

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/005901-2024>

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**

[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

---

**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