Stakeholder Framework LOT 2 – Research and Insight

Procurement contact:

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**Pre-Qualification Questionnaire (PQQ)**

1. INTRODUCTION

## 1.1 Company overview

Northern Gas Networks Limited (NGN) is the company responsible for distributing gas to homes and businesses across the North of England. As part of the restructuring of the gas distribution business in England, NGN successfully acquired the North of England gas Distribution Network (DN) and took control of the assets on 1st June 2005. NGN has been responsible since then for the transportation of gas to the North of England via 36,000Km of pipelines.

The DN is located in the North of England and extends south from the Scottish border to South Yorkshire and has coastlines on both the East and West sides of the region. The DN contains a mixture of large cities such as Newcastle, Middlesbrough, Leeds and Bradford and a significant rural area including North Yorkshire and Cumbria. The area covers around 6.7 million inhabitants and has approximately 2.5 million customers. The DN is supplied via 23 off takes from the national Transmission System.

Northern Gas Networks Geographic Area

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| --- | --- |
|  |  |
| No. | Location |
| 1 | North Tyne |
| 2 | Cumbria |
| 3 | Wear |
| 4 | Tees |
| 5 | North Riding |
| 6 | Bradford |
| 7 | Leeds |
| 8 | East Riding |
| 9 | Pennines |
|  |  |



## 1.2 Procurement Process

The procurement process will be managed electronically, with all communication being managed through the Northern Gas Networks e-Sourcing Spend Management web site Ariba.

All PQQ & tender documentation will be uploaded electronically.

All timings will be clearly identified in the electronic system and will be adhered to.

Suppliers should avoid uploading responses on the last day in case of technical difficulties as NGN will not reopen an event after it has closed.

You may save your documents throughout the process but you must ensure that it is finally submitted before the closing date.

The submit button is clearly marked and is highlighted in yellow, after you have submitted the system will still allow you to modify your proposal at any time up to the closing date. You may review the event log to confirm that your proposal has been submitted.

NGN cannot access or determine whether you have submitted a bid until after the event has closed as our process is a totally sealed bid process. It is your responsibility to ensure you submit on time.

Questions should be answered in the requested format, i.e. text or attachment, and word counts adhered to where applicable. Suppliers should note if they persistently fail to follow this instruction and answers are not readily available this may result in failing to achieve a score in the relevant section

## 1.2 NGN Core Values

NGNs dream is to become the UK’s most loved, admired and respected company, and to establish a reputation for doing business really well through a united and empowered team that is mind-blowingly great. We recognise the important role that our supply chain partners having in supporting NGN to achieve our dream.

Our dream lies at​​ the centre everything we do and has been translated into a **unique set of values** that reflect and reinforce our culture

* Trailblazing
* Intellectually Curious
* Community Focused
* Empowered
* Heartfelt
* Happy

Every member of our team is passionate about the contribution they make to our growing reputation as a pioneering, effective, conscious and enlightened business that is focused on changing the way that things are done.

We expect our suppliers to share our vision and values and our way to support NGN in achieving our goals.

2. PRE-QUALIFICATION QUESTIONNAIRE – INFORMATION TO BE PROVIDED

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| Section 1 – Supplier Details | |
| **Information Required** | **Answer** |
| Supplier name (Trading and Registered), registered address: |  |
| Company Registration Number: |  |
| Details of supplier operations and operating locations: |  |
| Total number of employees: |  |
| Is your Company an SME (Y/N) or Micro Entity  Definition *-*  In the UK sections 382 and 465 of the Companies Act 2006 defines:  Small or Medium Enteprise (SME)  A small company is one that has any 2 of the following:   * Turnover of not more than £10.2 million * A balance sheet total of not more than £5.1 million, (3) not more than 50 employees   A medium-sized company has any 2 of the following:   * Turnover of not more than £36 million * A balance sheet total of not more than £18 million * Not more than 250 employees   Micro Business/Entity:   * Turnover not more than £632K * Balance sheet total not more than £316K * Number of employees not more than 10   If your company fits into one of these profile – state yes in appropriate box. | SME - Yes ☐  SME - No ☐  Micro Entity - Yes ☐  Micro Entity - No ☐ |
| Primary Contact Details for this PQQ (*name, tel, email):* |  |
| Secondary Contact Details for this PQQ (name, tel, email) |  |
| Invoice Contact Details (*name, tel, email):* |  |
| Does your company carry out work that is covered by the Construction Industry Scheme (CIS)? If Yes, please provide your company’s Unique Taxpayer Reference (UTR). |  |

