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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): ocids-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

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

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

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).

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

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

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