



Request for Quote for a Commercial and Community Asset Strategy for Woodberry Down

London Borough of Hackney

Contract Ref: DN796588

The estimated value for this commission is £30-35k.

Commercial and Community Asset Strategy for Woodberry Down

This brief has been prepared by the London Borough of Hackney as part of the Woodberry Down regeneration programme. We are commissioning a consultant with expertise in placemaking and non-residential strategy to develop a unifying placemaking vision for the commercial and community space both, existing and planned, at Woodberry Down. The vision must be supported by a commercially-grounded strategy that considers existing and planned commercial and community assets to deliver exemplary placemaking.

Exemplary placemaking means ensuring that the scale, mix, design, layout and operation of non-residential space at Woodberry Down supports a neighbourhood of more than 6000 new homes, responds to the density and character of the neighbourhood and integrates with surrounding streets, centres and communities, considering the following:

- Meeting the day-to-day needs of residents across different tenures, ages and income groups;
- Ensuring that commercial and community uses are complementary to one another and maximise their combined social, cultural and economic benefits;
- Creating active, welcoming and inclusive non-residential spaces that support diverse communities, attracting visitors from beyond the estate as well as serving local residents;
- Achieving long-term financial sustainability with uses that are viable and well-managed.

The strategy must be commercially viable and respond to a shared objective to maximise regeneration outcomes for local people, and promote the long term sustainability, liveability and prosperity of the neighbourhood. The final deliverable should serve as a clear and well-designed reference for stakeholders, outlining the approach to using commercial and community spaces to deliver a shared vision for the Woodberry Down regeneration project.

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Section 1: Background

- 1.1 Over the course of 30 years and eight phases, the Woodberry Down estate is being completely redeveloped to provide more than 6,000 new homes of mixed tenure, community facilities and better public spaces. It is led by a partnership of Hackney Council, Berkeley Homes, Notting Hill Genesis and the Woodberry Down Community Organisation ('WDCO').
- 1.2 The site is bounded by Green Lanes and Finsbury Park to the west (excluding some sites along Green Lanes), the Stoke Newington Reservoirs to the south, and the New River to the north and east.
- 1.3 The wider neighbourhood surrounding the Woodberry Down estate is served by a wide range of natural assets, community facilities and commercial uses. Key natural assets include the East and West Reservoirs and the New River Walk. The site is also proximate to Finsbury Park, one of the largest open spaces in London. Non-residential facilities adjacent to the estate include the John Scott Health Centre, St John's Deaf Community Centre, the Lordship North Community Hall, St Olave's Church, the Castle Climbing Centre, the West Reservoir Centre and Cafe, the Coal House Cafe and commercial spaces in Manor House (designated as a Local Centre in Hackney's Local Plan 33). Manor House Station provides London Underground access to central London through the Piccadilly Line.



Illustrative masterplan for phases 5-8 mapping non-residential facilities within Woodberry Down

- 1.4 The Woodberry Down regeneration programme aims to maximise regeneration outcomes for local people by building new commercial and community spaces that are responsive to the needs of the community.
- 1.5 With the approval of the refreshed Phase 5 to 8 Masterplan in September 2025, it is now clear that most of Woodberry Down's commercial and community spaces are, or will be, located in Phases 1 to 4. The only non-housing space proposed in Phases 5-8 is associated with the

re-provision of floorspace associated with the Woodberry Down Community Club and the Edge Youth Facility, alongside 50 sqm for a standalone satellite community facility.

- 1.6 Phases 1 to 3 have been built and delivered 6,100 sqm of retail floorspace, 2,300 sqm of employment floorspace and 2,700 sqm of community floorspace. Phase 4 has a detailed planning consent, and will be built by 2030, delivering 1,215 sqm of flexible commercial and community floorspace.
- 1.7 The 1,215 sqm of flexible floorspace in Phase 4 will be located along Woodberry Grove facing a new Central Square. The placement of these spaces will line the new Central square with active frontages visible from Seven Sisters Road and Woodberry Down and will reinforce the existing high street on Woodberry Grove. The creation of the new Central Square will further establish Woodberry Grove as the neighbourhood's central hub and primary focus of commercial activity, building on the concentration of existing amenities such as the post office, Sainsbury's and other everyday services. The total commercial and community space in Phase 4 will be greater than the existing 1,024 sqm of retail along Woodberry Grove, doubling the capacity and offer of the high street. This new floorspace will be under the decision making, ownership and management of Berkeley Homes.



