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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

Published 10 June 2021, 2:44pm

### **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](mailto: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

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**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

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## **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](#)

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## **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

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## **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.