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Contract

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

NORTHERN GAS NETWORKS LIMITED

F06: Contract award notice – utilities

Notice identifier: 2024/S 000-015591

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

Published 16 May 2024, 2:56pm

Section I: Contracting entity

I.1) Name and addresses

NORTHERN GAS NETWORKS LIMITED

1100 Ceturly 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

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

A contract has been awarded by NGN to Kidney Care UK.

Kidney Care UK 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.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £2,577,376.62

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)
- 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

A contract has been awarded to Kidney Care UK.

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.2.5) 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:

Kidney Care UK is the UK's leading kidney patient support charity. They offer advice, support and financial grants and assistance to thousands of kidney patients and their families every year. Established in 1975 as the British Kidney Patient Association, Kidney Care UK has been at the forefront of supporting people affected by kidney disease for over 45 years.

All GDN's have agreed to accept this proposal provided by KCUK as it looks 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.

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 000-005901](#)

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

18 March 2024

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 1

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

V.2.3) Name and address of the contractor

Kidney Care UK

Hampshire

Country

United Kingdom

NUTS code

- UKK - South West (England)

Companies House

01228114

The contractor is an SME

Yes

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

Total value of the contract/lot: £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