Projected commercial / community space in phase 4 in context with the exiting retail units along Woodberry Grove

- 1.8 The Council holds the leasehold interest in some of the non-residential space across the Woodberry Down estate including **Block E on Woodberry Down** (2979 sqm), which features a

gym at the ground floor with office above, **six ground-floor retail units in the Residence Tower** (423.9 sqm) along Woodberry Grove, the **Redmond Community Centre** (655 sqm), and **Block D** (1052 sqm), which completed in November 2025 and is currently subject to sublease negotiations with a workspace operator to run it as community-oriented space, incorporating uses such as a cafe and coffee roasters, alongside space for charities, health services and access for community groups, with an emphasis on wellbeing and creative activity.

- 1.9 Notting Hill Genesis own a 682 sqm community space in Phase 3 which is being leased to Manor House Development Trust who have plans to sublease the space to Hackney Council who will use it as a Hackney Works office which is a Council run free employment and skills support service for residents, operated by the LB Hackney Employment, Skills and Adult Learning service.



Council-managed commercial and community use assets in the Woodberry Down estate

- 1.10 Existing commercial and community spaces within the estate are summarised below:

Phase	Use Category	Floorspace GIA	Current Users	Units
Phase1 (KSS1 to KSS5)	Commercial	1910 sqm	Post Office, Dry Cleaners, Estate Agent, Cafes, Restaurants, Local Supermarket (Sainsbury's)	14
Phase 1 (KSS1 to KSS5)	Community	1565 sqm	Redmond Community Centre and WDCO Office	2
Phase 2	Commercial	2763 sqm	The Gym Group, The Naturalist Pub, HCD Workspace (which includes the LB Hackney Woodberry Down neighbourhood office)	3
Phase 2	Community /	1068 sqm	Block D (in lease negotiations with	4

	Commercial		a workspace provider)	
Phase 3	Commercial	1439 sqm	Local Supermarket (Tesco), Gym (Anytime Fitness), MoreYoga, final unit TBC	4
Phase 3	Community	63 sqm	NHG Community Space (to be let)	1

- 1.11 Previous work on commercial and community uses was commissioned in 2023 by Hackney's development partner Berkeley Homes and prepared by CF Commercial and Social Life. This provided an overview of relevant planning policy, key trends, a socioeconomic profile of Woodberry Down, a baseline assessment of the current supply, a demand assessment for new space and a brief summary of the pipeline of commercial and community space across phases 2-4.
- 1.12 In developing this strategy, the commission is not intended to review or reassess the use, existing use class or operation of non-residential spaces that are functioning well, fully occupied and meeting their intended purpose. The strategy should focus on identifying opportunities to improve, enhance or better coordinate existing and planned assets where there is potential for change or greater placemaking impact, including responding to spaces that may be subject to imminent decision-making (for example where leases are ending, uses are evolving or ownership arrangements are changing). The strategy should seek to maximise the social, economic and placemaking value of these assets through improved coordination, programming, design, management and by recommending future letting approaches, whilst respecting the delivery partners' ultimate control and decision-making process over occupier selection

Section 2: Strategic context and key documents

2.1 Woodberry Down Masterplan Objectives

These objectives set a framework for the regeneration project and were prepared in partnership with WDCO and the Delivery Partners. The headlines are:

1	Policy, Strategy and Guidance: Implement relevant National, GLA and local policy, strategy and best practice design guidance
2	Place Shaping and Making: Implement a comprehensive, mixed and integrated arts, cultural and commercial strategy that reflects the character and identity of Woodberry Down
3	Inclusion Health & Wellbeing: Implement principles of inclusion, health and wellbeing embedded
4	Service Charges and Affordability: Implement affordable service charges to deliver sustainable, efficient and effective: management and maintenance
5	Sustainability: Implement sustainability and resilience embedded in design, construction, in use, management and maintenance, to respond to the challenges of climate change
6	Homes for all / Housing: Well-designed homes, with inclusive intergenerational places and spaces able to respond to the changing needs of all residents and foster a sustainable, active and connected community; Deliver well designed, mixed and tenure blind homes, to create an inclusive and sustainable Woodberry Down
7	Density: Implement a viable and sustainable housing density supported by social infrastructure that meets the identified current and future needs of Woodberry Down residents
8	Community Infrastructure: Implement accessible, affordable and sustainable infrastructure that meets the evidenced current and future needs of local residents and visitors, and is appropriate for the density of Woodberry Down
9	Public Open Space: Implement inclusive and sustainable communal and public spaces fostering social interaction, and supporting the health and wellbeing of residents and visitors
10	Safety: Implement safe and secure homes, public places and spaces that support an active and engaged Woodberry Down
11	Engaging the Community: Implement an inclusive and timely engagement process able to reach the diverse resident population and community groups of Woodberry Down
12	Adaptable and Flexible: Implement adaptable and flexible, able to respond to the changing needs of Woodberry Down

