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Tender

National Contact Centre

Network Rail Infrastructure Ltd

F05: Contract notice – utilities

Notice identifier: 2021/S 000-000718

Procurement identifier (OCID): ocids-h6vhtk-028a22

Published 13 January 2021, 11:08pm

The closing date and time has been changed to:

15 February 2021 - no time specified

See the [change notice](#).

Section I: Contracting entity

I.1) Name and addresses

Network Rail Infrastructure Ltd

1 Eversholt Street

London

NW1 2DN

Email

Jack.Spence@networkrail.co.uk

Telephone

+44 1908781000

Country

United Kingdom

NUTS code

UK - UNITED KINGDOM

Internet address(es)

Main address

www.networkrail.co.uk

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://networkrail.bravosolution.co.uk/esop/toolkit/opportunity>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://networkrail.bravosolution.co.uk>

Tenders or requests to participate must be submitted to the above-mentioned address

I.6) Main activity

Railway services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

National Contact Centre

II.1.2) Main CPV code

- 79512000 - Call centre

II.1.3) Type of contract

Services

II.1.4) Short description

Network Rail requires a National Contact Centre Service for the use of external stakeholders. This service also covers the Commercial Property Helpdesk. The service is 24/7, 365 days a year, 366 days in a leap year and covers telephony, live chat, email, letter processing and the management of Network Rail's social media

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 64220000 - Telecommunication services except telephone and data transmission services

II.2.3) Place of performance

NUTS codes

- UK - UNITED KINGDOM

II.2.4) Description of the procurement

Network Rail requires a National Contact Centre Service for the use of external

stakeholders. This service also covers the Commercial Property Helpdesk.

The service is 24/7, 365 days a year, 366 days in a leap year and covers telephony, live chat, email and letter processing and the management of Network Rail's social media.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £10,223,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

84

This contract is subject to renewal

No

II.2.9) Information about the limits on the number of candidates to be invited

Maximum number: 5

II.2.10) Information about variants

Variants will be accepted: No

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

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Negotiated procedure with prior call for competition

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.2.2) Time limit for receipt of tenders or requests to participate

Originally published as:

Date

19 April 2021

Changed to:

Date

15 February 2021

See the [change notice](#).

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: 72

VI.4) Procedures for review

VI.4.1) Review body

The High Court

London

Country

United Kingdom