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Contract

Call Handling Services

NORTHERN GAS NETWORKS LIMITED

F06: Contract award notice – utilities

Notice identifier: 2021/S 000-009598

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

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Section I: Contracting entity

I.1) Name and addresses

NORTHERN GAS NETWORKS LIMITED

1100 Century Way Thorpe Park

LEEDS

LS158TU

Contact

Maija Narimanidze

Email

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Telephone

+44 7814042782

Country

United Kingdom

NUTS code

UKE42 - Leeds

Internet address(es)

Main address

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

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

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: £501,656,195

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

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- 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

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2021/S 000-007795](#)

Section V. Award of contract

Title

Call Handling Services

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

30 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

Cadent Gas Limited

Coventry

Country

United Kingdom

NUTS code

- UKG33 - Coventry

The contractor is an SME

No

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

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

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Northern Gas Networks Limited

Leeds

Country

United Kingdom