2.2 [Understanding Woodberry Down \(updated in 2024 by Social Life\)](#)

This report summarises a social impact assessment carried out in summer 2023. It looks at the experiences, attitudes and everyday life of people living on Woodberry Down alongside the impact of the regeneration programme, 15 years after it began.

The assessment was commissioned by Notting Hill Genesis and repeats [research carried out in 2019-20](#), and uses a social impact framework that was co-created at that time with all the regeneration partners.

The framework captures residents' perceptions of belonging, wellbeing and relationships with neighbours and between people from different backgrounds. It explores how the built environment and local services promote community life, whether people feel that they can influence local decisions and how they come together to take action to improve the area.

2.3 [Ground Floor Strategy \(2023 by CF Commercial and Social Life\)](#)

In 2023 Social Life and CF Commercial were appointed to prepare a ground floor strategy for Woodberry Down. The strategy was separated into a commercial brief and a social infrastructure brief, and included a review of the existing facilities, demographic analysis and a demand assessment for both community and commercial space. The demand assessment showed a need for more/more affordable community spaces, additional play space and additional educational spaces.

Findings stated that rent collection on existing commercial units is below average, indicating occupiers are not thriving. The demand assessment provided for the commercial spaces was based on demographic analysis and key trends. Recommendations included increasing the range and number of food and beverage (F&B) uses, ensuring a range of income groups are considered, and that nursery or health facilities/practitioners could complement the existing offer and provide 'overlap' of community/commercial functions.

The scope of services for the Ground Floor Strategy had been split into three stages: a baseline assessment, demand assessment and scheme shaping stage. CF Commercial and Social Life completed the first two stages but the final scheme shaping stage was not taken forward at the time. This commission progresses the final stage, and should build on the work done to date by CF Commercial and Social Life.

2.4 [Woodberry Down Cultural Strategy Phases 5-8](#) (note this document was produced by Berkeley Homes to support the Phases 5-8 masterplan outline planning application)

The Berkeley Homes Cultural Strategy for the Woodberry Down Masterplan Phases 5-8 evolved out of the development of [cultural and placeshaping proposals for Phase 4](#) (pp 32-43). The vision of the Cultural Strategy is to involve the community in the creation of site-wide opportunities for play and creativity, to connect to nature, strengthen local identity and cultivate a sense of belonging for all residents of Woodberry Down. The focus areas of the strategy are public realm, public art, ground floor space and activation. The goals and ambitions for ground floor space set out in the strategy are:

- Amongst other offers, ie commercial, ground floor uses shall provide a cultural/community offer that is friendly, welcoming & active
- This will offer spaces to enjoy without the need to spend money
- This will be open and accessible to all people
- This will offer opportunities to participate in cultural, creative and educational activities

To support the progression and delivery of the Cultural Strategy for Woodberry Down, Hackney Council has appointed a dedicated Cultural Development Officer who is now in post. The role sits within the Council and is responsible for further developing, coordinating and taking forward the Cultural Strategy, and working with stakeholders to embed cultural and placemaking objectives through a programme of projects across the estate. This includes the development of temporary and permanent cultural infrastructure, community-led grant programmes, youth engagement and skills development and the commissioning of major public artwork for the Central Square in Phase 4.

2.5 [Hackney's Local Plan 33](#)

The Local Plan 2033 (LP33) sets out a clear vision and growth strategy to meet the needs of the Borough through a number of Place Policies and site allocations. The entirety of the Woodberry Down estate is included as a strategic site allocation in the Local Plan under policy MH1. Development principles for the site allocation include:

- A Robust Urban Design Framework - Improving the quality of the surroundings, including amenity, views, ecology and character, which can benefit existing and future residents. Improving connections through the site to link the Northern and Southern side of Seven Sisters Road and extend the relationship to landscape context including the New River, the Reservoirs and Finsbury Park.
- Transform Community Facilities - Provide new retail and community uses including affordable workspace and flexible space to allow for facilities to come forward to meet the needs of existing and future residents.

