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Contract

National Contact Centre

Network Rail Infrastructure Ltd

F06: Contract award notice – utilities

Notice identifier: 2022/S 000-000959

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

Published 12 January 2022, 10:45pm

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.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.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £3,815,629.12

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.2.11) 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.2.1) Previous publication concerning this procedure

Notice number: [2021/S 000-000718](#)

Section V. Award of contract

Contract No

30293

Title

National Contact Centre

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 November 2021

V.2.2) Information about tenders

Number of tenders received: 3

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

V.2.3) Name and address of the contractor

Journeycall

Arbroath

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £3,815,629.12

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Network Rail Infrastructure Limited

London

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

The High Court

London

Country

United Kingdom