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Award

Safe and Warm: Providing a Critical Lifeline to Dialysis Patients Across the UK

NORTHERN GAS NETWORKS LIMITED

F15: Voluntary ex ante transparency notice

Notice identifier: 2024/S 000-005901

Procurement identifier (OCID): ocds-h6vhtk-043c5b

Published 23 February 2024, 9:36am

Section I: Contracting authority/entity

I.1) Name and addresses

NORTHERN GAS NETWORKS LIMITED

1100 Century Way Thorpe Park

LEEDS

LS158TU

Contact

Rebecca Rowley

Email

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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

Safe and Warm: Providing a Critical Lifeline to Dialysis Patients Across the UK

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

Kidney Care UK have provided a proposal to provide a holistic support package by building on the early success of their VCMA project with WWU and the Welsh Kidney Network, combined with a complementary telephone helpline service that will amplify KCUK's allied services such as free renal counselling and financial grants to patients. Total target beneficiary base of 17,667 across the networks. For patients on dialysis: a dedicated, personal, face-to-face support service serving the 8,867 kidney patients on

dialysis treatment in the 128 renal units across the North East, North West, the South West and South East of England, and Scotland. Delivered by trained and trusted Patient Support Officers (PSOs), the service will enable patients to access all the benefits and welfare support they are entitled to. Patients will also benefit from access to specialist money and energy advice, framed within the context of the specific challenges faced by kidney patients. Over the two years of the project, they would expect to directly reach the total number of patients receiving dialysis in these focus regions - currently 8,867. For patients with advanced CKD: The face-to-face service will be further enhanced by a new 0800/0300 helpline, providing immediate support across a wide range of issues accompanied, which builds on local Hampshire-based team who currently answer inbound enquiries to the charity. Look to expand this provision and make it easier for people living with CKD to get in touch. Using a free-to-call number (0800 or 0300) people will be encouraged to contact them without charge, and without geographical reference. Calls will then be directed to the first available operator who will be able to answer their query with specialist knowledge of the condition and further support that could be available to the caller.

II.1.6) Information about lots

This contract is divided into lots: No

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
- UKM - Scotland

II.2.4) Description of the procurement

Kidney Care UK have provided a proposal to provide a holistic support package by building on the early success of their VCMA project with WWU and the Welsh Kidney Network, combined with a complementary telephone helpline service that will amplify KCUK's allied services such as free renal counselling and financial grants to patients. Total target beneficiary base of 17,667 across the networks. For patients on dialysis: a dedicated, personal, face-to-face support service serving the 8,867 kidney patients on dialysis treatment in the 128 renal units across the North East, North West, the South West and South East of England, and Scotland. Delivered by trained and trusted Patient Support Officers (PSOs), the service will enable patients to access all the benefits and welfare support they are entitled to. Patients will also benefit from access to specialist money and energy advice, framed within the context of the specific challenges faced by kidney patients. Over the two years of the project, they would expect to directly reach the total number of patients receiving dialysis in these focus regions - currently 8,867. For patients with advanced CKD: The face-to-face service will be further enhanced by a new 0800/0300 helpline, providing immediate support across a wide range of issues accompanied, which builds on local Hampshire-based team who currently answer inbound enquiries to the charity. Look to expand this provision and make it easier for people living with CKD to get in touch. Using a free-to-call number (0800 or 0300) people will be encouraged to contact them without charge, and without geographical reference. Calls will then be directed to the first available operator who will be able to answer their query with specialist knowledge of the condition and further support that could be available to the caller.

This project operates across all the GDN networks and aligns to collective GDN strategic ambition to support vulnerable customers most in need. It will provide support to consumers living with CKD to help tackle fuel poverty, resulting in a positive Social Return on Investment.

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 procurement falls outside the scope of application of the regulations

Explanation:

The specific services are only able to be provided by Kidney Care UK as this proposal provides a holistic support package by building on the early success of their VCMA project with WWU and the Welsh Kidney Network, combined with a complementary telephone helpline service that will amplify KCUK's allied services such as free renal counselling and financial grants to patients. Total target beneficiary base of 17,667 across the networks. No other provider is able to provide these service requirements.

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

Section V. Award of contract/concession

Title

Safe and Warm: Providing a Critical Lifeline to Dialysis Patients Across the UK

A contract/lot is awarded: Yes

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract

9 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/concessionaire

Kidney Care UK

Alton

Country

United Kingdom

NUTS code

- UKJ3 - Hampshire and Isle of Wight

Companies House

Kidney Care UK

The contractor/concessionaire is an SME

No

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

Total value of the contract/lot/concession: £2,577,376.62

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Northern Gas Networks

Leeds

Country

United Kingdom