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Contract

Telephony Services

NATIONAL ENERGY SYSTEM OPERATOR LIMITED

F06: Contract award notice – utilities

Notice identifier: 2026/S 000-021577

Procurement identifier (OCID): ocds-h6vhtk-02874b

Published 10 March 2026, 9:32pm

Section I: Contracting entity

I.1) Name and addresses

NATIONAL ENERGY SYSTEM OPERATOR LIMITED

St Catherine's Lodge Bearwood Road

Wokingham

RG415BN

Contact

Maria Slimpa

Email

maria.slimpa12@neso.energy

Country

United Kingdom

Region code

UKJ11 - Berkshire

Companies House

11014226

Internet address(es)

Main address

<https://www.neso.energy/>

I.6) Main activity

Other activity

Utilities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Telephony Services

II.1.2) Main CPV code

- 64200000 - Telecommunications services

II.1.3) Type of contract

Services

II.1.4) Short description

Provision of a fully managed Microsoft Teams Direct Routing telephony service for National Energy System Operator (NESO), including solution design, deployment, migration, hosted session border controllers (SBCs), site survivability via SBAs, PSTN connectivity, analogue gateway replacement, IP handsets, monitoring, incident management, service desk, configuration and asset management, governance reporting, security and data protection compliance, and full exit support. The Supplier delivers end-to-end transition, operational service management and ongoing support for the telephony estate for the duration of the contract.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The procurement covers the end-to-end provision of a fully managed Microsoft Teams Direct Routing telephony service for the National Energy System Operator (NESO). The scope includes the design, deployment, migration and operation of a complete enterprise voice solution, including: hosted Session Border Controllers (SBCs) in Vodafone's cloud environment, PSTN connectivity, number management, analogue gateway replacement, site survivability via SBAs, supply and configuration of IP handsets and ATAs, service desk and 24/7 operations, monitoring, incident and problem management, service reporting, asset and configuration management, governance support, security and data protection compliance, and full exit management.

Services include delivery of a structured implementation project, functional and non-functional testing and acceptance, operational service management aligned to ITIL, monthly performance reporting, and compliance with NESO's security, data protection and subcontractor obligations.

The contract provides telephony services for up to 4,000 users, including managed PSTN breakout, resilient architecture across multiple NESO sites, GSM/4G fallback, and full lifecycle management of deployed telephony assets. The Supplier must also support NESO in exit and transition to any replacement supplier.

II.2.11) Information about options

Options: Yes

Description of options

The Agreement includes an option for NESO to extend the contract term by up to two additional periods of 12 months each (maximum 24-month extension) beyond the initial 5-year term. Extension is entirely at NESO's discretion and follows the same contractual terms, subject to any applicable charge adjustments.

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: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2021/S 000-000004](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

4 February 2026

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

The Cabinet Office

London

Country

United Kingdom

