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Award

## **Backup as a Service remedial and support**

NORTHERN GAS NETWORKS LIMITED

UK5: Transparency notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-021295

Procurement identifier (OCID): ocds-h6vhtk-051330 ([view related notices](#))

Published 14 May 2025, 2:04pm

### **Scope**

#### **Description**

Softcat PLC provides NGN with a managed service via Harbor for our enterprise backup systems implemented within our AWS cloud platform. This is a contract extension.

These services include:

- Ensuring all NGN data within scope is continuously backed up.
- Providing NGN with 24/7 incident management support with agreed Service Level Agreements (SLAs) in place
- Supporting NGN's IT disaster recovery and business continuity processes.
- Continuous maintenance of the enterprise backup systems, including any required system updates or application version upgrades.
- Providing NGN with insights into the backup services, including daily status reporting, conducting monthly restore activities, and conducting service reviews.
- Supporting NGN with audit compliance.

A stable, reliable, and secure backup solution is essential to NGN's data and cyber resilience, making this a critical technology platform to build and operate.

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## **Contract 1. Backup as a Service remedial and support**

### **Supplier**

- SOFTCAT PLC

### **Contract value**

- £182,839.20 excluding VAT
- £219,407.04 including VAT

Above the relevant threshold

### **Earliest date the contract will be signed**

14 May 2025

### **Contract dates (estimated)**

- 18 May 2025 to 18 May 2027
- 2 years, 1 day

## **Main procurement category**

Services

## **CPV classifications**

- 72200000 - Software programming and consultancy services

## **Contract locations**

- UKC - North East (England)
- UKD1 - Cumbria
- UKE - Yorkshire and the Humber

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## **Other information**

### **Conflicts assessment prepared/revised**

Yes

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## **Procedure**

### **Procedure type**

Direct award

## **Special regime**

Utilities

### **Direct award justification**

Single supplier - technical reasons

NGN is thoroughly evaluating our enterprise backup solution with the intent to adopt certain components using native technologies at our disposal. This strategic move aims to enhance alignment with our overarching business strategic objectives.

A comprehensive review of the solution is essential, necessitating considerable time and resources to execute. This will enable NGN to make an informed decision regarding our future backup landscape architecture, subsequently allowing us to initiate a formal tender process with well-defined requirements.

Terminating this service at the end of its current contract would place NGN in a highly compromised position, whereby we would be operating our critical production IT systems without the capability to back up and restore NGN data in the event of data loss or a cyber security attack. This would also mean that the governance, risk, and compliance policies and procedures we have agreed to would become unattainable, putting NGN at risk of audit breaches with the regulator and other audit committees, potentially resulting in financial penalties and reputational damage.

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## **Supplier**

### **SOFTCAT PLC**

- Companies House: 02174990
- Public Procurement Organisation Number: PZRT-9169-TVMT

Solar House

Marlow

SL7 1LW

United Kingdom

Email: [psitq@softcat.com](mailto:psitq@softcat.com)

Website: <http://Softcat.com>

Region: UKJ13 - Buckinghamshire CC

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1. Backup as a Service remedial and support

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## **Contracting authority**

### **NORTHERN GAS NETWORKS LIMITED**

- Companies House: 05167070
- Public Procurement Organisation Number: PRNB-9357-PVLR

1100 Century Way

Colton Leeds

LS15 8TU

United Kingdom

Email: [procurement@northerngas.co.uk](mailto:procurement@northerngas.co.uk)

Region: UKE42 - Leeds

Organisation type: Private utility