

**United Kingdom-Leeds: Customer satisfaction survey**  
**OJ S 72/2021 14/04/2021**  
**Contract award notice – utilities**  
**Services**

**Legal Basis:**

Directive 2014/25/EU

**Section I: Contracting entity**

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**I.1. Name and addresses**

Official name: Northern Gas Networks Ltd  
Town: Leeds  
NUTS code: UKE42 Leeds  
Postal code: LS15 8TU  
Country: United Kingdom  
Contact person: Maija Narimanidze  
E-mail: [mnarimanidze@northerngas.co.uk](mailto:mnarimanidze@northerngas.co.uk)  
**Internet address(es):**  
Main address: <https://www.northerngasnetworks.co.uk/>

**I.1. Name and addresses**

Official name: Cadent Gas Ltd  
Town: Coventry  
NUTS code: UKG33 Coventry  
Postal code: CV7 8PE  
Country: United Kingdom  
Contact person: Paula Clarke  
E-mail: [Paula.Clarke@cadentgas.com](mailto:Paula.Clarke@cadentgas.com)  
**Internet address(es):**  
Main address: <https://cadentgas.com/home>

**I.1. Name and addresses**

Official name: Wales and West Utilities Ltd  
Town: Newport  
NUTS code: UKL21 Monmouthshire and Newport  
Postal code: NP10 8FZ  
Country: United Kingdom  
Contact person: Leigh van Breda  
E-mail: [leigh.vanbreda@wwutilities.co.uk](mailto:leigh.vanbreda@wwutilities.co.uk)  
**Internet address(es):**  
Main address: <https://www.wwutilities.co.uk/>

**I.1. Name and addresses**

Official name: Scotland Gas Networks Plc  
Town: Edinburgh  
NUTS code: UKM75 Edinburgh, City of  
Postal code: EH28 8TG  
Country: United Kingdom  
Contact person: Michael Tobin

E-mail: [michael.tobin@sse.com](mailto:michael.tobin@sse.com)

Internet address(es):

Main address: <https://www.sgn.co.uk/>

## I.2. Information about joint procurement

The contract involves joint procurement

## I.6. Main activity

Production, transport and distribution of gas and heat

## Section II: Object

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### II.1. Scope of the procurement

#### II.1.1. Title

Agreement for the Provision of Customer Satisfaction Surveys

#### II.1.2. Main CPV code

79342311 Customer satisfaction survey

#### II.1.3. Type of contract

Services

#### II.1.4. Short description

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.

#### II.1.6. Information about lots

This contract is divided into lots: no

#### II.1.7. Total value of the procurement

Value excluding VAT: 2 469 142,00 GBP

### II.2. Description

#### II.2.3. Place of performance

NUTS code: UK United Kingdom

Main site or place of performance: NGN, Cadent Gas, WWU and SGN networks.

#### II.2.4. 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:
  - emergency response and 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.2.11. Information about options**

Options: no

#### **II.2.13. Information about European Union funds**

The procurement is related to a project and/or programme financed by European Union funds:  
no

#### **II.2.14. Additional information**

### **Section IV: Procedure**

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#### **IV.1. Description**

##### **IV.1.1. Type of procedure**

Negotiated procedure with prior call for competition

##### **IV.1.3. Information about a framework agreement or a dynamic purchasing system**

##### **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 in the OJ S: [2019/S 212-521277](#)

##### **IV.2.8. Information about termination of dynamic purchasing system**

##### **IV.2.9. Information about termination of call for competition in the form of a periodic indicative notice**

### **Section V: Award of contract**

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#### **Title:**

Agreement for the Provision of Customer Satisfaction Surveys

A contract/lot is awarded: yes

#### **V.2. Award of contract**

##### **V.2.1. Date of conclusion of the contract**

01/04/2021

**V.2.2. Information about tenders**

Number of tenders received: 2

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 2

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

**V.2.3. Name and address of the contractor**

Official name: Explain Market Research Ltd

Town: Newcastle upon Tyne

NUTS code: UKC2 Northumberland and Tyne and Wear

Postal code: NE1 4PG

Country: United Kingdom

The contractor is an SME: no

**V.2.4. Information on value of the contract/lot**

Total value of the contract/lot: 2 469 142,00 GBP

**V.2.5. Information about subcontracting****V.2.6. Price paid for bargain purchases****Section VI: Complementary information**

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**VI.3. Additional information****VI.4. Procedures for review****VI.4.1. Review body**

Official name: Northern Gas Networks Ltd

Town: Leeds

Country: United Kingdom

**VI.4.2. Body responsible for mediation procedures**

Official name: Northern Gas Networks Ltd

Town: Leeds

Country: United Kingdom

**VI.4.3. Review procedure**

Precise information on deadline(s) for review procedures:

Email to [mnarimanidze@northerngas.co.uk](mailto:mnarimanidze@northerngas.co.uk)

**VI.5. Date of dispatch of this notice**

09/04/2021