Relevant strategic development principles for the wider Manor House Place Policy (PP9) area as a designated Local Centre, which includes Woodberry Down are:

- Enhance and intensify the function of Manor House as a vibrant and mixed-use Local Centre that is attractive and accessible to all, and meets the needs of the local community including Woodberry Down.
- Provide new housing, employment and commercial development to meet local needs and aspirations.
- Create local character and distinctiveness through development appropriate to the area that will deliver place shaping.

2.6 [Hackney Strategic Plan 2022-2026](#)

The Strategic Plan, 'Working Together for a Better Hackney', sets out the ambitions for the Council for the next four years, as well as the challenges we face, and how we will respond, working closely with residents and partners. The Plan describes how we need to change as an organisation and become more collaborative and outward looking to work across the system to meet these challenges. The Strategic Plan is framed by the new priorities for my new term as elected Mayor of Hackney for 2022-2026 and reflects the Manifesto Commitments of the newly elected Labour administration. They are underpinned by the Council's corporate values and the priorities for change.

2.7 [Hackney Community Strategy](#)

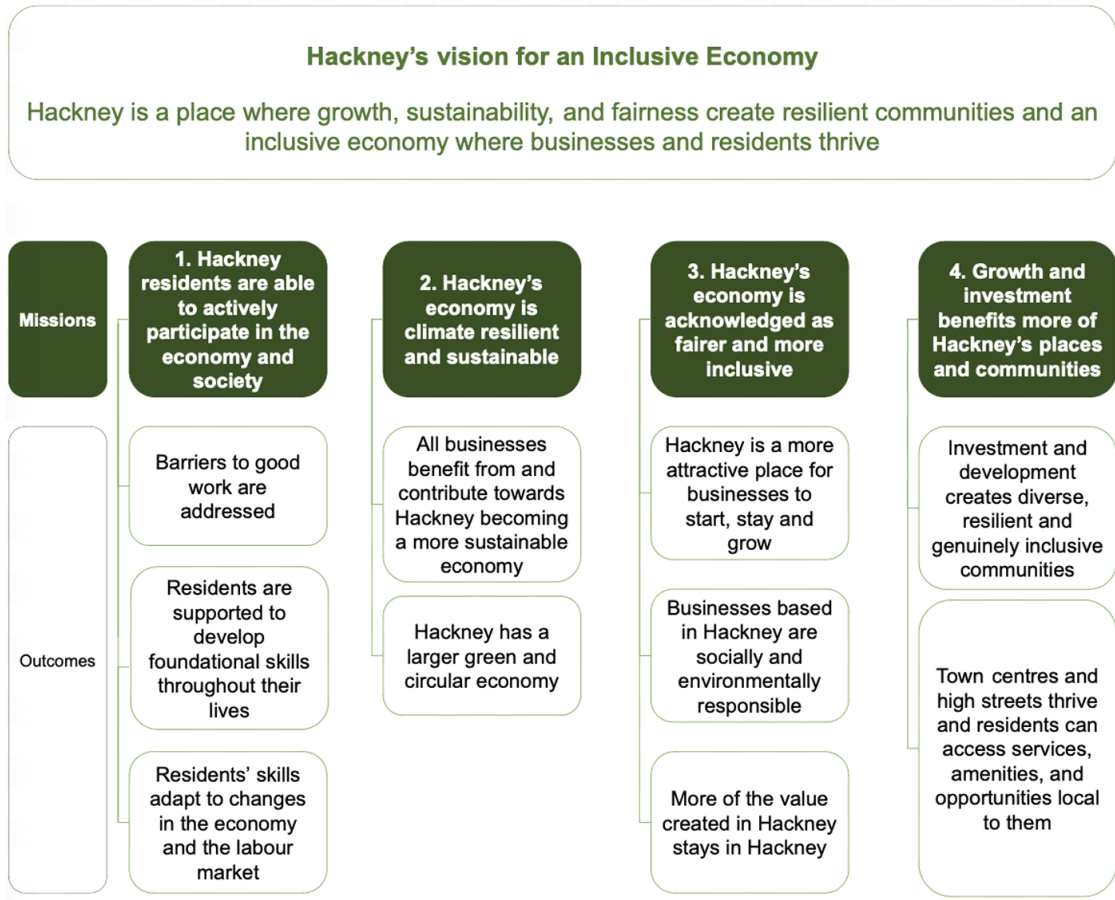
The Hackney Community Strategy sets the vision for the borough's communities in response to challenges and opportunities and provides direction for other local plans and strategies to make Hackney a fairer, safer and more sustainable place for everyone, and to protect Hackney's open, inclusive community spirit for future generations. The five cross-cutting themes in the strategy are:

- 1: A borough where everyone can enjoy a good quality of life and the whole community can benefit from growth.
- 2: A borough where residents and local businesses fulfil their potential and everyone enjoys the benefits of increased local prosperity and contributes to community life.
- 3: A greener and more environmentally sustainable community which is prepared for the future.
- 4: An open, cohesive, safer and supportive community.
- 5: A borough with healthy, active and independent residents.

