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Contract

VCMA Collaborative project - Mental Health UK

NORTHERN GAS NETWORKS LIMITED

F06: Contract award notice – utilities

Notice identifier: 2024/S 000-022399

Procurement identifier (OCID): ocds-h6vhtk-042e62

Published 19 July 2024, 9:23am

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/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

VCMA Collaborative project - Mental Health 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

NGN are issuing this award notice to Mental Health UK. They are a National Mental Health charity that covers all of the UK and has representatives in each GDN area.

Mental Health UK are the only national charity that can cover all GDN areas at the same time.

Objectives

- To launch the new support service, 'Money Navigators', for customers who utilise MHUK support services, offering energy safeguarding and CO awareness as part of this extended service.
- To enable effective referral pathways from GDNs and their partners for customers with poor mental health in addressing pressing challenges with their utility costs; ensuring facilitated access to energy initiatives like the Warm Homes Discount scheme, the CO safety programme, supplier advocacy services to address energy debt, and access to key services like the Priority Services Register.
- To train all Mental Health & Money Advice Advisors and Navigators as energy specialists, so that anyone accessing the service via any referral mechanism can be supported with their utility needs.
- To introduce a new network of partners to support people with poor mental health through joined-up customer journeys, e.g., Gas Distribution Networks, Energy Saving Trust, StepChange, Age UK and Mental Health UK.

- To upskill and train GDN engineers and customer experience colleagues on mental health; helping them provide appropriate support and great service to customers experiencing mental health problems.

Training for Gas Distribution Networks

- Mental Health UK will carry out a need analysis discovery period to determine the specific requirements of GDN colleagues, primarily engineers, regarding mental health and how to support and signpost vulnerable customers with poor mental health and severe mental illness, as well as have to support engineers and wider colleagues with their own mental health.
- Mental Health UK will provide awareness training content to meet the needs of engineers and front-facing colleagues. This will be supplied for the adaption to the GDN's own E-Learning teams/external providers who will format the content to the relevant platforms. The e-learning can be used for the 2-year duration of the project, with an annual license fee to be agreed if the GDN's wish to use it thereafter.
- Mental Health UK will provide a range of learning that will encourage further learning and engagement for all (in the form of physical and downloadable resources), designed to equip engineers with the tools, understanding and knowledge of how to spot the signs of poor mental health, and how to compassionately signpost customers in need of support.

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: £664,100

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
- UKN - Northern Ireland
- UKZ - Extra-Regio NUTS 1

II.2.4) Description of the procurement

Mental Health UK is a National Mental Health charity that covers all of the UK and has representatives in each GDN area.

Mental Health UK are the only national charity that can cover all GDN areas at the same time.

Objectives

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- To enable effective referral pathways from GDNs and their partners for customers with poor mental health in addressing pressing challenges with their utility costs; ensuring facilitated access to energy initiatives like the Warm Homes Discount scheme, the CO safety programme, supplier advocacy services to address energy debt, and access to key services like the Priority Services Register.
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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:

Mental Health UK is a National Mental Health charity that covers all of the UK and has representatives in each

GDN area. Mental Health UK are the only national charity that can cover all GDN areas at the same time.

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 000-001867](#)

Section V. Award of contract

Title

VCMA Collaborative project - Mental Health UK

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

8 July 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

Mental Health UK

London

Country

United Kingdom

NUTS code

- UKI - London

Charity Commission (England and Wales)

1170815

The contractor is an SME

Yes

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

Total value of the contract/lot: £664,100

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Northern Gas Networks

Leeds

Country

United Kingdom