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Tender

ITT – Open Procedure for provision of Home Energy Scotland Advice Centre Services Lots 1-5

Energy Saving Trust Ltd

F02: Contract notice

Notice identifier: 2025/S 000-041605

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

Published 21 July 2025, 12:14pm

Section I: Contracting authority

I.1) Name and addresses

Energy Saving Trust Ltd

Prospect House, 5 Thistle Street

EH2 1DF

Edinburgh

Contact

David Angelini

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

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

www.publiccontractsscotland.gov.uk

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

www.publiccontractsscotland.gov.uk

I.4) Type of the contracting authority

Other type

Not for Profit

I.5) Main activity

Environment

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

ITT – Open Procedure for provision of Home Energy Scotland Advice Centre Services Lots 1-5

Reference number

EST/ITT/HES3/0725

II.1.2) Main CPV code

- 79512000 - Call centre

II.1.3) Type of contract

Services

II.1.4) Short description

Energy Saving Trust is procuring an opportunity for Tenderers to operate and manage five Home Energy Scotland advice centres to provide free, expert, impartial, highly tailored advice to householders and other customers on affordable warmth, sustainable energy and low carbon lifestyles. This opportunity is being procured under five geographical lots. The Specification at Section 2 includes specific details of the technical requirements to be provided under each lot.

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for maximum number of lots

2

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
- 71314300 - Energy-efficiency consultancy services
- 71314200 - Energy-management services

II.2.3) Place of performance

NUTS codes

- UKM6 - Highlands and Islands

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 (Lot 1) from 1st April 2026.

Local Authority areas covered under HES Highlands and Islands:

Argyll and Bute

Highland

Na h-Eileanan Siar

Orkney Islands

Shetland Islands

We are procuring five regional contracts, this lot being one of five. Tenderers must locate staff for delivery of the service within the region covered by each lot and 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.2.5) Award criteria

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

II.2.6) Estimated value

Value excluding VAT: £1,233,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Start date

1 April 2026

End date

31 March 2028

This contract is subject to renewal

Yes

Description of renewals

Potential for two further one-year extensions.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

All information is included in the attached documents.

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
- 71314300 - Energy-efficiency consultancy services
- 71314200 - Energy-management 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 (Lot 2) from 1st April 2026.

Local Authority areas covered under HES North East:

Aberdeen City

Aberdeenshire

Angus

Dundee City

Moray

Perth and Kinross

We are procuring five regional contracts, this lot being one of five. Tenderers must locate staff for delivery of the service within the region covered by each lot and 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.2.5) Award criteria

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

II.2.6) Estimated value

Value excluding VAT: £1,233,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Start date

1 April 2026

End date

31 March 2028

This contract is subject to renewal

Yes

Description of renewals

Potential for two further one-year extensions.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

All information is included in the attached documents.

II.2) Description

II.2.1) Title

Local Authority areas covered under HES South East

Lot No

3

II.2.2) Additional CPV code(s)

- 79512000 - Call centre
- 71314300 - Energy-efficiency consultancy services
- 71314200 - Energy-management services

II.2.3) Place of performance

NUTS codes

- UKM7 - Eastern 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 (Lot 3) from 1st April 2026.

Local Authority areas covered under HES South East:

East Lothian

Edinburgh, City of

Fife

Midlothian

Scottish Borders

West Lothian

We are procuring five regional contracts, this lot being one of five. Tenderers must locate staff for delivery of the service within the region covered by each lot and 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.2.5) Award criteria

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

II.2.6) Estimated value

Value excluding VAT: £1,478,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Start date

1 April 2026

End date

31 March 2028

This contract is subject to renewal

Yes

Description of renewals

Potential for two further one-year extensions.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

All information is included in the attached documents.

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
- 71314300 - Energy-efficiency consultancy services
- 71314200 - Energy-management services

II.2.3) Place of performance

NUTS codes

- UKM9 - Southern Scotland

Main site or place of performance

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 (Lot 4) from 1st April 2026.

Local Authority areas covered under HES South West:

Dumfries and Galloway

East Ayrshire

North Ayrshire

South Ayrshire

We are procuring five regional contracts, this lot being one of five. Tenderers must locate staff for delivery of the service within the region covered by each lot and 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.2.5) Award criteria

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

II.2.6) Estimated value

Value excluding VAT: £855,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Start date

1 April 2026

End date

31 March 2028

This contract is subject to renewal

Yes

Description of renewals

Potential for two further one-year extensions.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

All information is included in the attached documents.

II.2) Description

II.2.1) Title

Home Energy Scotland Strathclyde and Central

Lot No

5

II.2.2) Additional CPV code(s)

- 79512000 - Call centre
- 71314300 - Energy-efficiency consultancy services
- 71314200 - Energy-management services

II.2.3) Place of performance

NUTS codes

- UKM8 - West Central Scotland

Main site or place of performance

Clackmannanshire

East Dunbartonshire

Falkirk

Glasgow City

Inverclyde, East Renfrewshire

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 (Lot 5) from 1st April 2026.

Home Energy Scotland Strathclyde and Central:

Clackmannanshire

East Dunbartonshire

East Renfrewshire

Falkirk

Glasgow City

Inverclyde

North Lanarkshire

Renfrewshire

South Lanarkshire

Stirling

West Dunbartonshire

We are procuring five regional contracts, this lot being one of five. Tenderers must locate staff for delivery of the service within the region covered by each lot and 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.2.5) Award criteria

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

II.2.6) Estimated value

Value excluding VAT: £1,650,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Start date

1 April 2026

End date

31 March 2028

This contract is subject to renewal

Yes

Description of renewals

Potential for two further one-year extensions.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

All information is available in the attached documents.

Section III. Legal, economic, financial and technical information

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

Tenderers must locate facilities for delivery of the service within the region covered by each lot.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

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.2.1) Previous publication concerning this procedure

Notice number: [2025/S 000-030893](#)

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

12 September 2025

Local time

12:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

12 September 2025

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic invoicing will be accepted

Electronic payment will be used

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/>

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=803343.

The buyer has indicated that it will accept electronic responses to this notice via the Postbox facility. A user guide is available at https://www.publiccontractsscotland.gov.uk/sitehelp/help_guides.aspx.

Suppliers are advised to allow adequate time for uploading documents and to dispatch the electronic response well in advance of the closing time to avoid any last minute problems.

The Contracting Authority does not intend to include a sub-contract clause as part of community benefits (as per Section 25 of the Procurement Reform (Scotland) Act 2014) in this contract for the following reason:

In performing its obligations under this Contract, the Contractor shall include in contracts with its direct subcontractors and suppliers provisions which are no less onerous as those set out in this Clause 22.7 of the attached Terms and Conditions.

Community benefits are included in this requirement. For more information see: <https://www.gov.scot/policies/public-sector-procurement/community-benefits-in-procurement/>

A summary of the expected community benefits has been provided as follows:

Energy Saving Trust is committed to providing both social and economic benefits to the communities we work alongside in the delivery of the of our work. In your answer to Q. D.1 of 1.8 Award Criteria of the ITT attached, please outline how your delivery of the requirement will bring about a community benefit.

(SC Ref:803343)

VI.4) Procedures for review

VI.4.1) Review body

Edinburgh Sheriff Court and Justice of the Peace Court

Edinburgh

Country

United Kingdom