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Contract

## **Unified Communications Network Replacement & CCaaS/UCaaS**

NORTHERN GAS NETWORKS LIMITED

F06: Contract award notice – utilities

Notice identifier: 2022/S 000-028198

Procurement identifier (OCID): ocds-h6vhtk-0356cf

Published 7 October 2022, 10:38am

### **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**

Unified Communications Network Replacement & CCaaS/UCaaS

**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**

It is the intention that FourNet replace the current telephony solution alongside the WAN, LAN & WLAN.

**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: £576,222

## **II.2) Description**

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

NUTS codes

- UKI - London

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

It is the intention that FourNet replace the current telephony solution alongside the WAN, LAN & WLAN. The proposed solution gives NGN far greater resilience to high volumes of incoming calls than our current set up, this is a direct recommendation in the recent Ofgem report and intervention after storm Arwen which NGN need to take action on. FourNet are providing a contact centre and UC platform which is built on the fundamentals of the cloud infrastructure project that is currently being delivered as part of their Agile Cloud service.

### **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:

It will be beneficial this contract to be aligned under the same managed service as our WAN, LAN and Unified Comms contract.

No other partner can provide the integration between our Unified Comms solution and contact centre service as we are in contract with FourNet, who leverage their agile cloud for

both.

FourNet are CXone's only strategic integration partner, due to service interconnect with Agile Cloud.

This will be a fully integrated solution rather than siloed services.

#### **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 000-020583](#)

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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**

6 October 2022

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

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

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

4NET TECHNOLOGIES LIMITED TRADING AS FOURNET

Manchester

Country

United Kingdom

NUTS code

- UKD3 - Greater Manchester

Companies House

4NET TECHNOLOGIES LIMITED TRADING AS FOURNET

The contractor is an SME

No

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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