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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): ocids-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](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.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.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

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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.2.1) Previous publication concerning this procedure**

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

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## **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

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## **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