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Award

## **Call Handling Services**

NORTHERN GAS NETWORKS LIMITED

F15: Voluntary ex ante transparency notice

Notice identifier: 2021/S 000-007795

Procurement identifier (OCID): ocds-h6vhtk-02a5e4

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## **Section I: Contracting authority/entity**

### **I.1) Name and addresses**

NORTHERN GAS NETWORKS LIMITED

1100 Century Way Thorpe Park

LEEDS

LS158TU

### **Contact**

Maija Narimanidze

### **Email**

[MNarimanidze@northerngas.co.uk](mailto:MNarimanidze@northerngas.co.uk)

### **Telephone**

+44 7814042782

**Country**

United Kingdom

**NUTS code**

UKE4 - West Yorkshire

**Internet address(es)**

Main address

<https://www.northerngasnetworks.co.uk/>

**I.6) Main activity**

Production, transport and distribution of gas and heat

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Call Handling Services

#### **II.1.2) Main CPV code**

- 79510000 - Telephone-answering services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

The scope encompasses the provision of the call receipting and classification services underpinning the National Gas Emergency Call Handling Service. The services provided under this agreement are as follows:

- Gas Emergency Calls received from the National Gas Emergency Number
- Non Emergency Calls- Incident Management Calls

All calls are managed by the national emergency number on a 24/7/365 basis.

#### **II.1.6) Information about lots**

This contract is divided into lots: No

#### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £5,016,561.95

### **II.2) Description**

#### **II.2.3) Place of performance**

NUTS codes

- UKC1 - Tees Valley and Durham

- UKC2 - Northumberland and Tyne and Wear
- UKD1 - Cumbria
- UKE12 - East Riding of Yorkshire
- UKE2 - North Yorkshire
- UKE4 - West Yorkshire

Main site or place of performance

NGN network.

#### **II.2.4) Description of the procurement**

Cadent Gas shall provide the call receipting and classification services underpinning the National Gas Emergency Call Handling Service.

The services provided under this agreement are as follows:

- Gas Emergency Calls received from the National Gas Emergency Number
- Non Emergency Calls- Incident Management Calls

All calls are managed by the national emergency number on a 24/7/365 basis.

By contracting with Cadent Gas for these services, alongside the other GDNs doing the same, NGN are satisfying regulatory and safety obligations set by Ofgem and HS&E. The regulator's expectation is that all GDNs will work together to ensure that these services fulfil a national coordinated approach that does not compromise public safety.

#### **II.2.11) Information about options**

Options: No

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## **Section IV. Procedure**

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

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

Negotiated without a prior call for competition

- New works/services, constituting a repetition of existing works/services

Explanation:

Cadent Gas shall provide the call receipting and classification services underpinning the National Gas Emergency Call Handling Service.

The current contract with Cadent Gas expires on the 30th of April 2021 and the collective GDN decision is to renew it until 2026. By contracting with Cadent Gas for these services, alongside the other GDNs doing the same, NGN are satisfying regulatory and safety obligations set by Ofgem and HS&E. The regulator's expectation is that all GDNs will work together to ensure that these services fulfill a national coordinated approach that does not compromise public safety.

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: No

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## **Section V. Award of contract/concession**

### **Title**

AGREEMENT FOR THE PROVISION OF CALL HANDLING SERVICES

A contract/lot is awarded: Yes

### **V.2) Award of contract/concession**

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

14 April 2021

#### **V.2.2) Information about tenders**

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

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

Cadent Gas Limited

Coventry

CV7 8PE

Country

United Kingdom

NUTS code

- UKG33 - Coventry

The contractor/concessionaire is an SME

No

#### **V.2.4) Information on value of contract/lot/concession (excluding VAT)**

Total value of the contract/lot/concession: £5,016,561.95

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## **Section VI. Complementary information**

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

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

Northern Gas Networks Limited

Leeds

LS15 8TU

Country

United Kingdom

#### **VI.4.3) Review procedure**

Precise information on deadline(s) for review procedures

This notice will be issued to the market for 10 days.