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Contract

## **FWoW Connections Portal - Phase 1 additional costs**

NORTHERN GAS NETWORKS LIMITED

F06: Contract award notice – utilities

Notice identifier: 2022/S 000-027221

Procurement identifier (OCID): ocds-h6vhtk-036c3b

Published 28 September 2022, 3:54pm

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

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

NORTHERN GAS NETWORKS LIMITED

1100 Century Way Thorpe Park

LEEDS

LS158TU

#### **Contact**

Rebecca Rowley

#### **Email**

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

#### **Telephone**

+44 7935077342

**Country**

United Kingdom

**Region code**

UKE42 - Leeds

**Companies House**

NORTHERN GAS NETWORKS LIMITED

**Internet address(es)**

Main address

[www.northerngasnetworks.co.uk](http://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 Portal - Phase 1 additional costs

#### **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**

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.

TPoint have built the majority of the functionality in the portal. This notice is for for some additional costs to implement Phase 1 of the portal for go live.

#### **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: £21,170

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

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

NUTS codes

- UKE42 - Leeds

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

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.

TPoint have built the majority of the functionality in the portal. This notice is for for some additional costs to implement Phase 1 of the portal for go live.

N.B. This a variation to the Customer Engagement Management System contract. From the last variation the total increase since the original contract was 39%, however NGN was unable to publish a modification notice because the original contract notice could not be found, therefore a VEAT notice was published instead.

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

Options: No

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## Section IV. Procedure

### IV.1) Description

#### IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- The works, supplies or services can be provided only by a particular economic operator for the following reason:
  - absence of competition for technical reasons

Explanation:

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. TPoint have built the majority

of the functionality in the portal. This notice is for some additional costs to implement Phase 1 of the portal for go live.

N.B. This a variation to the Customer Engagement Management System contract. From the last variation the total overall increase since the original contract was 39%, however NGN was unable to publish a modification notice because the original contract notice cannot be found, therefore a VEAT notice was published instead.

#### 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: [2022/S 000-027214](#)

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

A contract/lot is awarded: Yes

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

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

28 September 2022

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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