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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): ocids-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

Telephone

+44 2890555817

Country

United Kingdom

Region code

UKN - Northern Ireland

Internet address(es)

Main address

www.phoenixenergyni.com

Buyer's address

www.phoenixenergyni.com

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

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.

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](#)

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

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

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).