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Tender

Cadent Gas Customer Contact Centre Tender

CADENT GAS LIMITED

Southern Gas Networks plc

Scotland Gas Networks plc

Wales & West Utilities Limited

Northern Gas Networks Limited

National Gas Transmission PLC

Leep Gas Networks Limited

Squire Energy Limited

Last Mile Gas Limited

Energy Assets Pipelines Limited

ES Pipelines Limited

Fulcrum Pipelines Limited

GTC Pipelines Limited

Independent Pipelines Limited

Quadrant Pipelines Limited

Indigo Pipelines Limited

Harlaxton Gas Networks

Mua Gas Limited

F05: Contract notice - utilities

Notice identifier: 2024/S 000-023593

Procurement identifier (OCID): ocds-h6vhtk-04857c

Published 29 July 2024, 1:54pm

Section I: Contracting entity

I.1) Name and addresses

CADENT GAS LIMITED

Cadent, Pilot Way

CV78PE
Contact
Stephen Acaster
Email
stephen.acaster@cadentgas.com
Telephone
+44 7815977858
Country
United Kingdom
Region code
UKG13 - Warwickshire
Companies House
10080864
Internet address(es) Main address
https://www.cadentgas.com
I.1) Name and addresses
Southern Gas Networks plc
Horley
Email
customer@sgn.co.uk

COVENTRY

United Kingdom

Region code

UKJ2 - Surrey, East and West Sussex

Companies House

05167021

Internet address(es)

Main address

https://www.sgn.co.uk/

I.1) Name and addresses

Scotland Gas Networks plc

Edinburgh

Email

customer@sgn.co.uk

Country

United Kingdom

Region code

UKM - Scotland

Companies House

SC264065

Internet address(es)

Main address

https://www.sgn.co.uk/

I.1) Name and addresses

Wales & West Utilities Limited
Coedkernew
Email
enquiries@wwutilities.co.uk
Country
United Kingdom
Region code
UKL - Wales
Companies House
05046791
Internet address(es)
Main address
https://www.wwutilities.co.uk/
I.1) Name and addresses
Northern Gas Networks Limited
Leeds
Email
communications@northerngas.co.uk
Country
United Kingdom
Region code
UKE42 - Leeds

Companies House

05167070

Internet address(es)

Main address

https://www.northerngasnetworks.co.uk/

I.1) Name and addresses

National Gas Transmission PLC

Warwick

Email

box.operationalliaison@nationalgrid.com

Country

United Kingdom

Region code

UKG13 - Warwickshire

Companies House

02006000

Internet address(es)

Main address

https://www.nationalgas.com/

I.1) Name and addresses

Leep Gas Networks Limited

Manchester

Email

contactus@leeputilities.com

Country

United Kingdom

Region code

UKD33 - Manchester

Companies House

10924298

Internet address(es)

Main address

https://www.leeputilities.co.uk/

I.1) Name and addresses

Squire Energy Limited

Horley

Email

customerservices@stark.com

Country

United Kingdom

Region code

UKJ2 - Surrey, East and West Sussex

Companies House

04786330

Internet address(es)

Main address

https://www.stark.co.uk/our-services/works/

I.1) Name and addresses

Last Mile Gas Limited

Glasgow

Email

info@lastmile-uk.com

Country

United Kingdom

Region code

UKM82 - Glasgow City

Companies House

SC303150

Internet address(es)

Main address

https://lastmile-uk.com/

I.1) Name and addresses

Energy Assets Pipelines Limited

Manchester

Email

utilitynetworks@energyassets.co.uk

Country

United Kingdom

Region code

UKD33 - Manchester

Companies House

08743360

Internet address(es)

Main address

https://www.energyassets.co.uk/

I.1) Name and addresses

ES Pipelines Limited

Leatherhead

Email

hello@espug.com

Country

United Kingdom

Region code

UKJ2 - Surrey, East and West Sussex

Companies House

03822878

Internet address(es)

