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Contract

Carents Room - Phase 2

NORTHERN GAS NETWORKS LIMITED

F06: Contract award notice – utilities

Notice identifier: 2024/S 000-013915

Procurement identifier (OCID): ocds-h6vhtk-044631

Published 30 April 2024, 3:03pm

Section I: Contracting entity

I.1) Name and addresses

NORTHERN GAS NETWORKS LIMITED

1100 Cetury Way, Thorpe Park Business Centre, Colton

LEEDS

LS158TU

Contact

Kitty Blyth

Email

kblyth@northerngas.co.uk

Telephone

+44 7561872579

Country

United Kingdom

Region code

UKE42 - Leeds

Companies House

05167070

Internet address(es)

Main address

<http://www.northerngasnetworks.co.uk/procurement>

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

Carents Room - Phase 2

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

"The Carents Room" project aims to reach 1 million potential Carents in the UK, this ambition agreed between Cadent and NGN in October 2021.

There are currently an estimated 5 million Carents nationally. They are the largest group of unpaid carers and growing rapidly in the face of our ageing population. The Carents Room is an interactive, online website for Carents to access anywhere in the UK and

receive instant online support.

The objectives of this project are:

- To have an interactive online website for 1 million Carers during the course of the project to access instant support, energy advice and health information
- Ability to be able to register an account with The Carers Room to access additional service and support
- Direct users to findmygdn.co.uk to identify their GDN and link to relevant websites to generate 5000 Priority Service Registrations (PSR) per annum. Using a referral code to enable GDNs to track how many referrals the website has generated. This method of traffic direction can also be used to encourage users of "The Carers Room" to complete CO awareness questionnaires
- Improve functionality of the website that is currently active
- Increase awareness of the website and the related social media community by using a marketing strategy company
- Raise awareness about the dangers of CO by specific information, and additional signposting to relevant online resources including, but not limited to, GDN websites etc
- Raise awareness of energy efficiency by specific information, and additional signposting to relevant online resources including, but not limited to, GDN websites, charities, warm home schemes etc
- To become commercially self-sustainable
- GDPR Compliance
- Accessibility of the website to be functional e.g. Recite ME

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: £1,882,408

II.2) Description

II.2.2) Additional CPV code(s)

- 73000000 - Research and development services and related consultancy services

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)

II.2.4) Description of the procurement

A contract is being awarded to Stratra Nostra to deliver "The Carents Room" project. This aims to reach 1 million potential Carents in the UK, this ambition agreed between Cadent and NGN in October 2021.

There are currently an estimated 5 million Carents nationally. They are the largest group of unpaid carers and growing rapidly in the face of our ageing population. The Carents Room is an interactive, online website for Carents to access anywhere in the UK and receive instant online support.

The objectives of this project are:

- To have an interactive online website for 1 million Carents during the course of the project to access instant support, energy advice and health information
- Ability to be able to register an account with The Carents Room to access additional service and support
- Direct users to findmygdn.co.uk to identify their GDN and link to relevant websites to generate 5000 Priority Service Registrations (PSR) per annum. Using a referral code to enable GDNs to track how many referrals the website has generated. This method of traffic direction can also be used to encourage users of "The Carents Room" to complete CO awareness questionnaires
- Improve functionality of the website that is currently active
- Increase awareness of the website and the related social media community by using a

marketing strategy company

- Raise awareness about the dangers of CO by specific information, and additional signposting to relevant online resources including, but not limited to, GDN websites etc
- Raise awareness of energy efficiency by specific information, and additional signposting to relevant online resources including, but not limited to, GDN websites, charities, warm home schemes etc
- To become commercially self-sustainable
- GDPR Compliance
- Accessibility of the website to be functional e.g. Recite ME

II.2.5) Award criteria

Price

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:

This is phase 2 to the current collaborative project with the The Carents Room. The Carents Room is a service which tackles ageing related vulnerability by helping adults who are supporting their elderly relatives. The word 'Carent' being a play on words for a carer of elderly parents. Increasingly, adult children are providing informal care to help their ageing relatives continue to live at home. We call these carers "Carents", and there are estimated 2-4 million of them across the UK. The majority of Carents are middle aged men and women who are digitally competent which enables them to juggle both their professional lives with their Carent responsibilities. The Carents Room aims to fill this gap, acting as an online 24/7 "one stop shop" for every carenting need. From practical skills, advice and information, to services, products, peer discussions and wellbeing support, The Carents Room gives carents the information and connections they need to support their parents and keep them safe. At the same time, The Carents Room helps trusted suppliers engage with carers around services and products which can make life easier and/or safer for their ageing parents. The Carents Room combines medical and public health expertise to provide carents with a high quality, professional service.

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 000-007260](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

24 April 2024

V.2.2) Information about tenders

Number of tenders received: 1

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

V.2.3) Name and address of the contractor

STRATA NOSTRA LTD

Newcastle Upon Tyne

Country

United Kingdom

NUTS code

- UKC - North East (England)

Companies House

08120886

The contractor is an SME

Yes

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

Total value of the contract/lot: £1,882,408

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Northern Gas Networks

West Yorkshire

Country

United Kingdom