DoF – Collaborative Arrangement – Provision of Natural Gas 2026

Resource ID: ID 5828888

USER PROTOCOL

This contract is managed by:

Collaboration Energy and Fleet
Central Procurement Directorate
Supplies and Services Division
303 Airport Road West
BELFAST
BT3 9ED

Email: collaboration.cpd@finance-ni.gov.uk

1. Background

CPD Supplies and Services Division has established a 3 year Contract for the Provision of a blended Natural Gas which will commence on 01 April 2026. The Contract will expire on 31 March 2029. The blend will be 90% brown gas and 10% renewable gas.

The Contract was awarded to Firmus Energy.

2. Services Available

This Contract will be for the supply of Natural Gas for a term of 36 months.

The participating bodies are –

Dept/ Body
Department of Agriculture, Environment and Rural Affairs (DAERA)
DAERA -Agri food and Biosciences Institute (AFBI)
DAERA - Lough's Agency
Department for Communities (DfC)
DfC – Public Records Office NI (PRONI)
DfC - Foras na Gaeilge
DfC - Ulster Scots Agency
DfC – Commissioner for Older People NI (COPNI)
DfC – Charity commission NI (CCNI)
DfC – Ulster support Employment limited (USEL)
DfC - Sport NI
DfC - Libraries NI
DfC – Armagh Observatory and Planetarium (AOP)
DfC - National Museums NI (NMNI)
Department of Education (DE)
DE – Council for curriculum, examinations and assessment (CCEA)
Department for the Economy (DfE)
DfE - The Consumer Council
DfE - Invest NI (BSDL/MRDE)
DfE - South West College (SWC)
DfE - Stranmillis University College
DfE - Northern Regional College (NRC)
DfE - South Eastern Regional College (SERC)
DfE - Consumer Affairs/Trading Standards
DfE - Southern Regional College (SRC)
DfE - NI Screen
DfE - North West Regional College (NWRC)
DfE – Health and Safety Executive NI (HSENI)

DfE - Belfast Metropolitan College (BMC)
Department for Infrastructure (DfI)
DfI – Driver and Vehicle Agency (DVA)
Department of Justice (DoJ)
DoJ - Youth Justice Agency DoJ – Probation Board NI (PBNI) DoJ – Northern Ireland Prison Service (NIPS) DoJ – Legal Services Agency NI (LSANI) DoJ – NI Courts and Tribunals Service (NICTS) DoJ - Police ombudsman NI DoJ - Forensic Science NI
Department of Finance (DoF - PD)
Department of Health (DoH)
The Executive Office (TEO)
TEO - Equality Commission TEO - Maze Long Kesh DC
NI Assembly
NI Audit Office
Public Prosecution Service (PPS)
NI Water
Northern Ireland Housing Executive (NIHE)
Education Authority NI (EA)
Police Service NI (PSNI)
Translink
St Mary's University College Belfast
Queens University Belfast (QUB)
Ulster University (UU)
Ministry of Defence – NI sites (MoD – NI)
Business Services Organisation (BSO)
Belfast Health and Social Care Trust (BHSCT)
Northern Health and Social Care Trust (NHSCT)
South Eastern Health and Social Care Trust (SEHSCT)
Southern Health and Social Care Trust (SHSCT)
Western Health and Social Care Trust (WHSCT)
NI Fire and Rescue Service (NIFRS)
NI Ambulance Service (NIAS)

3. On-Boarding of Additional Sites / Removal of sites

Users of the Arrangement are required to complete the **"ID 5828888 – Additional site / Removal of site Form"** which can be downloaded from the CPD website.

Addition/Removal of site forms are to be provided with a notice period of one month in advance of the addition/removal being actioned by the supplier. Any addition/removal requests not provided with a minimum of 1 month's advanced

notice cannot be processed until the following month. Please note that clients may be responsible for any invoicing/usage during this period.

The completed **"ID 5828888 – Additional site / Removal of site Form"** is to be submitted to CPD at: Collaboration.CPD@finance-ni.gov.uk, along with a recent invoice where applicable.

3.1 Tariff Change requests

For any tariff change requests, clients are responsible for requesting these directly with Firmus using the email detailed below in section 6. Any tariff change requests must also be cc'd to collaboration.cpd@finance-ni.gov.uk and cpdqueries@heg.ie.

4. Business Case Requirement

Please note all public sector spend should be made in accordance with the relevant business case approvals process. This often requires a proportionate business case to be carried out prior to spend being committed. Users of this arrangement should check with their economist what the appropriate business case requirements are for their organisation.

5. Contract Management

This contract will be managed in accordance with section 19. of the Specification of requirements – Contract Management.

The operational day-to-day management of the services delivered in conjunction with this Contract will be the responsibility of those person(s) to whom the services are being delivered. Each of the named clients to the contract will lead in the contract management for their respective profiles.

5.1 CPD role

CPD will hold an annual performance review meeting with the contractor. Prior to this meeting CPD may request information from the client(s) relating to the contractor's performance. As and when required the client may be offered the opportunity to attend these meetings.

Where significant issues in terms of contractor performance are experienced, the client should inform CPD with supporting evidence. CPD will then liaise with the contractor to determine any possible resolution.

5.2 Key Performance indicators

As a minimum the Suppliers performance shall be measured on an annual basis by CPD and recorded against the agreed KPIs. Each KPI depending on its importance to the Buyer is either Pass or Fail or a Performance Measurement figure of 1, 3 or 5 based on the following index:

Performance Index Ratings

5 Excellent

3 Acceptable

1 Unacceptable

KPI-1 – Annual Spend Data

The supplier will be required to provide annual spend data. The spend data is to cover all users spend and to be broken down by Department / organisation / body. The spend data may be requested more frequently if required.

The spend data is to be provided within 3 weeks from request.

Unit of measurement –

Pass	Spend data provided within 3 weeks of request
Fail	Spend data not provided within 3 weeks of request

KPI-2 – Availability of Contract Manager

The supplier will be required to respond/answer emails within 2 working days. The supplier will be required to put in place alternative contact details if the Account Manager is unavailable.

Unit of measurement –

97% or above	Excellent (5)
90% - 97%	Acceptable (3)
Less than 90%	Unacceptable (1)

KPI-3 - Contract Query Resolution

The supplier will be required to resolve customer queries within 3 working days of the first customer interaction where there is no external stakeholder involvement.

Unit of measurement –

95% or above	Excellent (5)
90% - 95%	Acceptable (3)
Less than 90%	Unacceptable (1)

6. Key Contacts

The Contractor is Firmus Energy

Firmus Energy Key Personnel:

Billing Enquiries - billing@firmusenergy.co.uk

Terry Rice, Contract Sales manager - trice@firmusenergy.co.uk

NB Please ensure when contacting Firmus Energy regarding billing queries to cc Terry Rice into any email correspondence.

7. Pricing

The Contract pricing is considered to be commercially sensitive information. CPD will only release this information upon request once an **"ID 5828888 - Non Disclosure Agreement Form"** has been completed and returned. This agreement can also be accessed via the CPD website.

AccountNI Users

The Contract is available via the AccountNI system.

Non-AccountNI Users

Invoicing terms are agreed between the client and the Supplier and the overarching terms and conditions.

10. Management Information – Non AccountNI users

Organisations that do not use AccountNI will be required to provide CPD, upon request, details of their organisation's spend via the Contract. This information is to include the volume of each service element provided by the Contractor. This data will be used to inform any further tender exercise for these services.