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| Section 2 - Mandatory Exclusions and Discretionary Exclusions (Pass / Fail) – | | |
|  | 2.1 Mandatory Exclusions | |
| **No** | **Question** | **Answer** |
|  | **Has your organisation or any directors or partner or any other person who has powers of representation, decision or control been convicted of any of the following offences?** | **Please ensure you answer all questions ‘Yes’ or ‘No’**  **Answers that are Yes will be rejected** |
|  | conspiracy within the meaning of section 1 of the Criminal Law Act 1977 where that conspiracy relates to participation in a criminal organisation as defined in Article 2(1) of Council Joint Action 98/733/JHA (as amended); | Yes  No |
|  | corruption within the meaning of section 1 of the Public Bodies Corrupt Practices Act 1889 or section 1 of the Prevention of Corruption Act 1906 (as amended); | Yes  No |
|  | Bribery within the meaning of the Bribery Act 2010; (see last page for required documents) or any other form of bribery. | Yes  No |
|  | fraud, where the offence relates to fraud affecting the financial interests of the European Communities as defined by Article 1 of the Convention relating to the protection of the financial interests of the European Union, within the meaning of:   1. the offence of cheating the Revenue; 2. the offence of conspiracy to defraud; 3. fraud or theft within the meaning of the Theft Act 1968 and the Theft Act 1978; 4. fraudulent trading within the meaning of section 458 of the Companies Act 1985 or section 993 of the Companies Act 2006; 5. defrauding the Customs within the meaning of the Customs and Excise Management Act 1979 and the Value Added Tax Act 1994; 6. an offence in connection with taxation in the European Community within the meaning of section 71 of the Criminal Justice Act 1993; or 7. destroying, defacing or concealing of documents or procuring the extension of a valuable security within the meaning of section 20 of the Theft Act 1968; | Yes  No |
|  | money laundering within the meaning of the Money Laundering Regulations 2003 or Money Laundering Regulations 2007; or | Yes  No |
|  | any other offence within the meaning of Article 45(1) of Directive 2004/18/EC as defined by the national law of any relevant State. | Yes  No |

