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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): ocids-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

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

I.6) Main activity

Production, transport and distribution of gas and heat

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

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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

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](#)

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

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Northern Gas Networks

Leeds

Country

United Kingdom