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Contract

## **IT Service Management Tool (**

NORTHERN GAS NETWORKS LIMITED

F06: Contract award notice – utilities

Notice identifier: 2024/S 000-028281

Procurement identifier (OCID): ocds-h6vhtk-0483b2

Published 4 September 2024, 2:54pm

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

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

NORTHERN GAS NETWORKS LIMITED

1100 Ceturly Way, Thorpe Park Business Centre, Colton

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**

IT Service Management Tool (

**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**

NGN have awarded a contract to Topdesk for the IT Service Management Tool (ITSM) used by the Colleague Care Team at NGN to log, manage and close IT incidents that are reported to the team. This ITSM is also used as an asset repository for the IT equipment used in NGN and as a store for Knowledge Base Documents to help the team develop, share and retain knowledge in the systems that NGN use.

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

This contract is divided into lots: No

## **II.2) Description**

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

NUTS codes

- UKC - North East (England)
- UKD - North West (England)
- UKE - Yorkshire and the Humber

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

NGN have awarded a contract to Topdesk. This is the IT Service Management Tool (ITSM) used by the Colleague Care Team to log, manage and close IT incidents that are reported to the team. This ITSM is also used as an asset repository for the IT equipment used in NGN and as a store for Knowledge Base Documents to help the team develop, share and retain knowledge in the systems that NGN use.

### **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:

For technical reasons, i.e. software or systems already integrated in the business and changing supplier would incur significant costs and risk - changing the ITSM tool will not only be more expensive (similar tools are typically more than 3 times the price), it will also have the following knock on affects:

- Loss of the historic records of existing assets - who did what and to which asset. This is essential for regulatory purposes especially in terms of the OT assets, and is also essential to maintain the visibility of devices and software licenses for audit purposes.
- Loss of the historic changes to our SAP roles and authorisations which we require for our Governance, Risk Management and Compliance audits.
- Loss of the historic Incident and Change information that we use to enable fault finding across our systems.

#### 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: [2024/S 000-022841](#)

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

### **Title**

IT Service Management Tool

A contract/lot is awarded: Yes

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

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

4 September 2024

#### **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**

Top Desk UK Limited

Hertfordshire

Country

United Kingdom

NUTS code

- UKK - South West (England)

Companies House

Top Desk UK Limited

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