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Contract

Security Information Event and Management Software and Professional Services

NATIONAL ENERGY SYSTEM OPERATOR LIMITED

F06: Contract award notice – utilities

Notice identifier: 2025/S 000-022341

Procurement identifier (OCID): ocids-h6vhtk-051626

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Section I: Contracting entity

I.1) Name and addresses

NATIONAL ENERGY SYSTEM OPERATOR LIMITED

NATIONAL ENERGY SYSTEM OPERATOR LIMITED

Wokingham

RG41 5BN

Contact

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Email

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Country

United Kingdom

Region code

UKJ - South East (England)

Companies House

11014226

Internet address(es)

Main address

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

I.6) Main activity

Electricity

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Security Information Event and Management Software and Professional Services

II.1.2) Main CPV code

- 72260000 - Software-related services

II.1.3) Type of contract

Services

II.1.4) Short description

Provision of security information event and management software

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

Procurement of a tool used to continuously monitor information systems and networks for security events and anomalies, collect and review logs, and aid in the investigation of security incidents.

II.2.11) Information about options

Options: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- 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:

Following a comprehensive and competitive procurement process, a direct award to Elastic is being proposed based on the following critical factors:

(i) Compliance with National Power Outage (NPO) Requirements:

The procurement exercise established that only two solutions that sit high in the Gartner Quadrant, Splunk and Elastic, are capable of meeting the stringent National Power Outage (NPO) requirements. These requirements explicitly preclude the use of cloud-based SIEM solutions. Furthermore, both technologies are compatible with the selected Managed Security Service Provider (MSSP) and have readily available engineering expertise within the open market. This significantly reduces delivery risk and ensures continuity of service.

(ii) Technical Recommendation and Internal Validation:

The selected SOC MSSP has provided a strong recommendation in favor of Elastic, citing its suitability to meet the NPO constraints and operational needs. In parallel, the NESO Chief Security Office (CSO) has conducted an internal assessment of Elastic and confirmed it aligns with their functional and security requirements. This dual endorsement reinforces confidence in the technical and strategic fit of the solution. Furthermore, Elastic is already being used in CNJ and the business for health monitoring purposes, so there is some experience in supporting it.

(iii) Cost Efficiency:

From a financial standpoint, Elastic is significantly more cost-effective option compared to Splunk. The estimated annual cost of implementing and maintaining Splunk is over eight times higher than that of Elastic. This substantial cost differential highlights the strong

value for money achieved through a direct award to Elastic, making it the more economically viable solution.

In light of the above considerations, namely compliance with critical NPO constraints, alignment with MSSP and CSO assessments, and marked cost savings, a direct award to Elastic is both justified and strategically sound.

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

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

29 April 2025

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

OFGEM

London

Country

United Kingdom