2.8 [Hackney Economic Development Plan](#) and [Implementation Plan](#)

The Economic Development Plan (EDP) 2025-2030 sets out a vision for building a fairer, greener, and more inclusive local economy over the next five years. The framework for the plan

sets out the vision, four key missions and their outcomes:



2.9 [Growing up in Hackney: Child-friendly Places Supplementary Planning Document](#)

The Child-friendly Places SPD establishes child-friendly principles and design guidelines for the built environment, ensuring the planning process for development actively considers design for people of all ages, abilities and backgrounds. The SPD provides guidance for new development and existing places to consider the needs and requirements of children and young people at every stage of the planning and design process, shaping the physical features of public space around and in between buildings in our neighbourhoods, as a whole, to become more inclusive, engaging and welcoming for everyone.

2.10 [Creating Places That Work For Women And Girls](#)

This handbook, developed by the LLDC, provides guidance on gender inclusive design to ensure the voices of women and girls are heard and incorporated in design and decision-making processes. The guidance includes tools that can be used throughout the RIBA design stages including the 'In use' stage and considers the programming, flexible activation, management, leasing, access and safety interventions of non-residential uses.

2.11 [Ageing Well in Hackney](#)

This strategy sets out the approach the Council is taking to cater towards the diverse range of people aged 55+ through age friendly policies; building a community that values and includes them, benefits from their contributions and supports them in their later years. The strategy aims to provide and build on opportunities for greater intergenerational activity, social participation, civic inclusion and localised support through partnership working.

2.12 [Hackney Joint Health & Wellbeing Strategy](#)

Hackney's Health and Wellbeing Strategy for 2022-26 outlines the priority areas to improve people's health and reduce health inequalities that exist. The strategy cites the physical environment (such as built and natural, air quality and green spaces) as one of the most important drivers of health. The three broad focus areas for action are:

- Improving mental health and preventing mental ill-health
- Increasing social connection
- Supporting greater financial security and reducing poverty

2.13 [Climate Action Plan](#)

The Climate Action Plan 2023-2030 sets out an integrated approach for tackling the climate and ecological crisis. It provides a framework for everyone to take action to reduce emissions and adapt to the climate change that is already occurring, driven by an ambitious vision for a greener Hackney in 2030. The plan is organised into five themes:

- adaptation – ensuring that Hackney is prepared for and resilient to the impacts of the climate emergency – like flooding or hot weather – protecting the most vulnerable residents
- buildings – removing gas boilers, adding solar panels and decreasing energy use in the borough's existing buildings by retrofitting and ensuring new buildings (where required) are fit for the future – this will help to reduce fuel poverty
- transport – reducing emissions from transport, improving air quality and helping residents live an active and healthy lifestyle
- consumption – changing what and how everyone in the borough buys, uses and sells, helping create a new green economy in Hackney
- environmental quality – maximising the potential for biodiversity in our green spaces, reducing pollution and helping local ecosystems thrive

Section 3: Scope of services

- 3.1 The London Borough of Hackney is seeking to commission a **Commercial and Community Asset Strategy** that considers non-residential assets in the completed and unbuilt development phases of Woodberry Down. The strategy should reflect the high-level objectives of the Woodberry Down masterplan as set out above and provide recommendations to the development partners in delivering economically sustainable and area appropriate commercial and community space that contributes to the overall success of Woodberry Down. The strategy must be commercially viable and reflect the needs of current and future residents of Woodberry Down and other communities located close to the scheme and consider how commercial and community uses are coordinated across the regeneration scheme to create an accessible and locally relevant offer.
- 3.2 The strategy should enable the development partners to consider interactions and synergies between existing and proposed uses, and to share contacts and networks to maximise the commercial and community benefit of letting decisions, acknowledging that some information will remain commercially sensitive. The strategy will need to take note of other workstreams, including work led by Hackney Council's Cultural Development Officer for Woodberry Down and early-stage work by development partners Berkeley Homes and Notting Hill Genesis on a Community Plan to improve resident engagement, well-being and community life. The strategy will also be used to inform the Council's Infrastructure Delivery Plan and Local Plan review.
- 3.3 The strategy will set out a clear framework and delivery plan for existing and planned non-residential floorspace across the estate, to ensure that non-residential uses complement each other, support the residential uses, take into account the wider neighbourhood context in terms of residential areas and commercial and community uses outside of the Woodberry Down scheme boundary, and are viable and successful individually and collectively.
- 3.4 The consultant will be expected to undertake the following key activities:

