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Contract

## **VCMA project - Holistic app energy debt & Welfare advice**

NORTHERN GAS NETWORKS LIMITED

F06: Contract award notice – utilities

Notice identifier: 2024/S 000-005894

Procurement identifier (OCID): ocds-h6vhtk-0434b7

Published 23 February 2024, 9:15am

### **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

**Region code**

UKE42 - Leeds

**Companies House**

NORTHERN GAS NETWORKS LIMITED

**Internet address(es)**

Main address

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

**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**

VCMA project - Holistic app energy debt & Welfare advice

#### **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 awarded to Citizens Advice Northumberland, a registered local charity which provides the people of Northumberland with free, confidential, independent and impartial information and advice on a wide range of subjects including welfare benefits, debt, financial capability, fuel poverty, housing, relationships and employment matters. Since 1st April this year we have helped more than 4,000 clients with more than 22,000 issues. Our help and support is delivered through face to face interview, telephone, digital and virtual conversations and includes end to end casework as required.

We have been the foremost provider of energy advice in the County for more than 10 years and through our collaboration with Northumberland County Council we have identified priority wards in the county that suffer most from factors related to fuel poverty and therefore why these services are only able to be provided by Citizens Advice Northumberland.

#### **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: £450,477

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

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

NUTS codes

- UKC - North East (England)

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

A contract has been awarded to Citizens Advice Northumberland, a registered local charity which provides the people of Northumberland with free, confidential, independent and impartial information and advice on a wide range of subjects including welfare benefits, debt, financial capability, fuel poverty, housing, relationships and employment matters. Since 1st April this year we have helped more than 4,000 clients with more than 22,000 issues. Our help and support is delivered through face to face interview, telephone, digital and virtual conversations and includes endtoend casework as required.

We have been the foremost provider of energy advice in the County for more than 10 years and through our collaboration with Northumberland County Council we have identified priority wards in the county that suffer most from factors related to fuel poverty and therefore why these services are only able to be provided by Citizens Advice Nortumberland.

We have Focused on wards with:

- ? The highest proportion of households with income of below £20k/annum
- ? That have the highest levels of hospital admissions and excess winter deaths
- ? Where more than 1?3 of homes are estimated to have EPC below band C.

This approach has highlighted wards, for example Hirst, Newbiggin Central & East, Isabella, Croft, Ashington Central and Cowpen - all urban/coastal settlements and will target the delivery of advice directly into vulnerable households in these communities. We have an established track record of targeted support into these communities - our historic data shows that more than 30% of our general advice beneficiaries live in the 10 worst affected wards in the county.

County-wide statistics for Northumberland can mask the extreme deprivation experienced in the poorest urban and rural settlements, however notwithstanding this anomaly, the data in the June 2022 report, Research on Vulnerable Customer Groups for Northern Gas Networks supports our view that the County has a strong claim on additional resources to combat the effects of fuel poverty on its vulnerable households.

#### **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:

Citizens Advice Northumberland is a registered local charity which provides the people of Northumberland with free, confidential, independent and impartial information and advice on a wide range of subjects including welfare benefits, debt, financial capability, fuel poverty, housing, relationships and employment matters. These specific services are only able to be delivered by this independent charity.

They have been the foremost provider of energy advice in the County for more than 10 years and through our collaboration with Northumberland County Council they have identified priority wards in the county that suffer most from factors related to fuel poverty and therefore why these services are only able to be provided by Citizens Advice Northumberland.

#### 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 000-002655](#)

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

### **Title**

VCMA project - Holistic app energy debt & Welfare advice

A contract/lot is awarded: Yes

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

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

22 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**

Citizens Advice Northumberland

Northumberland

Country

United Kingdom

NUTS code

- UKD - North West (England)

Companies House

Citizens Advice Northumberland

The contractor is an SME

Yes

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

Total value of the contract/lot: £450,477

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## **Section VI. Complementary information**

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

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

Northern Gas Networks

Leeds

Country

United Kingdom