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Award

Provision of High Volume Call Handling (HVCH)

Northern Ireland Electricity Networks Limited

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-058608

Procurement identifier (OCID): ocds-h6vhtk-059dc2 ([view related notices](#))

Published 22 September 2025, 3:41pm

Scope

Reference

B872

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.

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

Award decision date

19 September 2025

Earliest date the contract will be signed

1 December 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

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.

Supplier

Eckoh UK Limited

- Companies House: 03435822

Telford House, Corner Hall

Hemel Hempstead, Hertfordshire

HP39HN

United Kingdom

Email: Liam.brown@eckoh.com

Region: UKH23 - Hertfordshire

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

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

Contracting authority

Northern Ireland Electricity Networks Limited

- Companies House: NI026041

120 Malone Road

Belfast

BT9 5HT

United Kingdom

Email: Emma.Rodgers@nienetworks.co.uk

Organisation type: Private utility

Devolved regulations that apply: Northern Ireland