- **Review existing research, information and relevant policies:** Draw on previously completed work, including the *Understanding Woodberry Down* report (2019, updated in 2024 by Social Life) and the *Ground Floor Strategy* (2023 by CF Commercial and Social Life), as well as relevant Council policies. Review responses to previous consultations related to neighbourhood offer and non-residential uses.

As part of the project inception stage, the Council will provide the successful bidder with baseline information that lists and maps all existing and planned commercial and community space across the Woodberry Down estate. This will include, where available, lease information, management arrangements and the delivery timescales for planned spaces.

- **Gap analysis:** Sense check and build on the demand analysis set out in the *Ground Floor Strategy* (2023). Review the current neighbourhood offer, including access to spaces for leisure and sport, food and beverage, goods and services, education and training, workspace, evening and night time economy uses, cultural infrastructure and other community and social infrastructure in the area. Identify what the neighbourhood is well served for and what there is limited access to and a greater need for, setting out detailed findings that are market informed, appropriately phased and that reinforce the overall placemaking vision. The gap analysis should distinguish clearly between spaces that are performing well and meeting current needs, and those where there is unmet demand, underuse or opportunity for enhancement.
- **Stakeholder engagement:** Engage with existing businesses, community groups, steering groups and estate-based projects in order to understand their spatial needs, operational concerns and any latent potential current space is not able to accommodate. Consult key Council teams—including Regeneration and Economic Development, Property, Licensing, Markets, Resident Participation and Culture—and partners such as Berkeley Homes, Notting Hill Genesis, WDCO and Manor House Development Trust. Understand and incorporate lessons learnt from the delivery of commercial and community space in previous phases. The

strategy should include a summary documenting the engagement methodology, participation levels, key themes from stakeholder input and how these informed recommendations.

- **SWOT analysis:** Produce a SWOT analysis of the current and potential non-residential offer across the estate.
- **Recommendations for current assets:** Identify commercially viable, practicable and transformative opportunities for relevant existing community and commercial assets where there is potential for improvement, change or enhanced contribution to placemaking outcomes. This may include assets facing lease changes, underperformance, or spatial or operational constraints, as well as opportunities to better integrate uses with the surrounding public realm. Recommendations may include public realm enhancements, programming and internal upgrades that enhance the overall neighbourhood, align with regeneration objectives, respond to community needs (current and future), and take into account property values, marketability and financial yield. Provide high-level cost estimates for proposed interventions and set out a phased approach over the short, medium and long-term. Recommendations should be based on available funding, a list of which will be provided to the awarded supplier.
- **Embedding social value and monitoring:** Provide a template that can act as a foundation for establishing and agreeing on operational requirements for new commercial and community-use leases for Council-owned assets. The template should include recommendations that support the Woodberry Down regeneration objectives and respond to community needs, and it should enable ongoing monitoring and evaluation to ensure that these uses continue to align with those objectives. The template should be designed for delivery partners to use as a resource for their own assets, should they decide it is an appropriate approach for a particular property.
- **Develop a Comprehensive Commercial and Community Strategy:** Produce a final strategy that explains how current and future non-housing assets can best support the regeneration objectives of Woodberry Down and deliver a clear placemaking vision. The strategy should provide an overarching and flexible framework that can be applied as existing assets face lease changes, as new commercial and community space is delivered, and through the completion of all phases of the Woodberry Down Regeneration over the next 15 years. The strategy should establish clear principles, priorities and criteria to guide future interventions and letting decisions, respecting the commercial considerations and final decision-making authority of the asset owner. The strategy should draw on existing studies, targeted research, stakeholder engagement, local economic knowledge and market demand to recommend a locally grounded and commercially sustainable approach to delivering the vision.

