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Contract

VCMA project - Fuel Bank Foundation - Further expand Fuel Bank across Northern England

NORTHERN GAS NETWORKS LIMITED

F06: Contract award notice – utilities

Notice identifier: 2024/S 000-005149

Procurement identifier (OCID): ocids-h6vhtk-0434b8

Published 15 February 2024, 4:23pm

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

Telephone

+44 7935077342

Country

United Kingdom

Region code

UKE42 - Leeds

Companies House

NORTHERN GAS NETWORKS LIMITED

Internet address(es)

Main address

www.northerngasnetworks.co.uk

I.6) Main activity

Production, transport and distribution of gas and heat

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

VCMA project - Fuel Bank Foundation - Further expand Fuel Bank across Northern England

II.1.2) Main CPV code

- 73000000 - Research and development services and related consultancy services

II.1.3) Type of contract

Services

II.1.4) Short description

A contract has been put in place with The Fuel Bank Foundation (FBF) they are an independent charity that aims to support families who pay in advance for energy, typically via a prepayment energy meter and are at risk of self-disconnection or severe rationing or indeed have self-disconnected. Self-disconnection is an unfortunate term: people don't choose to self disconnect,

when the money runs out the electricity and gas switch off too. In the current climate we are seeing more people than ever turn to the Foundation for much-needed support. These services are only able to be delivered by this independent charity.

As a fully independent charitable foundation 'Fuel Bank' has supported over 1 million people - who in turn are supplied by all UK energy suppliers - since launch eight years ago. We have developed a network of 675 partners across the country who act as an entry point into Fuel Bank. A mix of national bodies and local, community-based organisations, what unites them and makes them part of Fuel Bank is that they target distinct demographic groups or particular types of need and identify households in Fuel Crisis. These families are referred into and provided with same-day help from Fuel Bank, to get 'the lights back on and the gas reflowing by tea-time', alongside being provided by relevant and easy-to-access energy advice to give additional support and to lower household money spent on energy. Our key target is that we provide support and help to people within hours of them being referred to us; currently we achieve this over 98% of the time. This creates the enabler that advice provided can be acted upon, with an aim to reduce the propensity for future referral into Fuel Bank for continued crisis help.

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: £434,227

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKC - North East (England)
- UKD - North West (England)
- UKE - Yorkshire and the Humber

II.2.4) Description of the procurement

A contract has been awarded to The Fuel Bank Foundation (FBF) they are an independent charity that aims to support families who pay in advance for energy, typically via a prepayment energy meter and are at risk of self-disconnection or severe rationing or indeed have self-disconnected. Self-disconnection is an unfortunate term: people don't choose to self-disconnect, when the money runs out the electricity and gas switch off too. And in the current climate we are seeing more people than ever turn to the Foundation for

much-needed support. A mix of national bodies and local, community-based organisations, what unites them and makes them part of Fuel Bank is that they target distinct demographic groups or particular types of need and identify households in Fuel Crisis. These families are referred into and provided with same-day help from Fuel Bank, to get 'the lights back on and the gas reflowing by tea-time', alongside being provided by relevant and easy-to-access energy advice to give additional support and to lower household money spent on energy. Our key target is that we provide support and help to people within hours of them being referred to us; currently we achieve this over 98% of the time. This creates the enabler that advice provided can be acted upon, with an aim to reduce the propensity for future referral into Fuel Bank for continued crisis help.

A number of simple, yet straight-forward criteria are used to determine when third parties refer a client for Fuel Bank support:

1. The consumer must pre-pay for energy.
2. They must also be in intense financial crisis, unable to fund the basic essentials for everyday living (including food, rent or mortgage, energy, water, council tax, and essential travel).
3. The consumer must be at immediate risk of self-disconnection, or indeed have self disconnected, or is making choices that may be of a significant detriment to ensure that energy is funded.
4. The third party who identifies that financial Fuel Bank support is required has also identified some additional steps and actions needed to provide additional help. This can include, but isn't limited to benefits entitlement checks, debt advice, money and household management support, and energy efficiency advice and measures. Based on our most recent analysis 96% of clients are struggling with other essential household bills.

II.2.11) Information about options

Options: No

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:

The Fuel Bank Foundation (FBF) is an independent charity that aims to support families who pay in advance for energy, typically via a prepayment energy meter and are at risk of self-disconnection or severe rationing or indeed have self-disconnected. Self-disconnection is an unfortunate term: people don't choose to self disconnect, when the money runs out the electricity and gas switch off too. And in the current climate we are seeing more people than ever turn to the Foundation for much-needed support. These services are only able to be delivered by this independent charity.

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: [2024/S 000-002656](#)

Section V. Award of contract

Title

VCMA project - Fuel Bank Foundation - Further expand Fuel Bank across Northern England

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

15 February 2024

V.2.2) Information about tenders

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Fuel Bank Foundation

Staffordshire

Country

United Kingdom

NUTS code

- UKG2 - Shropshire and Staffordshire

Companies House

Fuel Bank Foundation

The contractor is an SME

Yes

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

Total value of the contract/lot: £434,227

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Northern Gas Networks

Leeds

Country

United Kingdom