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Award

FWoW Connections - Integration of the Customer Portal

NORTHERN GAS NETWORKS LIMITED

F15: Voluntary ex ante transparency notice

Notice identifier: 2021/S 000-013065

Procurement identifier (OCID): ocds-h6vhtk-02ba7a

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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

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

FWoW Connections - Integration of the Customer Portal

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

T-point were NGN's delivery partner for the Customer Care Team on the development of a portal for accolades and complaints. This system is now live and they continue to support this system as and when required. In 2020 during the FWoW Connections project it was identified that an online self-serve portal would benefit both the connections team but also our connections customers by improving the time it takes to raise and complete a quotation or job. It would also improve the overall customer experience because customers would have access to real time information about their application status. The contract was varied in 2020 to include this additional work.

TPoint have built the majority of the functionality in the portal, however, it requires

integration into 1Spatial and into SAP which is far more complex than originally anticipated. Due to delays on integrating this portal into SAP, an extension is required of 4 months to complete this work.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72000000 - IT services: consulting, software development, Internet and support

II.2.3) Place of performance

NUTS codes

- UKE42 - Leeds

II.2.4) Description of the procurement

NGN wish to award this work to TPoint for the reasons noted above.

II.2.11) Information about options

Options: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Negotiated without a prior call for competition

- The works, supplies or services can be provided only by a particular economic operator for the following reason:
 - absence of competition for technical reasons

Explanation:

The customer portal is currently in development to allow customers to self-serve for standard new gas connections, alterations and disconnections. TPoint have built the majority of the functionality in the portal, however, it requires integration into 1Spatial and into SAP which is far more complex than originally anticipated. Due to delays on integrating this portal into SAP, an extension is required of 4 months to complete this work.

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: [2020/S 198-481354](#)

Section V. Award of contract/concession

A contract/lot is awarded: Yes

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract

9 June 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

TPoint Solutions Limited

Reading

Country

United Kingdom

NUTS code

- UKJ11 - Berkshire

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: £44,950

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Northern Gas Networks

Leeds

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

This notice will be live for 10 days from the date that it is published.