

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/023593-2024>

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

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Section I: Contracting entity

I.1) Name and addresses

CADENT GAS LIMITED

Cadent, Pilot Way

COVENTRY

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

Country

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 part-fund 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