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| 2.2 Discretionary Exclusions Pass / Fail | | |
| A contracting authority may exclude suppliers from consideration if any of the following apply but may decide to allow the application to proceed further. If you cannot answer ‘no’ to every question it is possible that your application might not be accepted. In the event that any of the following do apply, please set out (in a separate Annex) full details of the relevant incident and any remedial action taken subsequently. NGN will take into account the information provided in considering whether or not you will be able to proceed any further in respect of this procurement exercise. | | |
| **Is any of the following true of your organisation?** | | **Answer ‘Yes’ or ‘No’** |
| (a) | being an individual, is bankrupt or has had a receiving order and/or administration order or bankruptcy restrictions order made against him or has made any composition or arrangement with or for the benefit of his creditors or has not made any conveyance or assignment for the benefit of his creditors or appears unable to pay or to have no reasonable prospect of being able to pay, a debt within the meaning of section 268 of the Insolvency Act 1986, or article 242 of the Insolvency (Northern Ireland) Order 1989, or in Scotland has granted a trust deed for creditors or become otherwise apparently insolvent, or is the subject of a petition presented for sequestration of his estate, or is the subject of any similar procedure under the law of any other state; | Yes  No |
| (b) | being a partnership constituted under Scots law, has granted a trust deed or become otherwise apparently insolvent, or is the subject of a petition presented for sequestration of its estate; or | Yes  No |
| (c) | being a company or any other entity within the meaning of section 255 of the Enterprise Act 2002 has passed a resolution or is the subject of an order by the court for the company’s winding up otherwise than for the purpose of bona fide reconstruction or amalgamation, or had a receiver, manager or administrator on behalf of a creditor appointed in respect of the company’s business or any part thereof or is the subject of similar procedures under the law of any other state? | Yes  No |
| (d) | been convicted of a criminal offence relating to the conduct of your business or profession; | Yes  No |
| (e) | committed an act of grave misconduct in the course of your business or profession; | Yes  No |
| (f) | failed to fulfil obligations relating to the payment of social security contributions under the law of any part of the United Kingdom or of the relevant State in which you are established; | Yes  No |
| (g) | failed to fulfil obligations relating to the payment of taxes under the law of any part of the United Kingdom or of the relevant State in which you are established; or | Yes  No |
| (h) | been guilty of serious misrepresentation in providing any information required of you under Regulation 22 of the Utilities Contracts Regulations 2006? | Yes  No |

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| Section 3 – Data Protection and Cyber Security (Pass/Fail) | |  |
| **No.** | **Question** | **Answer ‘Yes’ or ‘No’ (P/F)** |
| **Data Protection** | | |
| 3.1 | NGN will only contract with suppliers who have a GDPR Policy and or cover this requirement as part of other named policies in their organisation, please confirm your company has such a policy and provide a copy,    Answers with no will be rejected. | Yes  No |
| Section 4 - Commerce Automation (Information Only) | |  |
| **No.** | **Question** | **Answer ‘Yes’ or ‘No’** |
|  | NGN use the SAP Ariba Network (Commerce Automation) to send purchase orders and receive invoices from our suppliers. This is a cloud-based networked platform that allows real-time purchase order and invoice delivery for faster fulfilment, eliminating paper for purchase orders and invoices amongst many other benefits for NGN and the Supplier  Please confirm that if successful through this Tender process, your company will use the SAP Ariba Network to financially transact with NGN**. (INFORMATION ONLY)** | Yes  No |
|  | Is your current financial system/ERP compatible of integrating with SAP S/4HANA 16/10 Cloud? – **4.2 is not mandatory and is for information only** | Yes  No |

