This is a published notice on the Find a Tender service: https://www.find-tender.service.gov.uk/Notice/025388-2024

Not applicable

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

F14: Notice for changes or additional information

Notice identifier: 2024/S 000-025388

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

Published 12 August 2024, 11:23am

Section I: Contracting authority/entity

I.1) Name and addresses

CADENT GAS LIMITED

Cadent, Pilot Way

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I.1) Name and addresses
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Country

COVENTRY

CV78PE

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Region code

UKJ2 - Surrey, East and West Sussex

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Internet address(es)

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

I.1) Name and addresses

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Region code

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I.1) Name and addresses

Wales & West Utilities Limited
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https://www.wwutilities.co.uk/
I.1) Name and addresses
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Region code
UKE42 - Leeds

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Internet address(es)

Main address

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I.1) Name and addresses

National Gas Transmission PLC

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Internet address(es)

Main address

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I.1) Name and addresses

Leep Gas Networks Limited

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Region code

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Companies House

10924298

Internet address(es)

Main address

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

I.1) Name and addresses

Squire Energy Limited

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United Kingdom

Region code

UKJ2 - Surrey, East and West Sussex

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04786330

Internet address(es)

Main address

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

I.1) Name and addresses

Last Mile Gas Limited

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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

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United Kingdom

Region code

UKD33 - Manchester

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Internet address(es)

Main address

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

I.1) Name and addresses

ES Pipelines Limited

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Region code

UKJ2 - Surrey, East and West Sussex

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03822878

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Main address

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I.1) Name and addresses

Fulcrum Pipelines Limited

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United Kingdom

Region code

UKE32 - Sheffield

Companies House

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Internet address(es)

Main address

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

I.1) Name and addresses

GTC Pipelines Limited

Bury St. Edmunds

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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

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IGTUNC@gemserv.com

Country

United Kingdom

Region code

UKH14 - Suffolk

Companies House

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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)

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

I.1) Name and addresses

Main address

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

Companies House

10622244

Internet address(es)

Main address

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

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.

Section VI. Complementary information

VI.6) Original notice reference

Notice number: 2024/S 000-023593

Section VII. Changes

VII.1) Information to be changed or added

VII.1.2) Text to be corrected in the original notice

Section number

II.11.2.4

Instead of

Text

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

Read

Text

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.

Achilles codes:

13.4.57-Telecommunication services

14.3.54-Telecommunications/telemetry consultancy services

10.3.77-Call centre services;

UVDB codes:

1.5.8.2 Call Centre

2.1.14 Call Centre Services

VII.2) Other additional information

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.

Achilles codes:

13.4.57-Telecommunication services

14.3.54-Telecommunications/telemetry consultancy services

10.3.77-Call centre services;

UVDB codes:

1.5.8.2 Call Centre

2.1.14 Call Centre Services