Small and medium-sized enterprises (SME)

Contract is not suitable for

- Voluntary, community and social enterprises (VCSE)

Buyer

SSE SERVICES PLC

43 Forbury Road

READING

RG13JH

United Kingdom

Website: <https://www.sse.com/>

Companies House: 02366879

NUTS code: UKJ11 - Berkshire

Contact name: Paul Midgley

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Telephone: +44 7721403676

Procedure

Procurement start date (estimated)

When the contract notice or equivalent will be published.

30 May 2025

Agreement to be set up

Framework agreement

Commercial approach

Whether the procurement is for a new requirement or a reprocurement.

New requirement