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Award

Energy Safeguarding and CO Safety Partnership

NORTHERN GAS NETWORKS LIMITED

F15: Voluntary ex ante transparency notice

Notice identifier: 2023/S 000-009982

Procurement identifier (OCID): ocids-h6vhtk-03bcd8

Published 5 April 2023, 2:36pm

Section I: Contracting authority/entity

I.1) Name and addresses

NORTHERN GAS NETWORKS LIMITED

1100 Century Way Thorpe Park

LEEDS

LS158TU

Contact

Harriet Wilkes

Email

hwilkes@northerngas.co.uk

Telephone

+44 7813523683

Country

United Kingdom

Region code

UKE42 - Leeds

Companies House

05167070

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

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

Delivered in partnership with Citizens Advice, and co-funded by 3 of 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.

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: £2,505,388

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 3 of 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:

- 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.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:

Collaborative VCMA project with 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 three 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

Section V. Award of contract/concession

A contract/lot is awarded: Yes

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract

5 April 2023

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

Citizens Advice National

London

Country

United Kingdom

NUTS code

- UKI - London

Companies House

01436945

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: £2,505,388

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Northern Gas Networks

Leeds

Country

United Kingdom