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Award

Agile Cloud - Unified Comms & Contact Centre

NORTHERN GAS NETWORKS LIMITED

F15: Voluntary ex ante transparency notice

Notice identifier: 2022/S 000-020583

Procurement identifier (OCID): ocds-h6vhtk-0356cf

Published 28 July 2022, 10:53am

Section I: Contracting authority/entity

I.1) Name and addresses

NORTHERN GAS NETWORKS LIMITED

1100 Century Way Thorpe Park

LEEDS

LS158TU

Contact

Harriet Wilkes

Email

hwilkes@northerngas.co.uk

Telephone

+44 7813523683

Country

United Kingdom

Region code

UKE42 - Leeds

Companies House

Northern Gas Networks

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

Agile Cloud - Unified Comms & Contact Centre

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

It is the intention that FourNet replace the current telephony solution alongside the WAN, LAN & WLAN.

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: £568,222

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

It is the intention that FourNet replace the current telephony solution alongside the WAN, LAN & WLAN.

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:

It will be beneficial this contract to be aligned under the same managed service as our WAN, LAN and Unified Comms contract.

No other partner can provide the integration between our Unified Comms solution and contact centre service as we are in contract with FourNet, who leverage their agile cloud for both.

FourNet are CXone's only strategic integration partner, due to service interconnect with Agile Cloud.

This will be a fully integrated solution rather than siloed services.

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

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

28 July 2022

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

FourNet Limited

London

Country

United Kingdom

NUTS code

- UKI - London

Companies House

FourNet Limited

The contractor/concessionaire is an SME

No

V.2.4) Information on value of contract/lot/concession (excluding VAT)

Initial estimated total value of the contract/lot/concession: £568,222

Total value of the contract/lot/concession: £568,222

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Northern Gas Networks

Leeds

Country

United Kingdom