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Tender

## **Rail Ombudsman Service**

OFFICE OF RAIL AND ROAD

F02: Contract notice

Notice identifier: 2023/S 000-002457

Procurement identifier (OCID): ocds-h6vhtk-0352a7

Published 26 January 2023, 3:32pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

OFFICE OF RAIL AND ROAD

25 Cabot Square

London

E144QZ

#### **Contact**

Gayle Webster

#### **Email**

[procurementteam@orr.gov.uk](mailto:procurementteam@orr.gov.uk)

#### **Telephone**

+44 2072823944

#### **Country**

United Kingdom

**Region code**

UK - United Kingdom

**Justification for not providing organisation identifier**

Not on any register

**Internet address(es)**

Main address

[www.orr.gov.uk](http://www.orr.gov.uk)

**I.3) Communication**

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

<http://orr.bravosolution.co.uk>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<http://orr.bravosolution.co.uk>

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<http://orr.bravosolution.co.uk>

**I.4) Type of the contracting authority**

Ministry or any other national or federal authority

**I.5) Main activity**

Other activity

Regulator

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Rail Ombudsman Service

Reference number

ORR/CT/22-03

#### **II.1.2) Main CPV code**

- 79342300 - Customer services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

The ORR is seeking an independent supplier to provide a complete end-to-end Alternative Dispute Resolution scheme for the rail industry on a not for profit basis, to include the following key features:

- a. free to consumers;
- b. an impartial arbitrator for firms and consumers in resolving disputes;
- c. run on a not for profit basis;
- d. issues decisions that are binding on firms but not consumers; and
- e. a source of evidence and intelligence, drawn from its role resolving disputes, on issues that may cause consumer detriment in the rail industry, the overall passenger experience of raising a complaint about a rail service.

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

### **II.2.4) Description of the procurement**

Services as described above (II.1.4) for an initial period of 5 years with the option to extend for a further 5 years.

### **II.2.5) Award criteria**

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

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

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

There is an option to extend the initial contract period by a further 60 months (5 years).

### **II.2.10) Information about variants**

Variants will be accepted: No

### **II.2.11) Information about options**

Options: Yes

Description of options

There is a mutual option to extend the initial contract period by a further 60 months (5 years).

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions

As described in the ITT.

#### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

#### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Open procedure

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2022/S 000-019455](#)

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

Date

13 March 2023

Local time

10:00am

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

English

**IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 6 (from the date stated for receipt of tender)

**IV.2.7) Conditions for opening of tenders**

Date

13 March 2023

Local time

10:01am

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**Section VI. Complementary information**

**VI.1) Information about recurrence**

This is a recurrent procurement: No

**VI.4) Procedures for review**

**VI.4.1) Review body**

Office of Rail and Road

London

Country

United Kingdom