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Contract

## **FWoW Connections - Integration of the Customer Portal**

NORTHERN GAS NETWORKS LIMITED

F06: Contract award notice – utilities

Notice identifier: 2021/S 000-026878

Procurement identifier (OCID): ocds-h6vhtk-02ba7a

Published 27 October 2021, 10:48am

### **Section I: Contracting entity**

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

NORTHERN GAS NETWORKS LIMITED

1100 Century Way Thorpe Park

LEEDS

LS158TU

#### **Contact**

Maija Narimanidze

#### **Email**

[MNarimanidze@northerngas.co.uk](mailto:MNarimanidze@northerngas.co.uk)

#### **Telephone**

+44 7814042782

#### **Country**

United Kingdom

**NUTS code**

UKE42 - Leeds

**Internet address(es)**

Main address

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

**I.6) Main activity**

Production, transport and distribution of gas and heat

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

FWoW Connections - Integration of the Customer Portal

#### **II.1.2) Main CPV code**

- 72000000 - IT services: consulting, software development, Internet and support

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

T-point were NGN's delivery partner for the Customer Care Team on the development of a portal for accolades and complaints. This system is now live and they continue to support this system as and when required.

In 2020 during the FWoW Connections project it was identified that an online self-serve portal would benefit both the connections team but also our connections customers by improving the time it takes to raise and complete a quotation or job. It would also improve the overall customer experience because customers would have access to real time information about their application status. The contract was varied in 2020 to include this additional work.

TPoint have built the majority of the functionality in the portal, however, it requires integration into 1Spatial and into SAP which is far more complex than originally anticipated. Due to delays on integrating this portal into SAP, an extension is required of 4 months to complete this work.

#### **II.1.6) Information about lots**

This contract is divided into lots: No

#### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £44,950

### **II.2) Description**

#### **II.2.3) Place of performance**

NUTS codes

- UKE42 - Leeds

#### **II.2.4) Description of the procurement**

T-point were NGN's delivery partner for the Customer Care Team on the development of a portal for accolades and complaints. This system is now live and they continue to support this system as and when required.

In 2020 during the FWoW Connections project it was identified that an online self-serve portal would benefit both the connections team but also our connections customers by improving the time it takes to raise and complete a quotation or job. It would also improve the overall customer experience because customers would have access to real time information about their application status. The contract was varied in 2020 to include this additional work.

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#### **II.2.5) Award criteria**

Price

#### **II.2.11) Information about options**

Options: No

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## **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: No

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2021/S 000-013065](#)

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## **Section V. Award of contract**

### **Title**

FWoW Connections - Integration of the Customer Portal

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

9 June 2021

#### **V.2.2) Information about tenders**

Number of tenders received: 1

The contract has been awarded to a group of economic operators: No

#### **V.2.3) Name and address of the contractor**

TPoint Solutions Limited

Reading

Country

United Kingdom

NUTS code

- UKJ11 - Berkshire

The contractor is an SME

No

#### **V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £44,950

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## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Northern Gas Networks

Leeds

Country

United Kingdom

#### **VI.4.3) Review procedure**

Precise information on deadline(s) for review procedures

email to [mnarimanidze@northerngas.co.uk](mailto:mnarimanidze@northerngas.co.uk)