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Tender

EV Charge Point Support & Maintenance Services

Network Rail Infrastructure Ltd

F05: Contract notice – utilities

Notice identifier: 2025/S 000-003841

Procurement identifier (OCID): ocds-h6vhtk-04dbec

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Section I: Contracting entity

I.1) Name and addresses

Network Rail Infrastructure Ltd

Waterloo General Offices

London

SE1 8SW

Email

John.Weston@networkrail.co.uk

Country

United Kingdom

Region code

UK - United Kingdom

National registration number

2904587

Internet address(es)

Main address

www.networkrail.co.uk

Buyer's address

www.networkrail.co.uk

I.3) Communication

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

<https://networkrail.bravosolution.co.uk/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://networkrail.bravosolution.co.uk/>

Tenders or requests to participate must be submitted to the above-mentioned address

I.6) Main activity

Railway services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

EV Charge Point Support & Maintenance Services

II.1.2) Main CPV code

- 64226000 - Telematics services

II.1.3) Type of contract

Services

II.1.4) Short description

Network Rail is undertaking a Decarbonisation and Energy Efficiency Programme to transition towards sustainable and energy-efficient operations. This procurement is for the provision of maintenance services for Network Rail's electric vehicle (EV) charging infrastructure, ensuring optimal uptime, operational reliability, and scalability to support the electrification of Network Rail's fleet.

The contract covers preventive and corrective maintenance, including scheduled servicing, diagnostics, and rapid fault resolution for both AC and DC charge points. It also includes warranty management, spare parts provisioning, and seamless integration with Network Rail's future Charge Point Management System (CPMS) for real-time monitoring, fault detection, and predictive maintenance analytics (procured separately and out of scope of this procurement).

The supplier must demonstrate multi-brand maintenance capability, as the network consists of chargers from multiple OEMs, including Schneider, Kenpower, and Rolec, alongside chargers managed by third parties such as APCOA. The network will expand from 1,000 chargers in Year 1 (currently up to 300 chargers are in operation) to approximately 8,600 chargers by Year 5, with a long-term target of 10,000 charge points.

The procurement aligns with Network Rail's sustainability and operational strategy, ensuring a cost-effective, scalable, and high-quality maintenance framework that supports fleet electrification, decarbonisation targets, and long-term infrastructure resilience. The selected supplier must provide innovative, data-driven maintenance solutions, incorporating remote diagnostics, predictive analytics, and sustainable servicing practices to optimise performance and reduce environmental impact.

II.1.5) Estimated total value

Value excluding VAT: £16,400,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 31158100 - Battery chargers
- 50232100 - Street-lighting maintenance services
- 65300000 - Electricity distribution and related services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

London

II.2.4) Description of the procurement

This procurement seeks to ensure the long-term reliability, scalability, and operational efficiency of Network Rail's expanding EV charging infrastructure. The contract will provide preventive and corrective maintenance services to support the growth of the charging network from an estimated 1,000 chargers in Year 1 (currently operating up to 300 chargers) to 8,600 chargers by Year 5, with a projected total of 10,000 chargers by the end of the contract term.

The contract includes preventive maintenance (PM) and corrective maintenance (CM) services, covering both AC and DC chargers from multiple OEMs (e.g., Schneider, Kenpower, Rolec). Preventive maintenance will involve scheduled inspections, cleaning, calibration, firmware updates, and proactive monitoring to optimise performance and extend charger lifespan. Corrective maintenance will provide rapid fault resolution, minimising downtime in accordance with strict Service Level Agreements (SLAs). This will ensure high operational availability.

Suppliers will be required to integrate seamlessly with Network Rail's future Charge Point

Management System (CPMS), which provides real-time performance monitoring, automated fault detection, and predictive analytics capabilities. The supplier must demonstrate the ability to leverage CPMS data for proactive issue resolution, optimise maintenance schedules, and provide detailed reporting on charger performance trends and fault trends.

The scope of the contract includes:

- **Comprehensive Maintenance Services:** Full lifecycle support for AC and DC EV charge points, ensuring continuous and efficient operation.
- **Scalable Maintenance Framework:** The ability to support a rapidly growing network, expanding from 1,000 chargers in Year 1 to over 8,600 by Year 5, with a long-term projection of up to 10,000 chargers.
- **Performance Management & SLAs:** Compliance with strict response and resolution times for critical and non-critical faults, ensuring minimal disruption to Network Rail's fleet operations.
- **Spare Parts & Warranty Management:** Effective spare parts provisioning, including warranty coordination with OEMs.
- **Integration with CPMS:** The supplier must align maintenance activities with real-time monitoring, fault detection, and automated reporting through Network Rail's CPMS.
- **Sustainability & Innovation:** Adoption of eco-friendly maintenance practices, waste minimisation, and deployment of advanced tools such as predictive analytics and remote diagnostics to enhance operational efficiency.
- **Nationwide Coverage:** The supplier must provide uniform service delivery across all urban, rural, and remote locations, ensuring consistent uptime and performance across the Network Rail estate.

II.2.5) Award criteria

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

II.2.6) Estimated value

Value excluding VAT: £16,400,000

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

Duration in months

60

This contract is subject to renewal

No

II.2.9) Information about the limits on the number of candidates to be invited

Envisaged number of candidates: 8

Objective criteria for choosing the limited number of candidates:

As stated in the procurement documentation.

II.2.10) Information about variants

Variants will be accepted: No

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

II.2.14) Additional information

In order to express an interest and download the procurement documentation you must register with the NR Bravo system at the address listed:

<https://networkrail.bravosolution.co.uk/>

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

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

III.1.6) Deposits and guarantees required

As stated in the procurement documentation.

III.1.7) Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them

As stated in the procurement documentation.

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

As stated in the procurement documentation.

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: Yes

IV.2) Administrative information

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

Date

14 March 2025

Local time

2:00pm

IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates

23 April 2025

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)

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.4) Procedures for review

VI.4.1) Review body

Network Rail

London

Country

United Kingdom