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| Section 5- Supplier financials / Insurances (weighted) | | | |
| **No.** | | **Financial Standing** | |
| 5.1 | | Provide a copy of your latest Credit Report, the preferred report is Equifax, however we will accept others such as ICC, Dun & Bradstreet, Equifax, Experian, Graydon)  NB: It is at NGN’s discretion to reject any Bidders response if there is a significant risk to NGN regarding Financial Standings  **Answer:** *(attach appendices here or reference the appendix number if attaching as a separate document).* | |
| 5.2 | | **Insurances**  Please note the following levels of insurance are required as a minimum for this procurement   * Professional Indemnity - **£10m** * Employer Liability – **£10m** * Public Liability – **£10m**   Please confirm that you meet the minimum level required and if not will be willing to increase.  Yes  No  In addition, please confirm that you will maintain these insurance levels throughout the duration of the contract and will provide NGN with copies on an annual basis (which NGN will request)  Yes  No | |
| Section 6 - Responsible Procurement | | | |
| The section below contains a number of questions on environmental issues. It is intended to give us a better understanding of your commitment towards the adoption of environmental and sustainability policies and improving sustainability performance. It has been included in the qualification questionnaire document to assist the selection of companies for this contract(s).  NGN have set a long term [People and Planet Strategy](https://www.northerngasnetworks.co.uk/wp-content/uploads/2022/06/People-and-Planet-Strategy_FINAL.pdf) to continually improve our performance across all aspects of sustainability, including carbon emissions, material consumption, waste minimisation, health and wellbeing, and responsible procurement. NGN expects its major suppliers and contractors to support us in achieving our strategic aims and demonstrate their own commitment to continuous improvement. This questionnaire will help us to determine this.        We have specific environmental targets and commitments during our 2021 to 2026 RIIO-2 business plan period as detailed in our [Environmental Action Plan](https://www.northerngasnetworks.co.uk/wp-content/uploads/2019/12/A8-NGN-RIIO-2-Enviromental-Action-Plan.pdf). | | | |
| **No.** | **Strategy Subheading** | | **Question -** |
| 6.1 | Does your company have an Environment Policy? If yes, please attach a copy and describe how the Environment Policy is brought to the attention of your employees.     Please provide policy document and answer question on separate document - no more than 1 x A4 sheet.  **Answer:**  Yes  No  **Comments:** | | |
| 6.2 | Does your company have an Environmental Management System? If yes, is it externally certified to ISO14001:2015, or equivalent? Full marks if answered A, half marks if answered B and zero marks if answered C.    A. Yes, and externally certified to ISO14001:2015   B. Yes, but not externally certified to ISO14001:2015  C. No environmental management system  Please provide certificate/evidence and provide further details on separate document - no more than 1 x A4 sheet.  **Answer**:  A  B  C  **Comments:** | | |
| 6.3 | Does your company have a formal Health, Safety and Environmental incident / near miss reporting system, and do you investigate all H&S and environmental incidents and accidents? If yes, please provide detail/evidence. Please provide stats on any events that may have arisen in your organisation in the last 10 years including any RIDDOR Reported events to the HSE?    Answer on separate document - no more than 1 x A4 sheet.   **Answer:**  Yes  No  **Comments:** | | |
| 6.4 | Does your company identify the environmental aspects of your business operations?  If yes please identify how and what typical controls are put in place to mitigate impacts?  Answer on separate document - no more than 1 x A4 sheet.   **Answer:**  Yes  No  **Comments:** | | |
| 6.5 | Has your company had any convictions for offences under environmental legislation in the last five financial years in any country of operation?  If yes, please detail how many and the nature below or in a clearly labelled attachment.  Answer on separate document - no more than 1 x A4 sheet.   **Answer:**  Yes  No  **Comments:** | | |
| 6.6 | Has the company had any environmental improvement, prohibition or abatement notices served in the last five financial years in any country of operation?  If yes, please detail how many, if still in force and the nature below or in a clearly labelled attachment.  Answer on separate document - no more than 1 x A4 sheet.   **Answer:**  Yes  No  **Comments:** | | |
| 6.7 | NGN’s People and Planet Strategy contains 12 commitments to the improve outcomes of our business operations for our communities and our environment.       Does your company have an Environment/Sustainability Strategy or Action Plan in place to reduce the impacts of your business operations on the environment and communities?    If yes, please provide detail and evidence with examples, including how it compliments NGN’s People and Planet Strategy. Answer on separate document - no more than 2 x A4 sheet.  **Answer:**  Yes  No  **Comments:** | | |
