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Tender

UK Power Networks Customer Vulnerability Enduring Partnerships

UK POWER NETWORKS (OPERATIONS) LIMITED

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-073117

Procurement identifier (OCID): ocds-h6vhtk-05df6b

Published 12 November 2025, 11:54am

Scope

Reference

PE1-0049-2025

Description

As part of its RIIO-ED2 commitments, UK Power Networks (UKPN) has developed an ambitious strategy to support vulnerable customers beyond its core responsibilities as a Distribution Network Operator (DNO). This includes tackling fuel poverty and ensuring that no one is left behind in the transition to a net zero future. UKPN has set a target to assist 100,000 vulnerable customers per regulatory year, with an overall ED2 Net Present Value (NPV) target of £10.94 million. Alongside these commitments, we uphold the importance of delivering outstanding customer service, expecting partners to maintain high customer satisfaction levels (CSAT) exceeding 94%.

UK Power Networks are looking for trusted partners with a focus on Consumer Vulnerability support services. We require partners who can work with the UK Power Networks' Customer Vulnerability team to target specific activities or groups of customers, as identified through data analysis. Projects will be expected to comprise of services that

provide targeted support to fuel poor customers, and which deliver against our targets.

These services should include:

- Non-in-depth advice
- In-depth advice to customers who may be in or at risk of being in fuel poverty
- Wider and more enduring support

The full scope and specifications of the services can be found in Appendix 2.

Commercial tool

Establishes a framework

Total value (estimated)

- £3,397,000 excluding VAT
- £4,076,400 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 April 2026 to 31 March 2028
- Possible extension to 31 March 2030
- 4 years

Description of possible extension:

Extension options for up to 2 further years to take us into the next regulatory period. Can be taken in one go, one year at a time, or not at all.

Main procurement category

Services

CPV classifications

- 75200000 - Provision of services to the community
- 79342300 - Customer services
- 79342320 - Customer-care services
- 85322000 - Community action programme
- 98000000 - Other community, social and personal services

Contract locations

- UK - United Kingdom

Framework

Maximum number of suppliers

Unlimited

Maximum percentage fee charged to suppliers

0%

Framework operation description

UK Power Networks is seeking to award a framework contract to one or more supplier as per the requirements and details included within this Request for Proposal (RfP) package.

Award method when using the framework

With competition

Contracting authorities that may use the framework

London Power Networks plc

Eastern Power Networks plc

South Eastern Power Networks plc

UK Power Networks (Distribution System Operator) Limited

UK Power Networks (Operations) Limited

UK Power Networks Services (Contracting) Limited

UK Power Networks Services (Commercial) Limited

Participation

Technical ability conditions of participation

Please refer to Appendix 2 - Scope of Work for further details.

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Submission type

Tenders

Tender submission deadline

12 December 2025, 11:00am

Submission address and any special instructions

PLEASE NOTE - The first thing that tenderers should complete is Appendix 1 - PSQ - Conditions of Participation document. Should you be shortlisted for Stage 2, then and only then should you complete and submit your Technical & Commercial response (Appendix 4 & 5).

As part of the Stage 1 the tenderers are required to complete the Conditions of Participation document (Appendix 1) and submit it to the following email address:

indirects.procurement@ukpowernetworks.co.uk

Tenderers shall note that the invitation to Stage 2, the RFP, and the registration to UKPN's Procurement portal will be done following the Stage 1 down selection process.

Tenders may be submitted electronically

No

Languages that may be used for submission

English

Award decision date (estimated)

13 February 2026

Recurring procurement

Publication date of next tender notice (estimated): 1 September 2027

Award criteria

Name	Description	Type	Weighting
Stage 2 - Substage 2.1	Full assessment details	Quality	60%
- Assessment of Written Technical Submission	can be found in PE1-0049-2025 - CV	Enduring Partnerships	
		- RFP Instructions.	
Stage 2 - Substage 2.2	Full assessment details	Cost	40%
- Commercial Assessment of Pricing Schedule	can be found in PE1-0049-2025 - CV	Enduring Partnerships	
		- RFP Instructions.	

Other information

Payment terms

30 Days

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Special regime

Utilities

Competitive flexible procedure description

The document for this tender notice, including the Instructions to Tenderers, can be accessed via the following link:

https://ukpowernetworks.sharepoint.com/:f/s/ProcurementDocumentManagement/IgCHXNy9UtGHQKnoU7XI5eojAT4AhusyWSbGzpw_p8SW8jA

High Level Information:

The event will comprise of 2 stages as detailed below:

Stage 1 - Condition of Participation Assessment - There are 34 questions within Appendix 1 - Procurement Specific Questionnaire, with a pass / fail evaluation method. Tenderers

are required to provide their responses to these questions as set out in Appendix 1.

Following the assessment of Stage 1, the shortlisted tenderers will be invited to take part in the RFP Event which will be conducted in UK Power Networks' Procurement Sourcing Platform.

Stage 2 - Balanced Scorecard Assessment - This stage is split into 3 substages.

Substage 2.1 - Assessment of written response to 35 Technical Questions. The questions will be scored on a scale of 0-10 (as further detailed within the ITT document). The Criteria Weighting for this substage is 60%.

Substage 2.2 - Commercial Assessment of Pricing Schedule. Tenderers are required to complete Appendix 5 as part of their tender response. All pricing will be evaluated with the overall lowest priced bid receiving the maximum score, with all remaining bids recorded as a descending percentage based on the delta to the lowest score. The weighting for this stage is 40%.

Substage 2.3 - Negotiation, BAFO, and Final Submissions. A technical carryover from substage 2.1 (60%), a commercial assessment of the BAFO - best and final offer (40%), and acceptance of the final version of the UK Power Networks T&Cs.

Draft Agreement and Final Contract - UK Power Networks has provided a Draft Agreement

as part of the RfP pack. UK Power Networks does not envisage any changes to the Draft Agreement.

All tenderers MUST confirm their acceptance of this Draft Agreement as part of their tender submission and provide a price which reflects the unamended Draft Agreement. This will be considered by UK Power Networks as the tenderer's Main Submission.

If a tenderer cannot confirm acceptance of the unamended Draft Agreement because it believes that amendments to the Draft Agreement would contribute to an improvement in any of the following areas:

- safety;
- availability of resources;
- flexibility or reliability of the service;
- cost efficiency; or

- improved methods of working,

then a tenderer may propose suitable amendments by providing a marked-up copy of the Draft Agreement in Microsoft Word along with a price which reflects these amended terms. This will be named the "Alternative Submission".

All proposed amendments in an Alternative Submission must clearly be shown in 'tracked changes' with a related explanation made as a 'comment' and is to be submitted as part of the Stage 2 response to this RfP via Procurement Sourcing Platform.

UK Power Networks will decide, at its sole discretion, whether any proposed amendment to the Draft Agreement will be accepted.

Where UK Power Networks accepts amendments to the Draft Agreement (which it is not obliged to do) it shall re-issue a single form of final Agreement to all tenderers taking into account those proposed amendments from tenderers which have been accepted by UK Power Networks.

Tenderers must accept this re-issued final Agreement to be awarded a contract. Tenderers must confirm their pricing based on this re-issued final agreement.

Contracting authority

UK POWER NETWORKS (OPERATIONS) LIMITED

- Companies House: 03870728
- Public Procurement Organisation Number: PGGV-9992-RNGD

Newington House, 237 Southwark Bridge Road

London

SE1 6NP

United Kingdom

Email: ukpnprocurement@ukpowernetworks.co.uk

Region: UKI44 - Lewisham and Southwark

Organisation type: Private utility