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Contract

Customer Satisfaction Surveys

NORTHERN GAS NETWORKS LIMITED

F20: Modification notice

Notice identifier: 2025/S 000-033206

Procurement identifier (OCID): ocds-h6vhtk-054ee4

Published 18 June 2025, 11:21am

Section I: Contracting authority/entity

I.1) Name and addresses

NORTHERN GAS NETWORKS LIMITED

1100 Century Way

Colton Leeds

LS158TU

Contact

Danielle Mangham

Email

dmangham@northerngas.co.uk

Country

United Kingdom

Region code

UKE42 - Leeds

Companies House

NORTHERN GAS NETWORKS LIMITED

Internet address(es)

Main address

www.northerngasnetworks.co.uk

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Customer Satisfaction Surveys

II.1.2) Main CPV code

- 79342311 - Customer satisfaction survey

II.1.3) Type of contract

Services

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement at the time of conclusion of the contract:

As regulated companies, the GDNs are required to operate within a regulatory framework which is managed through a contract between us and Ofgem for the delivery of our obligations. The GDNs were incentivized to deliver excellent customer service, and there are penalties if performance is below target. Customer satisfaction is measured through compiling the results of a postal survey that is sent out to a selection of impacted customers across Connection Services, Mains Replacement and Emergency Response and Repair. Ofgem has outlined how customer satisfaction should be measured in their

Regulatory Instructions and Guidance (RIGS) document. The GDNs have a contractual obligation to follow these strict guidelines, and a responsibility of the contractor is to support meeting these requirements.

All requirements apply across each company's various network areas and are as follows:

- Ofgem RIGS only surveying for the below customer processes:
 - Emergency Response & Repair
 - Planned Work
 - Connection Services
- Additional non RIGS surveying to boost feedback volumes across the same 3 customer processes

Survey methods:

- Postal / Telephone interview / Email providing link to online survey

II.2.7) Duration of the contract, framework agreement, dynamic purchasing system or concession

Duration in months

60

Section IV. Procedure

IV.2) Administrative information

IV.2.1) Contract award notice concerning this contract

Notice number: [2019/S 212-521277](#)

Section V. Award of contract/concession

Contract No

Agreement for the Provision of Customer Satisfaction Surveys

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract/concession award decision:

1 April 2021

V.2.2) Information about tenders

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

V.2.3) Name and address of the contractor/concessionaire

Explain Market Research Limited

Newcastle upon Tyne

NE1 4PG

Country

United Kingdom

NUTS code

- UKC2 - Northumberland and Tyne and Wear

Companies House

Explain Market Research Limited

The contractor/concessionaire is an SME

No

V.2.4) Information on value of the contract/lot/concession (at the time of conclusion of the contract;excluding VAT)

Total value of the procurement: £2,469,142

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Northern Gas Networks Limited

Leeds

Country

United Kingdom

Section VII: Modifications to the contract/concession

VII.1) Description of the procurement after the modifications

VII.1.1) Main CPV code

- 79342311 - Customer satisfaction survey

VII.1.3) Place of performance

NUTS code

- UK - United Kingdom

VII.1.4) Description of the procurement:

As regulated companies, the GDNs are required to operate within a regulatory framework which is managed

through a contract between us and Ofgem for the delivery of our obligations. The GDNs were incentivised to

deliver excellent customer service, and there are penalties if performance is below target. Customer satisfaction is measured through compiling the results of a postal survey that is sent out to a selection of impacted

customers across Connection Services, Mains Replacement and Emergency Response and Repair.

Ofgem has outlined how customer satisfaction should be measured in their Regulatory Instructions and

Guidance (RIGS) document. The GDNs have a contractual obligation to follow these strict guidelines, and a

responsibility of the contractor is to support meeting these requirements.

All requirements apply across each company's various network areas and are as follows:

- Ofgem RIGS only surveying for the below customer processes:

- Planned Work

- Connection Services

- Additional non RIGS surveying to boost feedback volumes across the same 3 customer processes

Survey methods:

- Postal / Telephone interview / Email providing link to online survey

VII.1.5) Duration of the contract, framework agreement, dynamic purchasing system or concession

Duration in months

60

VII.1.6) Information on value of the contract/lot/concession (excluding VAT)

Total value of the contract/lot/concession:

£2,469,142

VII.1.7) Name and address of the contractor/concessionaire

Explain Market Research Limited

Newcastle upon Tyne

NE1 4PG

Country

United Kingdom

NUTS code

- UKC2 - Northumberland and Tyne and Wear

Companies House

Explain Market Research Limited

The contractor/concessionaire is an SME

No

VII.2) Information about modifications

VII.2.1) Description of the modifications

Nature and extent of the modifications (with indication of possible earlier changes to the contract):

The main scope of the contract remains the same, including: Ofgem RIGs surveys for Emergency Response & Repair, Planned Work, Connections Services and additional Non Rigs surveys to boost feedback volumes across 3 customer processes. Survey methods: Postal, Telephone interview, Email link to online survey.

Modification details - Increased costs for 25/26 linked to increased postal costs which have been applied each year and additional postal surveys for ERR work where no contact telephone number is available (introduced at end of Y2 of contract).

VII.2.2) Reasons for modification

Need for additional works, services or supplies by the original contractor/concessionaire.

Description of the economic or technical reasons and the inconvenience or duplication of cost preventing a change of contractor:

An above threshold tender was completed and awarded back in 2021, A modification notice has been issued due to the cost increase of postal costs which have been applied and additional postal surveys. A new joint above threshold tender event is currently being started with all GDN's for this service.

VII.2.3) Increase in price

Updated total contract value before the modifications (taking into account possible earlier contract modifications, price adaptations and average inflation)

Value excluding VAT: £419,668

Total contract value after the modifications

Value excluding VAT: £475,003