3.5 Indicative RFQ timetable

Activity	Date
Request for quote issued	Monday 23 March 2026
Deadline for clarification questions	Friday 17 April 2026 COP
Council responses issued to clarification questions	Wednesday 22 April 2026
Submission deadline	Friday 1 May 2026 at 12pm noon
Panel scoring	w/c 4 May 2026
Clarification meetings (if required)	Thursday 14 May 2026
Confirmation of award	Friday 15 May 2026

3.6 Indicative delivery programme

Activity	Date
Project inception meeting	Tuesday 26 May 2026
Stakeholder workshop (out of hours)	Week commencing 8 June 2026
Submission of interim report	Friday 19 June 2026
Client review of interim report	Week commencing 22 June 2026
Presentation of interim findings	Week commencing 29 June 2026
Draft final strategy issued	Friday 17 July 2026
Client review of draft final strategy	Week commencing 20 July 2026
Presentation of final findings and recommendations to stakeholders	Week commencing 27 July 2026
Final strategy submitted to the Council	Friday 31 July 2026

There will be a fortnightly progress meeting (either in person or online) with the Council's contract manager, Caroline Westhart, Regeneration Manager, Regeneration and Economic Development. Representatives of the development partners may also attend progress meetings.

3.7 Final deliverables:

- A comprehensive and visually engaging Commercial and Community Asset Strategy document designed for a broad audience, ensuring it is relevant and accessible to development partners, occupiers, councillors and residents.
- A summary document that can be published online.

Documents and data related to this project from the successful consultant should be made available as PDF, PDF Accessible and InDesign package with all images included.

Section 4: Instructions for tendering

4.1 General Requirements

- 4.1.1 Hackney Council ("the Authority") is seeking Quotations for the supply of a Commercial and Community Asset Strategy for Woodberry Down.
- 4.1.2 The successful supplier will be responsible for providing the requirement, and liaising closely with the Authority's Contract Manager Caroline Westhart, Regeneration Manager, Regeneration and Economic Development.
- 4.1.3 The detailed requirements are defined in the Specification. The contract will be for a period of 9.5 weeks and is expected to commence on Monday 25 May 2026.

4.2 Submission of Quotation

- 4.2.1 The deadline for submission of Quotations is **Friday 1 May 2026 at 12pm noon**. It is not possible for Tenders to be accepted once the submission deadline has passed.
- 4.2.2 The Authority is using ProContract as its electronic Procurement system ("the Procurement Portal"). The system is referred to intermittently as ProContract or the London Tenders Portal. The Procurement Portal is accessible at <https://www.londontenders.org/>
- 4.2.3 **All communications, including the submission of Quotations, will take place via the Procurement Portal.** Suppliers should not approach any member of the Authority in relation to the Procurement or the procedure by which the Procurement will be procured ("the Procurement Process"), other than by using the messaging function on the Procurement Portal. *Messages should be submitted at the relevant event level rather than the project level.* Messages will be responded to within business hours.
- 4.2.4 Any technical questions relating to the use of the Procurement Portal website should be logged with the dedicated [Supplier Support helpdesk](#). Include as much detail as possible, label your message as "Urgent" if it is time-sensitive and include your telephone contact information if you need a call-back. The helpdesk is only for assistance with technical issues when using the Procurement Portal, and any queries relating to this Request For Quotation should be made through the messaging function of the Procurement Portal and directed to the relevant team running the Procurement Process. Queries will be answered within business hours.

4.3 Evaluation Criteria

Any Quotation that is accepted will be awarded to the Supplier who provides the most advantageous Quotation in accordance with the criteria detailed below:

Technical (Quality)		Weighting
1.	Relevant experience <i>(2 pages per example maximum including any images)</i> To illustrate relevant previous experience, please provide two examples of similar commissioned work you have completed and describe your role. Your answer should demonstrate your experience of undertaking research and delivering regeneration commercial and community space strategies and/or similar scope work to that set out in this brief. For each example please provide:	35%

