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Tender

Emergency Contact Services (ECS) '24 for receipt of publicly reported gas escape calls and subsequent engineer dispatch.

Phoenix Energy Group Ltd (formerly Phoenix Natural Gas Ltd)

F05: Contract notice – utilities

Notice identifier: 2023/S 000-034242

Procurement identifier (OCID): ocds-h6vhtk-041b38

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Section I: Contracting entity

I.1) Name and addresses

Phoenix Energy Group Ltd (formerly Phoenix Natural Gas Ltd)

197 Airport Road West

Belfast

BT3 9ED

Contact

Chris Losty

Email

christopher.losty@phoenixenergyni.com

Telephone

+44 2890555817

Country

United Kingdom

Region code

UKN - Northern Ireland

Internet address(es)

Main address

www.phoenixenergyni.com

Buyer's address

www.phoenixenergyni.com

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://e-sourcingni.bravosolution.co.uk>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://e-sourcingni.bravosolution.co.uk>

Tenders or requests to participate must be submitted to the above-mentioned address

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

Emergency Contact Services (ECS) '24 for receipt of publicly reported gas escape calls and subsequent engineer dispatch.

II.1.2) Main CPV code

- 79512000 - Call centre

II.1.3) Type of contract

Services

II.1.4) Short description

Phoenix Energy Group Ltd (formerly Phoenix Natural Gas Ltd) own and operate a gas distribution network system in the Greater Belfast Area of Northern Ireland. It is a condition of the associated License to operate, that Phoenix provides a contact number - publicly available - in order that gas-related incidents may be reported on a 24/ 365 basis. Such reports may require the dispatch of an Engineer to the location in question, the response time to which is also determined by the Operator License referred to previously. Phoenix requires to appoint a suitably experienced and resourced Service Provider capable of delivering the full emergency service - from receipt of call through to Engineer dispatch and ultimately satisfactory delivery of a safe and robust service. N.B. Under the conditions of the Gas Safety (Management) Regulations (Northern Ireland) 1997, Phoenix must provide the 24-hour gas escape telephone number - 0800 002 001 - and make this accessible to any member of the public and any other Entity that operates a gas distribution network within the Northern Ireland region. To this end, it is a condition of this tender process that any Service Provider appointed by Phoenix Energy, must afford the same services, at commensurate commercial terms, to any other Northern Ireland Gas Network Operator.

II.1.5) Estimated total value

Value excluding VAT: £6,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKN - Northern Ireland

Main site or place of performance

Northern Ireland.

II.2.4) Description of the procurement

The Emergency Call Centre requires to provide a dedicated resource capable of receiving and processing around 3,500 calls in any given month - on a 24/ 365 basis. This number could significantly escalate in the event of a critical incident. The ultimate objective of the appointed Service Provider will be to help safe-guard life and property. Note, the appointed Service Provider will be required to provide a facility that operates within the same time zone as the Northern Ireland Gas Network Operators - i.e. GMT.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

96

This contract is subject to renewal

No

II.2.9) Information about the limits on the number of candidates to be invited

Maximum number: 6

Objective criteria for choosing the limited number of candidates:

The relevant criteria is stated in the Pre-qualification Questionnaire.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

Organisations wishing to participate in the tender process must first complete and submit (before the due date) the Pre-qualification Questionnaire, the purpose of which will be to establish the relevant experience of the Applicant Party in relation to the required Services to be delivered.

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

No more than the top six scoring Applicants that demonstrate the most appropriate and relevant experience in relation to the Services required shall be invited to proceed to the tender stage. However, the number invited to tender may be less than six should a minimum score level not be exceeded. Further details of this stage of the tender process are contained within the PQQ document.

III.1.2) Economic and financial standing

List and brief description of selection criteria

As stated in the Pre-qualification Questionnaire and subsequent tender documentation.

Minimum level(s) of standards possibly required

The Applicant must be able to demonstrate an annual turnover in excess of £50 million (or equivalent) in each of the 3 years stated for which accounts are submitted..

III.1.3) Technical and professional ability

List and brief description of selection criteria

As stated in the Pre-qualification Questionnaire and subsequent tender documentation.

Minimum level(s) of standards possibly required

The levels of experience required are further detailed in the Pre-qualification Questionnaire.

III.1.4) Objective rules and criteria for participation

List and brief description of rules and criteria

As stated in the Pre-qualification Questionnaire and subsequent tender documentation.

III.1.6) Deposits and guarantees required

Not applicable.

III.1.7) Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them

As stated in the tender documentation.

III.1.8) Legal form to be taken by the group of economic operators to whom the contract is to be awarded

As stated in the tender documentation.

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

As stated in the tender documentation.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Negotiated procedure with prior call for competition

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

Framework agreement with a single operator

In the case of framework agreements, provide justification for any duration exceeding 8 years:

The duration of the Framework Agreement shall initially be four years with an extension provision that may take the term up to a maximum of eight years.

IV.1.4) Information about reduction of the number of solutions or tenders during negotiation or dialogue

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated

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.2.2) Time limit for receipt of tenders or requests to participate

Date

15 December 2023

Local time

12:00pm

IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates

12 January 2024

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 6 (from the date stated for receipt of tender)

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

A draft version of the Scope of Services section of the Invitation to Tender document is made available to all interested Parties through the eSourcingNI website. This is for reference purposes only. There should be no attempt to the address this document until invited to do so. The purpose of making this available, in draft form, at this stage is to further inform those potential Applicants about the nature of the Services to be completed and the standards under which they require to be delivered.

VI.4) Procedures for review

VI.4.1) Review body

High Court of Justice in Northern Ireland

Royal Courts of Justice, Chichester Street

Belfast

BT1 3JF

Email

office@courtsni.gov.uk

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

Phoenix will incorporate a minimum 10 calendar day standstill period at the point information on the award of contract is communicated to all participating entities. The standstill period provides time for unsuccessful participating entities to challenge the award decision before the contract is entered into. The Utilities Contracts Regulations 2016 (as amended) provide for aggrieved parties who have been harmed or are at risk of harm by a breach of the rules to take action in the High Court (Northern Ireland).

