

This notice in TED website: <https://ted.europa.eu/udl?uri=TED:NOTICE:184955-2021:TEXT:EN:HTML>

**United Kingdom-London: Telephone and data transmission services
2021/S 072-184955**

Contract award notice – utilities

Results of the procurement procedure

Services

Legal Basis:

Directive 2014/25/EU

Section I: Contracting entity

I.1) Name and addresses

Official name: Energy Networks Association Ltd

National registration number: 04832301

Postal address: 4 More London Riverside

Town: London

NUTS code: UK United Kingdom

Postal code: SE1 2AU

Country: United Kingdom

Contact person: David McCarthy

E-mail: david.mccarthy@energynetworks.org

Telephone: +44 2077065123

Internet address(es):

Main address: <https://www.energynetworks.org/>

I.6) Main activity

Other activity: Trade Organisation

Section II: Object

II.1) Scope of the procurement

II.1.1) Title:

The (105) Single Emergency Number (SEN) System

II.1.2) Main CPV code

64210000 Telephone and data transmission services

II.1.3) Type of contract

Services

II.1.4) Short description:

The Single Emergency Number (SEN) service is required to operate in the whole of Great Britain. When a customer calls the SEN, the service should route them to a call handling platform of the appropriate Network Operator, so that the existing network operator call, and fault management procedures can be invoked.

II.1.6) Information about lots

This contract is divided into lots: no

II.1.7) Total value of the procurement (excluding VAT) (Agree to publish? yes)

Value excluding VAT: 6 045 500.00 GBP

II.2) **Description**

II.2.3) **Place of performance**

NUTS code: UK United Kingdom

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

The objective of this procurement project was to engage a counterparty that could provide (operate and maintain) a call routing system that would enable the GB public to dial a designated 3 digit number and automatically be routed to the DNO related to their geographical location in the UK. The system had to have processes in place to route calls if auto routing failed or was not possible. The provider needed to be able to maintain and develop the system over the lifetime of the contract and provide information on the system upon request.

II.2.5) **Award criteria**

Quality criterion - Name: Operational — Quality of Technical Solution / Weighting: 43

Quality criterion - Name: Operational — Confidence in Delivery of 3DN Service / Weighting: 17

Price - Weighting: 40

II.2.11) **Information about options**

Options: no

II.2.13) **Information about European Union funds**

The procurement is related to a project and/or programme financed by European Union funds: no

II.2.14) **Additional information**

Section IV: Procedure

IV.1) **Description**

IV.1.1) **Type of procedure**

Negotiated procedure with prior call for competition

IV.1.3) **Information about a framework agreement or a dynamic purchasing system**

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 in the OJ S: [2019/S 212-521277](#)

IV.2.8) **Information about termination of dynamic purchasing system**

IV.2.9) **Information about termination of call for competition in the form of a periodic indicative notice**

Section V: Award of contract

Title:

Single Emergency Number Service Agreement

A contract/lot is awarded: yes

V.2) **Award of contract**

V.2.1) **Date of conclusion of the contract:**

02/03/2021

V.2.2) **Information about tenders**

Number of tenders received: 2

The contract has been awarded to a group of economic operators: no

V.2.3) **Name and address of the contractor**

Official name: Vodafone Ltd
National registration number: 01471587
Town: Newbury
NUTS code: UKJ1 Berkshire, Buckinghamshire and Oxfordshire
Country: United Kingdom
The contractor is an SME: no

V.2.4) **Information on value of the contract/lot (excluding VAT) (Agree to publish? yes)**

Initial estimated total value of the contract/lot: 5 838 000.00 GBP
Lowest offer: 6 010 628.00 GBP / Highest offer: 33 081 219.00 GBP taken into consideration

V.2.5) **Information about subcontracting**

V.2.6) **Price paid for bargain purchases**

Section VI: Complementary information

VI.3) **Additional information:**

VI.4) **Procedures for review**

VI.4.1) **Review body**

Official name: Energy Networks Association
Town: London
Postal code: SE1 2AU
Country: United Kingdom

VI.5) **Date of dispatch of this notice:**

09/04/2021