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Award

## **Provision of High Volume Call Handling (HVCH)**

Northern Ireland Electricity Networks Limited

UK5: Transparency notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-057944

Procurement identifier (OCID): ocds-h6vhtk-059dc2

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### **Scope**

### **Description**

HVCH is an integral part of NIE Networks' fault and emergency response processes and systems. It plays a fundamental role in call handling operations, both during normal call volumes and periods of high demand. The HVCH hosted system provides 100% speech recognition, enabling customers to be identified by postcode and house number when their telephone number is not matched within the NIE Networks' database. Using HVCH ensures callers reporting a fault never receive an engaged tone, as the call is either handled by a Customer Service Agent (CSA), or the automated HVCH system. Additionally, HVCH provides customers with the option to report a fault online.

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## **Contract 1. Provision of High Volume Call Handling (HVCH)**

### **Supplier**

- Eckoh UK Limited

### **Contract value**

- £363,000 excluding VAT
- £435,600 including VAT

Above the relevant threshold

### **Earliest date the contract will be signed**

16 October 2025

### **Contract dates (estimated)**

- 1 December 2025 to 30 November 2027
- 2 years

### **Main procurement category**

Services

### **CPV classifications**

- 72000000 - IT services: consulting, software development, Internet and support

## **Contract locations**

- UKN - Northern Ireland
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## **Other information**

### **Conflicts assessment prepared/revised**

Yes

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## **Procedure**

### **Procedure type**

Direct award

### **Special regime**

Utilities

### **Direct award justification**

Extreme and unavoidable urgency

The justification for this STA is reliance upon Clause 41 “Direct Award in Special Cases” of the Procurement Act 2023, Schedule 5. Where the goods to be supplied are strictly necessary for reasons of extreme and unavoidable urgency, and as a result the contract cannot be awarded on the basis of a competitive tendering procedure. The urgency is unavoidable as it is not attributable to any act or omission of NIE Networks and could not

have been foreseen by NIE Networks.

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## Supplier

### **Eckoh UK Limited**

- Companies House: 03435822

Telford House, Corner Hall

Hemel Hempstead

HP39HN

United Kingdom

Email: [Liam.brown@eckoh.com](mailto:Liam.brown@eckoh.com)

Region: UKH23 - Hertfordshire

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1. Provision of High Volume Call Handling (HVCH)

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## Contracting authority

## **Northern Ireland Electricity Networks Limited**

- Companies House: NI026041

120 Malone Road

Belfast

BT9 5HT

United Kingdom

Email: [Emma.Rodgers@nienetworks.co.uk](mailto:Emma.Rodgers@nienetworks.co.uk)

Organisation type: Private utility

Devolved regulations that apply: Northern Ireland