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Tender

Colville Heat Network - Metering and Billing Services Contract

London Borough of Hackney

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

Notice identifier: 2025/S 000-084326

Procurement identifier (OCID): ocids-h6vhtk-05f8fc

Published 18 December 2025, 12:26pm

Scope

Reference

DN775606

Description

Hackney Council is seeking to appoint a specialist utility services provider to deliver a long-term Metering and Billing (M&B) service for the Colville Heat Network. The contract will cover the full lifecycle of metering and billing operations, including data management, customer billing, payment collection, customer service, and regulatory compliance. The appointed supplier will work closely with Hackney's DBOM (Design, Build, Operate and Maintain) contractor to ensure efficient service delivery to around 1,300 residential and commercial connections across the Colville and Britannia developments. The contract will be for an initial term of 8 years, with options to extend up to 14 years in total.

Total value (estimated)

- £800,000 excluding VAT
- £960,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 22 April 2026 to 30 June 2040
- 14 years, 2 months, 9 days

Main procurement category

Services

CPV classifications

- 38551000 - Energy meters
- 50324100 - System maintenance services
- 65500000 - Meter reading service

Contract locations

- UKI41 - Hackney and Newham

Participation

Legal and financial capacity conditions of participation

Suppliers must meet the Authority's Conditions of Participation relating to legal standing and economic and financial capacity. This includes confirmation of eligibility and exclusion grounds, registration on the Central Digital Platform, minimum financial turnover requirements, appropriate insurance cover, compliance with data protection and cybersecurity obligations, and adherence to applicable legislation including the Modern Slavery Act 2015. These requirements will be assessed on a pass/fail basis at selection stage.

Technical ability conditions of participation

Suppliers must demonstrate the technical and professional ability to deliver the contract requirements, including relevant experience, systems capability, delivery capacity and service performance. Where specific standards, certifications or qualifications are referenced, the Authority will accept equivalent qualifications, standards or evidence demonstrating equivalent capability. Assessment will be undertaken in accordance with the Procurement Specific Questionnaire.

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

22 January 2026, 5:00pm

Submission type

Requests to participate

Deadline for requests to participate

2 February 2026, 12:00pm

Submission address and any special instructions

<https://www.londontenders.org>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Suppliers to be invited to tender

5 suppliers

Selection criteria:

Suppliers will be selected to tender based on their responses to the Procurement Specific Questionnaire (PSQ), including satisfaction of the Conditions of Participation and assessment of relevant experience, technical capability, delivery capacity, customer service approach and social value. Only suppliers meeting all mandatory requirements and achieving the highest scores at selection stage will be invited to submit a tender.

Award decision date (estimated)

3 April 2026

Recurring procurement

Publication date of next tender notice (estimated): 1 July 2039

Award criteria

Name	Type	Weighting
Quality	Quality	70.00%
Price	Price	30.00%

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Competitive flexible procedure description

This procurement will be conducted using a multi-stage Competitive Flexible Procedure under section 20 of the Procurement Act 2023.

The Tender Notice invites requests to participate, not full tenders.

Stage 1 - Selection: Interested suppliers will be required to submit a Request to Participate comprising a Procurement Specific Questionnaire (PSQ), including Conditions of Participation and project-specific questions. These will be assessed to determine supplier eligibility, capability and capacity. The Authority intends to shortlist up to five suppliers to proceed to the next stage.

Stage 2 - Invitation to Tender: Shortlisted suppliers will be invited to submit full tenders, which will be evaluated on the basis of published award criteria covering technical quality (including social value) and price, to identify the Most Advantageous Tender.

Clarifications may be sought during the process in accordance with the Procurement Act 2023. A standstill period will apply prior to contract award.

Justification for not publishing a preliminary market engagement notice

Hackney Council did not publish a Preliminary Market Engagement Notice as the requirements are well defined and based on established market practice. The Authority is satisfied that suppliers can prepare competitive submissions using the information provided in the Tender Notice and associated documents.

Documents

Associated tender documents

<https://www.londontenders.org>

The associated tender documents are available to download via Hackney Council's e-tendering portal (ProContract). Interested suppliers must register on the portal to access and download all procurement documents relating to this opportunity.

Documents to be provided after the tender notice

All tender documents are available to download via Hackney Council's e-tendering portal (ProContract). Interested suppliers must register on the portal to access and download all procurement documents relating to this opportunity. <https://www.londontenders.org>

Technical specifications to be met

<https://www.londontenders.org>

The technical specifications documents are available to download via Hackney Council's e-tendering portal (ProContract). Interested suppliers must register on the portal to access and download all procurement documents relating to this opportunity.

Contracting authority

London Borough of Hackney

- Public Procurement Organisation Number: PRZC-5592-DDDV

Hackney Service Centre

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Organisation type: Public authority - sub-central government