| 6.8 | Do you measure your carbon footprint? Full marks if answered A, half marks if answered B and zero marks if answered C. Please provide supporting information/evidence below or as an attachment (1 x side of A4).  **Answer**:  A – yes and publicly report it  B - yes but do not publicly report it  C - no  **Comments:** | | |
| **Sustainable Procurement**  NGN have set a [Sustainable Procurement Strategy](https://www.northerngasnetworks.co.uk/wp-content/uploads/2020/04/NGN-Sustainable-Procurement-Strategy-2020-2025.pdf) with ambitious targets aimed at developing new and more sustainable ways of working, that are challenging and yet rewarding for the society, environment and economy.    To deliver our Sustainable Procurement Strategy commitments during our RIIO-2 business plan period we have developed an [Action Plan](https://www.northerngasnetworks.co.uk/wp-content/uploads/2020/05/Sustainable-Procurement-Action-Plan.xlsx) with specific objectives and deliverables for the 2020 to 2025 period.  The section below contains a number of questions on sustainable procurement. It is intended to give us a better understanding of your commitment towards operating responsibly and ensure compliance with all applicable national and international laws and regulations. | | | |
| 6.9 | Does your company have any programmes or policies in place to encourage sustainable procurement? If yes, please provide detail and evidence of your activities and outcomes.  **Answer:**  Yes  No  **Comments:** | | |
| 6.10 | Do you assess your supply chain to ensure quality, sustainability and health and safety performance?  If yes, please provide detail and evidence. Answer on separate document - no more than 1 x A4 sheet.  **Answer:**  Yes  No  **Comments:** | | |
| 6.11 | Does your organisation have a documented policy to ensure that neither slavery nor human trafficking takes place within your organisation and your Supply Chain? If yes, please provide a copy of your policy document.  ***N.B. Suppliers with an annual turnover of £36 million or more must have a Modern Slavery Policy, as per the requirement under section 54 (Transparency in Supply Chains) of the Modern Slavery Act 2015.***  **Answer:**  Yes  No  **Comments:** | | |
| 6.12 | Has your company ever been convicted for a breach of any of the following in the countries you operate within during the last five years:  **Answer:**  **Labour Laws**  Yes  No  **Social & Ethical Requirements**  Yes  No  **Slavery Laws**  Yes  No  **Child Labour Laws**  Yes  No    If yes to any of the above please provide full details on a supporting document as an attachment  **Comments:** | | |
| **Supplier Code of Conduct**  NGN wants to partner with like-minded suppliers who share the same values and commitment towards operating responsibly.  We have summarised our expectations and requirements for our prospective suppliers in the attached Supplier Code of Conduct (the Code). All suppliers trading with NGN are required to recognise and comply with the Code.  The winning bidder (s) will be required to sign a compliance certificate contained in Schedule 1 of the Code on page 11.  If the winning bidder(s) is unable comply with the Code, NGN may agree a tapered compliance period and appropriate corrective action plan. | | | |
| 6.13 | Please confirm that you have read the Code and intend to sign the compliance certificate, if successful. (Pass/Fail)  Yes  No  Answers with no will be rejected.  **Comments:** | | |
|  | Section 7 – Health & Safety | | |
| **No.** | **Question** | | |
| 7.1 | Please supply a copy of your Health and Safety policy and describe how the Health and Safety Policy is brought to the attention of your employees.  **Answer:** *no more than 1 A4 sheet*  *(please attach policy below or as a separate attachment clearly labelled)* | | |
| 7.2 | How do you monitor and confirm the competence of staff / sub consultants you may provide to NGN? Please explain your assessment process and provide some specific examples  **Answer:** *no more than 1 A4 sheet* | | |
| 7.3 | Please explain your process for continuous professional development and training of your staff.  **Answer:** *no more than 1 A4 sheet* | | |
| **Section 8 – PQQ Specific Questions** | | | |
| **No.** | **Question** | | |
| 8.1 | Are you able to provide the services at NGN’s head office in Leeds or at locations across our network in Cumbria, North East and Yorkshire?  Yes  No | | |
| 8.2 | Are you able to provide the services virtually?  Yes  No | | |
| 8.3 | Please demonstrate your experience of specialising in quantitative and qualitative research methodologies. Please include case studies where possible.  **Answer:** | | |
| 8.4 | Please provide two examples of an occasion where you’ve delivered innovative research projects.  **Answer:** | | |
| 8.5 | Please detail your experience of each of the following:  • Research and insight linked to large scale consultation with customers and the public  • Research and insight linked to small bespoke focus groups  • Working with large, diverse and complex stakeholder groups including hard to reach/vulnerable consumer groups  • Scoping research and insight programmes that draw on both traditional and innovative approaches  **Answer:** | | |