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Contract

## **Energy Safeguarding and CO Safety partnership**

NORTHERN GAS NETWORKS LIMITED

F06: Contract award notice – utilities

Notice identifier: 2022/S 000-005140

Procurement identifier (OCID): ocds-h6vhtk-0312b8

Published 24 February 2022, 1:00pm

### **Section I: Contracting entity**

#### **I.1) Name and addresses**

NORTHERN GAS NETWORKS LIMITED

1100 Century Way Thorpe Park

LEEDS

LS158TU

#### **Contact**

Rebecca Rowley

#### **Email**

[rrowley@northerngas.co.uk](mailto:rrowley@northerngas.co.uk)

#### **Telephone**

+44 7935077342

#### **Country**

United Kingdom

**NUTS code**

UKE42 - Leeds

**Internet address(es)**

Main address

[www.northerngasnetworks.co.uk/procurement](http://www.northerngasnetworks.co.uk/procurement)

**I.6) Main activity**

Production, transport and distribution of gas and heat

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**Section II: Object**

**II.1) Scope of the procurement**

**II.1.1) Title**

Energy Safeguarding and CO Safety partnership

**II.1.2) Main CPV code**

- 71314000 - Energy and related services

**II.1.3) Type of contract**

Services

**II.1.4) Short description**

Contract to be delivered in partnership with Citizens Advice, and co-funded by the four UK Gas Distribution Networks, this project aims to support vulnerable households with a single point of contact for independent and bespoke support to keep a safe and warm home for less. Working through Citizens Advice's network of local Energy Advice Partnership Hubs, with the potential to access the full Citizens Advice network where required, the partnership will deliver:

- A pilot for the first three months to assess the benefit of the provision of an Energy and CO Safety pack for customers who are at risk of CO exposure that includes; a CO alarm, a CO safety leaflet, a thermometer card, information on how to access the Fuel Poor

Network Extension Scheme (FPNES), and an energy saving advice leaflet. If successful we will look to amend the PEA to continue the provision of these for the full duration of the project.

- Dedicated frontline worker CO safety training provided for Citizens Advice energy advisors across 79 Local Citizens Advice hubs across England and Wales to educate them on the sources, signs and symptoms of CO poisoning (including the risks around low-level poisoning), what actions to take if CO poisoning is suspected, and what they can do to prevent CO. Enabling them to identify CO signs/risks and provide CO awareness sessions for the customers they support.
- CO awareness sessions provided to customers including key CO messaging; annual appliance testing, CO alarm maintenance, identifying signs/symptoms, and actions if CO exposure/presence is suspected.
- An extension of the existing Citizens Advice Energy Advice Programme (EAP) enabling more customers to be supported with energy advice - behavioural, providing information on how to save energy by personal action
- Energy Tariff support / advocacy - supporting people with energy bills, debt, switching, fuel bill renegotiation - support to be an active energy consumer
- Benefit entitlement checks to ensure customers are receiving the appropriate benefits and grants based on their individual circumstances, including but not limited to Warm Home Discount.
- PSR registrations to the energy PSR (ensuring where possible the 'tick' to share information beyond the DNO / Supplier)
- Locking Cooker Valve referrals into regional GDN where a need is identified to add a safety device to the gas cooker
- Onward referral support to address other barriers to living in a safe and warm home, this could include but is not limited to; emergency funds, housing support, food vouchers etc.

#### **II.1.6) Information about lots**

This contract is divided into lots: No

#### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £1,788,792

#### **II.2) Description**

### **II.2.3) Place of performance**

NUTS codes

- UKC - North East (England)
- UKD - North West (England)
- UKE - Yorkshire and the Humber
- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England
- UKI - London
- UKJ - South East (England)
- UKK - South West (England)
- UKL - Wales

### **II.2.4) Description of the procurement**

Delivered in partnership with Citizens Advice, and co-funded by the four UK Gas Distribution Networks, this project aims to support vulnerable households with a single point of contact for independent and bespoke support to keep a safe and warm home for less. Working through Citizens Advice's network of local Energy Advice Partnership Hubs, with the potential to access the full Citizens Advice network where required, the partnership will deliver:

- A pilot for the first three months to assess the benefit of the provision of an Energy and CO Safety pack for customers who are at risk of CO exposure that includes; a CO alarm, a CO safety leaflet, a thermometer card, information on how to access the Fuel Poor Network Extension Scheme (FPNES), and an energy saving advice leaflet. If successful we will look to amend the PEA to continue the provision of these for the full duration of the project.
- Dedicated frontline worker CO safety training provided for Citizens Advice energy advisors across 79 Local Citizens Advice hubs across England and Wales to educate them on the sources, signs and symptoms of CO poisoning (including the risks around low-level poisoning), what actions to take if CO poisoning is suspected, and what they can do to prevent CO. Enabling them to identify CO signs/risks and provide CO awareness sessions for the customers they support.

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- Benefit entitlement checks to ensure customers are receiving the appropriate benefits and grants based on their individual circumstances, including but not limited to Warm Home Discount.
- PSR registrations to the energy PSR (ensuring where possible the 'tick' to share information beyond the DNO / Supplier)
- Locking Cooker Valve referrals into regional GDN where a need is identified to add a safety device to the gas cooker
- Onward referral support to address other barriers to living in a safe and warm home, this could include but is not limited to; emergency funds, housing support, food vouchers etc.

This project operates within all GDN networks and has been co-designed with Citizens Advice to find solutions that work for all our customers. It qualifies under the VCMA funding criteria as it will provide energy efficiency advice and CO safety advice/interventions, empowering each householder to use energy safely, efficiently, and affordably.

### **II.2.11) Information about options**

Options: No

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## Section IV. Procedure

### IV.1) Description

#### IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- The works, supplies or services can be provided only by a particular economic operator for the following reason:
  - absence of competition for technical reasons

Explanation:

Collaborative VCMA project with Cadent, Wales and West Utilities, SGN and NGN intend to put a contract in place with Citizens Advice as nationally only this one supplier offers this service. The four UK Gas Distribution Networks cannot risk this delivery of services and requires contract assurance, no other companies are able to provide/undertake the scope of requirements as this requirement has been developed specifically to meet all GDN's needs - This project is working with Citizens Advice Central and 79 local Citizens Advice Hubs across England and Wales in all four GDN footprints, the project aims to support vulnerable households with a single point of contact for independent and bespoke support to keep a safe and warm home for less. Through this partnership the Citizens Advice local Energy Advice Programme teams will work to directly support 17,500 vulnerable people with access to practical advice on the dangers of CO and how to mitigate these, as well as energy advice that improves their financial independence, their health and wellbeing, and increases their confidence to manage their household utility costs.

#### 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: [2022/S 000-003102](#)

## **Section V. Award of contract**

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

1 January 2022

#### **V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £1,788,792

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## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Northern Gas Networks

Leeds

Email

[rhandforth@northerngas.co.uk](mailto:rhandforth@northerngas.co.uk)

Country

United Kingdom