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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): ocids-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

Telephone

+44 7935077342

Country

United Kingdom

Region code

UKE42 - Leeds

Companies House

NORTHERN GAS NETWORKS LIMITED

Internet address(es)

Main address

<http://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

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

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](#)

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

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Northern Gas Networks

Leeds

Country

United Kingdom