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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): ocds-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](mailto: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](http://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

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## **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

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## **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

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## **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