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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](mailto: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](http://www.northerngasnetworks.co.uk)

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**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

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## **Section IV. Procedure**

### **IV.2) Administrative information**

#### **IV.2.1) Contract award notice concerning this contract**

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

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## **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

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## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Northern Gas Networks Limited

Leeds

Country

United Kingdom

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## **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