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Tender

Information Systems Services Framework Agreement

Northern Powergrid (Northeast) plc

UK4: Tender notice - Procurement Act 2023 - view information about notice types

Notice identifier: 2025/S 000-073727

Procurement identifier (OCID): ocds-h6vhtk-05d028

Published 13 November 2025, 5:03pm

Changes to notice

This notice has been edited. The previous version is still available.

Scope

Reference

NPg25300

Description

Northern Powergrid is looking to establish an Information System Services Framework Agreement that will deliver all regulated business digital, cyber, and managed service requirements across the following ten Lots:

1. Infrastructure Operations

2. Application Operations

3. End User Computing

4. Cyber Operations

5. Service Integration

6. Oracle

7. Technical Services

8. Transformation Services

9. Platform Engineering

10. Testing Services

Lots 1 to 6 (inclusive) are "business as usual" managed services.

Lots 7 to 10 (inclusive) are future requirements that are required to respond to our evolving industry.

Commercial tool

Establishes a framework

Total value (estimated)

- £455,000,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 May 2026 to 30 April 2029

- Possible extension to 30 April 2034

- 8 years

Description of possible extension:

The initial contract period is three years. There are two extension periods of three years and two years respectively, resulting in a total potential contract period of eight years.

Options

The right to additional purchases while the contract is valid.

There will be a requirement to procure additional services that are not identified by the contract award date.

Main procurement category

Services

CPV classifications

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

Contract locations

- UK - United Kingdom

Lot 1. Infrastructure Operations

Description

Provision of infrastructure operation services, including but not limited to data centre services, data centre networking, infrastructure security services, and business continuity.

Lot value (estimated)

- £18,640,154.84 excluding VAT

- £22,368,185.80 including VAT

Framework lot values may be shared with other lots

Same for all lots

CPV classifications, contract locations, contract dates and options are shown in the Scope section, because they are the same for all lots.

Lot 2. Application Operations

Description

Provision of application operation services including but not limited to application maintenance and support, service deployment and decommissioning, lifecycle management, application security services, and business continuity.

Lot value (estimated)

- £19,747,490.77 excluding VAT

- £23,696,988.92 including VAT

Framework lot values may be shared with other lots

Same for all lots

CPV classifications, contract locations, contract dates and options are shown in the Scope section, because they are the same for all lots.

Lot 3. End User Experience

Description

Provision of end user experience services including but not limited to service desk, end user compute, and Teams rooms.

Lot value (estimated)

- £12,272,973.23 excluding VAT

- £14,727,567.88 including VAT

Framework lot values may be shared with other lots

Same for all lots

CPV classifications, contract locations, contract dates and options are shown in the Scope section, because they are the same for all lots.

Lot 4. Cyber Operations

Description

Provision of cyber operation services including but not limited to security testing, security incident response, business continuity, and crypto management.

Lot value (estimated)

- £6,690,154.58 excluding VAT

- £8,028,185.50 including VAT

Framework lot values may be shared with other lots

Same for all lots

CPV classifications, contract locations, contract dates and options are shown in the Scope section, because they are the same for all lots.

Lot 5. Service Integration

Description

Provision of service integration services including but not limited to service operation, continual service improvement, eco-system vendor management, and service quality.

Lot value (estimated)

- £4,863,050.30 excluding VAT

- £5,835,660.36 including VAT

Framework lot values may be shared with other lots

Same for all lots

CPV classifications, contract locations, contract dates and options are shown in the Scope section, because they are the same for all lots.

Lot 6. Oracle

Description

Provision of Oracle services including but not limited to application support, annual upgrades, vulnerability management, and platform/cloud management.

Lot value (estimated)

- £11,437,500 excluding VAT

- £13,725,000 including VAT

Framework lot values may be shared with other lots

Same for all lots

CPV classifications, contract locations, contract dates and options are shown in the Scope section, because they are the same for all lots.

Lot 7. Technical Services

Description

Provision of technical services including but not limited to governance, demand management, dispute resolution, and service level agreement management.

Lot value (estimated)

- £895,902.86 excluding VAT

- £1,075,083.43 including VAT

Framework lot values may be shared with other lots

Same for all lots

CPV classifications, contract locations, contract dates and options are shown in the Scope section, because they are the same for all lots.

Lot 8. Transformation Services

Description

Provision of transformation services including but not limited to programme and project delivery services, technical delivery services, system integration, and data/business analysis.

Lot value (estimated)

- £300,745,948.73 excluding VAT

- £360,895,138.47 including VAT

Framework lot values may be shared with other lots

Same for all lots

CPV classifications, contract locations, contract dates and options are shown in the Scope section, because they are the same for all lots.

