

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

COVENTRY

CV78PE

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**Region code**

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**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](mailto: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**

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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](mailto: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](mailto: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](mailto: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

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**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

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**Country**

United Kingdom

**Region code**

UKJ2 - Surrey, East and West Sussex

**Companies House**

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**Internet address(es)**

Main address

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

### **I.1) Name and addresses**

Last Mile Gas Limited

Glasgow

#### **Email**

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#### **Country**

United Kingdom

#### **Region code**

UKM82 - Glasgow City

#### **Companies House**

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#### **Internet address(es)**

Main address

<https://lastmile-uk.com/>

### **I.1) Name and addresses**

Energy Assets Pipelines Limited

Manchester

#### **Email**

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#### **Country**

United Kingdom

**Region code**

UKD33 - Manchester

**Companies House**

08743360

**Internet address(es)**

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

**I.1) Name and addresses**

ES Pipelines Limited

Leatherhead

**Email**

[hello@espug.com](mailto:hello@espug.com)

**Country**

United Kingdom

**Region code**

UKJ2 - Surrey, East and West Sussex

**Companies House**

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**Internet address(es)**

Main address

<https://espug.com/>

**I.1) Name and addresses**

Fulcrum Pipelines Limited

Sheffield

**Email**

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**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](mailto: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](mailto:IGTUNC@gemserv.com)

**Country**

United Kingdom

**Region code**

UKH14 - Suffolk

**Companies House**

02828692

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Main address

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

**I.1) Name and addresses**

Quadrant Pipelines Limited

Bury St. Edmunds

**Email**

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**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](mailto: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**

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**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](mailto: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>

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## 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.

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## Section VI. Complementary information

### VI.6) Original notice reference

Notice number: [2024/S 000-023593](#)

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## 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 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

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 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.

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