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Not applicable

National Contact Centre

Network Rail Infrastructure Ltd

F14: Notice for changes or additional information

Notice identifier: 2021/S 000-002673

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

Published 9 February 2021, 10:56pm

Section I: Contracting authority/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

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

Section VI. Complementary information

VI.6) Original notice reference

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

Section VII. Changes

VII.1.2) Text to be corrected in the original notice

Section number

IV.2.2

Place of text to be modified

Date

Instead of

Date

19 April 2021

Read

Date

15 February 2021