	- the client name, budget, timescale, challenges, approach and results (including any measured successes) and any key lessons learnt In addition, for each example, please demonstrate how you: - devised research and strategic recommendations related to economic, social, cultural, environmental and/or urban issues - produced well-presented, concise, robust, and visually engaging information - engaged with the residential and business community	
2.	Approach and methodology social value statement (4-5 pages maximum) Describe your approach to the brief with reference to the following: - Detail your interpretation of the brief - Describe your methodology for conducting the required work, explicitly building on existing findings, and how you would approach the aforementioned objective - Reference to the key methods you foresee using and your justifications for them - Provide a detailed programme with allocated resources to indicate timescales and effort days associated with proposed activities and deliverables - Confirm you can meet the stated deadline. A statement which outlines your approach to achieving increased social value and integration within the project, including the following: - Your approach to incorporating the various needs of the project users, existing local communities and future community needs, with specific regard to promoting physical, social and economic accessibility. - Your approach to collaborating with groups (with protected characteristics) within the existing community who are historically under-represented in the ownership of the shared, local built environment. Within this, please outline how you approach and listen to different viewpoints and priorities amongst stakeholders. - Your approach to engaging and collaborating with businesses and voluntary and community sector organisations.	30%
3.	Qualifications of staff Please provide the proposed project team structure including the names and roles that each person will have as part of the contract with CV's for each team member identifying relevant skills and experience, up to a maximum of 2 pages per person.	5%
	Total Technical (Quality) Score	70%

Financial (Cost)		Weighting
4.	Achieving Value For Money - Please provide a competitive price for the works. - The rates quoted, based on the framework day rates, shall be the fully inclusive value of the services as described under the specification, including all overhead costs together with all general risks, liabilities and obligations set out in, or implied necessary to comply with the Request for Quotation, the conditions of the Contract, the specification of service requirements and all other documents forming part of the Contract. All rates shall be exclusive of VAT which will be paid at the appropriate rate on receipt of a VAT invoice. - Bids will be evaluated on the basis of 70/25/5 – quality/cost/equality ratio. The price element will be scored on the basis that the cheapest quote will score the highest. Other bids will be scored in relation to how their price compares with the cheapest bid. - Please provide your bid price in your response using the following format: Total fee (fully inclusive of all costs, but excl. of VAT): £ xxx - Prices must be quoted in £ GBP.	25 %
	Total Price Score	25%

Please include a Resource Schedule showing the allocation of resources to this project, and explaining how the costs on which the tendered fee proposal is based have been calculated. This schedule needs to clearly set out the staff that will be utilised, the time allocation for each staff member (expressed as days per month) over the duration of the project. This schedule is to provide the Council with information to assist it in evaluating bids. It shall not be regarded as a condition to the lump sum fee in any way.

Equality, Diversity and Inclusion		Weighting
5.	Please provide your practice and project team diversity statement / policy. Given the nature of this project, please provide an example of relevant work you have undertaken before which has involved a diverse range of stakeholders. This should include your approach to engaging and collaborating with groups and individuals such as: - Hard to reach equality groups, e.g. elderly, disability and BAME groups (with protected characteristics) - SMEs, retailers, charities, community groups - Residents and the community	5 %

	Total Equality, Diversity and Inclusion Score	5%
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4.4 Evaluation Methodology

- 4.4.1 In relation to Price, the lowest price will score 25 marks. Quotes received from other Suppliers will then receive scores expressed as an inverse proportion of the lowest price. All results will be rounded to two decimal places. The formula used will be:

$$(\text{Lowest price/Supplier's price}) \times 25 = \text{Supplier's price score}$$

- 4.4.2 In relation to the Quality criteria, each question will be scored in application of the following scoring matrix:

SCORING MATRIX	
Score	Commentary
0	Very weak or no answer
1	Poor - well below expectations
2	Satisfactory but slightly below expectations
3	Good - meets expectations
4	Very good - slightly exceeds expectations
5	Exceptional - well above expectations

A score of 0 (very weak or no answer) or 1 (poor) for any of the criteria is likely to mean rejection of a Quotation.

- 4.4.3 As part of the quality evaluation, sustainability and social value are assessed in line with [Hackney's Sustainable Procurement & Insourcing Strategy](#). The scoring of this section will consider relevant environmental, economic and social benefits to be delivered through the resulting contract.
- 4.4.4 Each member of the assessment panel will individually assess each Quotation. Scores will then be moderated by the whole panel in order to reach a consensus.
- 4.4.5 Hackney Council reserves the right not to award the Contract to the lowest or any Quotation. Any acceptance of a Quotation by the Council shall be communicated in writing.

Section 5: Contract Terms and Conditions

- 5.1** Your Quotation will imply agreement with Hackney Council's Standard Conditions of contract which will apply in the event of an order being placed.

Available to view here (Services): [Terms and Conditions for Provision of Services](#)

- 5.2** Hackney Council is implementing a contract management system. Contracted suppliers will, from time to time, be required to provide information through the system, which will be browser based. Should you be successful in winning this particular contract, you will be notified on how to access the system once it has been implemented. You will be provided with relevant system guidance/support as required, during the lifetime of the contract.