Lot 9. Platform Engineering

Description

Provision of platform engineering services including but not limited to platform engineering and automation, cloud and hybrid integration, developer enablement, development, security & operations and compliance, Observability and reliability engineering, and platform operations and continuous improvement.

Lot value (estimated)

- £3,045,173.81 excluding VAT

- £3,654,208.57 including VAT

Framework lot values may be shared with other lots

Same for all lots

CPV classifications, contract locations, contract dates and options are shown in the Scope section, because they are the same for all lots.

Lot 10. Testing Services

Description

Provision of testing services including but not limited to test service set-up and

governance, functional testing services, performance and load testing, integration testing, data testing services, and compatibility testing.

Lot value (estimated)

- £895,902.86 excluding VAT

- £1,075,083.43 including VAT

Framework lot values may be shared with other lots

Same for all lots

CPV classifications, contract locations, contract dates and options are shown in the Scope section, because they are the same for all lots.

Framework

Maximum number of suppliers

Unlimited

Maximum percentage fee charged to suppliers

0%

Framework operation description

For Lots 1 to 7 (inclusive) a contract will be awarded to the most advantageous tender per Lot.

For Lots 8 to 10 (inclusive) contracts will be awarded to all bidders that meet the award criteria per Lot. Future requirements will be called off under the framework agreement via either direct awards or mini competitions.

Award method when using the framework

Either with or without competition

Contracting authorities that may use the framework

Establishing party only

Participation

Particular suitability

Lot 3. End User Experience

Lot 4. Cyber Operations

Lot 5. Service Integration

Lot 6. Oracle

Lot 7. Technical Services

Lot 8. Transformation Services

Lot 9. Platform Engineering

Lot 10. Testing Services

Small and medium-sized enterprises (SME)

Submission

Submission type

Requests to participate

Deadline for requests to participate

8 December 2025, 11:59pm

Submission address and any special instructions

The Procurement Specific Questions and Invitation to Negotiate will be published via Northern Powergrid's eTendering Tool, Jaggaer.

https://northernpowergrid.tlb.app.jaggaer.com/

Suppliers need to register a supplier account in order to access Northern Powergrid's procurement opportunities. Click on the "How to Register" button on the Jaggaer home screen for further guidance.

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

1 May 2026

Recurring procurement

Publication date of next tender notice (estimated): 1 April 2033

Award criteria

Lot 1. Infrastructure Operations

Lot 2. Application Operations

Lot 5. Service Integration

Lot 6. Oracle

Name	Type	Weighting
Price	Price	65%
Technical	Quality	30%
Terms and Conditions	Quality	5%

Lot 3. End User Experience

Name	Type	Weighting
Technical	Quality	50%
Price	Price	45%
Term and Conditions	Quality	5%

Lot 4. Cyber Operations

Lot 7. Technical Services

Name	Type	Weighting
Technical	Quality	50%
Price	Price	45%
Terms and Conditions	Quality	5%

Lot 8. Transformation Services

Lot 9. Platform Engineering

Lot 10. Testing Services

Name	Type	Weighting
Technical	Quality	95%
Terms and Conditions	Quality	5%

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Special regime

Utilities

Competitive flexible procedure description

This is a two-stage procedure.

1. Procurement Specific Questionnaire including a Confidentiality Agreement.

2. Invitation to Negotiate.

Further detail in relation to the requirements can be found in the documents available from the eTendering Portal.

Documents

Documents to be provided after the tender notice

A suite of documents will be made availble to suppliers via the Procurement Specific Questions and Invitation to Negotiate in the eTendering Tool.

Contracting authority

Northern Powergrid (Northeast) plc

- Companies House: 02906593

Lloyds Court 78 Grey Street

Newcastle upon Tyne

NE1 6AF

United Kingdom

Contact name: James Bell

Telephone: 07731024333

Email: purchasing@northernpowergrid.com

Website: http://www.northernpowergrid.com

Region: UKC22 - Tyneside

Organisation type: Private utility

Other organisation

These organisations are carrying out the procurement, or part of it, on behalf of the contracting authorities.

Northern Powergrid Limited

Summary of their role in this procurement: Northern Powergrid Group Company that will run the procurement event and enter into contract with the successful bidders.

- Companies House: 03271033

Lloyds Court 78 Grey Street

Newcastle upon Tyne

NE1 6AF

United Kingdom

Contact name: James Bell

Telephone: +447731024333

Email: james.bell@northernpowergrid.com

Region: UKC22 - Tyneside

Contact organisation

Contact Northern Powergrid Limited for any enquiries.