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Tender

Visual Technology Platform

NORTHERN GAS NETWORKS LIMITED

F05: Contract notice – utilities

Notice identifier: 2023/S 000-000759

Procurement identifier (OCID): ocds-h6vhtk-03966d

Published 11 January 2023, 9:18am

Section I: Contracting entity

I.1) Name and addresses

NORTHERN GAS NETWORKS LIMITED

1100 Century Way Thorpe Park

LEEDS

LS158TU

Contact

Harriet Wilkes

Email

hwilkes@northerngas.co.uk

Telephone

+44 7813523683

Country

United Kingdom

Region code

UKE42 - Leeds

Companies House

05167070

Internet address(es)

Main address

www.northerngasnetworks.co.uk

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

www.northerngasnetworks.co.uk

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

www.northerngasnetworks.co.uk

Tenders or requests to participate must be submitted to the above-mentioned address

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

Visual Technology Platform

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

Issue Date of notice: 11th January 2023

Closing Date and Time to contact and confirm interest to participate: 18th January 2023

This project seeks to test and validate the use of a visual technology platform in New Connections, Alterations & Disconnections.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKE4 - West Yorkshire

II.2.4) Description of the procurement

If you would like to participate in this tender event, please contact the NGN contact for this notice directly to express your interest to participate within the timescales - 11th January 2023 - 18th January 2023 at 12.00pm.

The project will aim to reduce customer quotation times, remove any unnecessary visits to site (as appropriate) and increase accuracy of quotations where desktop surveys are traditionally carried out.

The solution will be tested for reducing aborted connections, where a customer can be guided to evidence their site set up pre start date, delivery teams can validate before attending site whether it's in a safe and satisfactory state to go ahead, if not, they can proactively contact the customer to request remedial actions and postpone connection date if needed.

Potential future use

Visual capture technology can also be incorporated to assist with customer complaints or enquiries. Traditionally, customers will contact NGN over the telephone or by digital channels (email, message, social), conveying the issue they face verbally or in writing. In the process of conveying this information it is common for misunderstandings to arise between parties, it is only when an employee visits site in person are these misunderstandings ironed out.

The project will test how NGN can integrate visual capture of a customer's issue into existing reporting processes, either via an asynchronous (web self-serve) or synchronous (switch to a live call from telephone contact) to see the issue faced and triage it then more accurately. As required, the customer recording can be passed to others in NGN to assess and decide on the best course of action. By removing the need in many cases to attend site to assess the issue first, NGN should be able to improve its D+1 complaint resolution time, by immediately actioning the remedy to the issue from the site visuals received.

Scope to include -

One time setup services for the Platform broadly includes:

- a. Business process mapping of future Video integrated scenarios
- b. Storyboard templates configuration and build
- c. Mobile app development and deployment for iOS and Android users (note NGN employees download the app as required in a self-serve manner from the Google Playstore or Apple App Store)
- d. Configured taxonomy and keywords for the relevant use cases
- e. User onboarding and enablement excluding for community users (end customers)
- f. User training in a Train the Trainer model excluding for community users (as applicable)
- g. Template label design aligned to NGN processes

h. Dashboard configuration to align data points and reporting lines/groups

i. Post code mapping and routing tables for relevant geographical teams

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

Duration in months

12

This contract is subject to renewal

Yes

Description of renewals

TBC

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Negotiated procedure with prior call for competition

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.2.2) Time limit for receipt of tenders or requests to participate

Date

18 January 2023

Local time

12:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

Northern Gas Networks

Leeds

Country

United Kingdom