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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): ocds-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

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

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.

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](#)

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

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Cadent Gas Limited

Coventry

Country

United Kingdom