This is a published notice on the Find a Tender service: <a href="https://www.find-tender.service.gov.uk/Notice/009598-2021">https://www.find-tender.service.gov.uk/Notice/009598-2021</a>

#### 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

Published 4 May 2021, 4:22pm

# **Section I: Contracting 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

#### **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: <u>2021/S 000-007795</u>

# 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