Main address

https://espug.com/

I.1) Name and addresses

Fulcrum Pipelines Limited

Sheffield

Email

enquiries@fulcrum.co.uk

Country

United Kingdom

Region code

UKE32 - Sheffield

Companies House

06006362

Internet address(es)

Main address

https://www.fulcrum.co.uk/

I.1) Name and addresses

GTC Pipelines Limited

Bury St. Edmunds

Email

customer.services@gtc-uk.co.uk

Country

United Kingdom

Region code

UKH14 - Suffolk

Companies House

03104203

Internet address(es)

Main address

https://www.gtc-uk.co.uk/

I.1) Name and addresses

Independent Pipelines Limited

Bury St. Edmunds

Email

IGTUNC@gemserv.com

Country

United Kingdom

Region code

UKH14 - Suffolk

Companies House

02828692

Internet address(es)

Main address

https://www.igt-unc.co.uk/

I.1) Name and addresses

Quadrant Pipelines Limited

Bury St. Edmunds

Email

contactus@independentpipelines.com

Country

United Kingdom Region code UKH14 - Suffolk **Companies House** 02528816 Internet address(es) Main address https://independentpipelines.co.uk I.1) Name and addresses Indigo Pipelines Limited Reading **Email** enquiries@indigonetworks.co.uk Country **United Kingdom** Region code UKJ11 - Berkshire **Companies House** 02742721 Internet address(es) Main address

https://www.indigonetworks.co.uk/indigo-gas/

I.1) Name and addresses

Harlaxton Gas Networks
Grantham
Email
info@harlaxtonenergynetworks.com
Country
United Kingdom
Region code
UKF30 - Lincolnshire
Companies House
09805332
Internet address(es)
Main address
http://www.harlaxtonenergynetworks.co.uk/
I.1) Name and addresses
Mua Gas Limited
London
Email
contactus@muagroup.com
Country
United Kingdom
Region code
UKI - London

Companies House

10622244

Internet address(es)

Main address

https://www.muagroup.co.uk/sectors/gas

I.2) Information about joint procurement

The contract involves joint procurement

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

www.achilles.com

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

https://www.achilles.com

I.6) Main activity

Other activity

Telecommunications

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Cadent Gas Customer Contact Centre Tender

Reference number

WS1876653121

II.1.2) Main CPV code

• 64220000 - Telecommunication services except telephone and data transmission services

II.1.3) Type of contract

Services

II.1.4) Short description

Cadent Gas is seeking to engage with suppliers to buy a modern, cloud-based solution for its emergency customer contact center infrastructure, including the network connectivity and the associated telephony applications.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 32412100 Telecommunications network
- 32524000 Telecommunications system
- 50332000 Telecommunications-infrastructure maintenance services
- 64226000 Telematics services
- 64227000 Integrated telecommunications services

II.2.3) Place of performance

NUTS codes

UKG33 - Coventry

II.2.4) Description of the procurement

Cadent Gas is seeking to engage with suppliers to buy a modern, cloud-based solution for its emergency customer contact center infrastructure, including the network connectivity and the associated telephony applications. Once in place, this service will replace Cadent's existing "on premise" contact center solution. It is critical that the solution is both stable and highly resilient, and that bidders provide comprehensive implementation,

cutover and ongoing service support, including consideration of future innovation through the life of the contract.

The emergency contact center is provided as a service to a number of the Gas Distribution Networks (GDNs) and Independent Gas Transporters (IGTs), who each partfund the service. The service provided is regulated by Ofgem with regard to end-to-end customer service and emergency performance.

The PQQ will be run using the Achilles platform and suppliers need to be registered under the below codes in order to receive the invite.

1.5.8.2 Call Centre

2.1.14 Call Centre Services

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

After an initial term of up to 5-years there will be an option to renew for up to a further 5-years.

II.2.10) Information about variants

Variants will be accepted: Yes

II.2.11) Information about options

Options: No

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.2.2) Time limit for receipt of tenders or requests to participate

Date

9 September 2024

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

Cadent gas Limited

Coventry

Country

United Kingdom