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Contract

## **Cadent Gas Customer Contact Centre Tender**

CADENT GAS LIMITED

F06: Contract award notice – utilities

Notice identifier: 2025/S 000-044091

Procurement identifier (OCID): ocids-h6vhtk-04857c

Published 30 July 2025, 9:37am

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

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

CADENT GAS LIMITED

Cadent, Pilot Way

Coventry

CV79JU

#### **Email**

[procurementservices@cadentgas.com](mailto:procurementservices@cadentgas.com)

#### **Country**

United Kingdom

#### **Region code**

UKG13 - Warwickshire

#### **Companies House**

10080864

**Internet address(es)**

Main address

<https://cadentgas.com/>

**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**

Cadent Gas Customer Contact Centre Tender

**II.1.2) Main CPV code**

- 64220000 - Telecommunication services except telephone and data transmission services

**II.1.3) Type of contract**

Services

**II.1.4) Short description**

Cloud-based solution for its emergency customer contact center infrastructure, including the network connectivity and the associated telephony applications.

**II.1.6) Information about lots**

This contract is divided into lots: No

**II.2) Description**

**II.2.2) Additional CPV code(s)**

- 32412100 - Telecommunications network
- 32524000 - Telecommunications system

- 50332000 - Telecommunications-infrastructure maintenance services
- 64226000 - Telematics services
- 64227000 - Integrated telecommunications services

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

NUTS codes

- UK - United Kingdom

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

Cloud-based solution for its emergency customer contact center infrastructure, including the network connectivity and the associated telephony applications. Once in place, this service will replace Cadent's existing "on premise" contact center solution.

The emergency contact center is provided as a service to a number of the Gas Distribution Networks (GDNs) and Independent Gas Transporters (IGTs). The service provided is regulated by Ofgem with regard to end-to-end customer service and emergency performance.

### **II.2.11) Information about options**

Options: Yes

Description of options

Plus 5-years at end of initial 5-year term.

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Negotiated procedure with prior call for competition

#### **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 000-023593](#)

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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**

29 July 2025

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## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Cadent Gas Limited

Coventry

Country

United Kingdom