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## Contract

# **Emergency Contact Services (ECS) '24 for receipt of publicly reported gas escape calls and subsequent engineer dispatch.**

Phoenix Energy Group Ltd (formerly Phoenix Natural Gas Ltd)

F06: Contract award notice – utilities

Notice identifier: 2024/S 000-010475

Procurement identifier (OCID): ocds-h6vhtk-041b38

Published 29 March 2024, 11:55am

## **Section I: Contracting entity**

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

Phoenix Energy Group Ltd (formerly Phoenix Natural Gas Ltd)

197 Airport Road West

Belfast

BT3 9ED

### **Contact**

Chris Losty

### **Email**

[christopher.losty@phoenixenergyni.com](mailto:christopher.losty@phoenixenergyni.com)

### **Telephone**

+44 2890555817

**Country**

United Kingdom

**Region code**

UKN - Northern Ireland

**Internet address(es)**

Main address

[www.phoenixenergyni.com](http://www.phoenixenergyni.com)

Buyer's address

[www.phoenixenergyni.com](http://www.phoenixenergyni.com)

**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**

Emergency Contact Services (ECS) '24 for receipt of publicly reported gas escape calls and subsequent engineer dispatch.

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

- 79512000 - Call centre

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

Services

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

Phoenix Energy Group Ltd (formerly Phoenix Natural Gas Ltd) own and operate a gas distribution network system in the Greater Belfast Area of Northern Ireland. It is a condition of the associated License to operate, that Phoenix provides a contact number - publicly available - in order that gas-related incidents may be reported on a 24/ 365 basis. Such reports may require the dispatch of an Engineer to the location in question, the response time to which is also determined by the Operator License referred to previously. Phoenix requires to appoint a suitably experienced and resourced Service Provider capable of delivering the full emergency service - from receipt of call through to Engineer dispatch and ultimately satisfactory delivery of a safe and robust service. N.B. Under the conditions of the Gas Safety (Management) Regulations (Northern Ireland) 1997, Phoenix must provide the 24-hour gas escape telephone number - 0800 002 001 - and make this accessible to any member of the public and any other Entity that operates a gas distribution network within the Northern Ireland region. To this end, it is a condition of this tender process that any Service Provider appointed by Phoenix Energy, must afford the same services, at commensurate commercial terms, to any other Northern Ireland Gas Network Operator.

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

This contract is divided into lots: No

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

#### **II.2.2) Additional CPV code(s)**

- 79512000 - Call centre

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

NUTS codes

- UKN - Northern Ireland

Main site or place of performance

Northern Ireland.

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

The Emergency Call Centre requires to provide a dedicated resource capable of receiving and processing around 3,500 calls in any given month - on a 24/ 365 basis. This number could significantly escalate in the event of a critical incident. The ultimate objective of the appointed Service Provider will be to help safe-guard life and property. Note, the appointed Service Provider will be required to provide a facility that operates within the same time zone as the Northern Ireland Gas Network Operators - i.e. GMT.

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

Options: No

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

### **II.2.14) Additional information**

Organisations wishing to participate in the tender process must first complete and submit (before the due date) the Pre-qualification Questionnaire, the purpose of which will be to establish the relevant experience of the Applicant Party in relation to the required Services to be delivered.

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## **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.2.1) Previous publication concerning this procedure**

Notice number: [2023/S 000-034242](#)

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

### **Title**

Emergency Cover Services (ECS) '24

A contract/lot is awarded: Yes

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

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

22 March 2024

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## **Section VI. Complementary information**

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

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

High Court of Justice in Northern Ireland

Belfast

Country

United Kingdom

#### **VI.4.2) Body responsible for mediation procedures**

High Court of Justice in Northern Ireland

Royal Courts of Justice, Chichester Street

Belfast

BT1 3JF

Email

[office@courtsni.gov.uk](mailto:office@courtsni.gov.uk)

Country

United Kingdom

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

Precise information on deadline(s) for review procedures

Phoenix will incorporate a minimum 10 calendar day standstill period at the point information on the award of contract is communicated to all participating entities. The standstill period provides time for unsuccessful participating entities to challenge the award decision before the contract is entered into. The Utilities Contracts Regulations 2016 (as amended) provide for aggrieved parties who have been harmed or are at risk of harm by a breach of the rules to take action in the High Court (Northern Ireland).

