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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

Published 5 February 2025, 3:11pm

### **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](mailto: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](http://www.networkrail.co.uk)

Buyer's address

[www.networkrail.co.uk](http://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

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## **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/>

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## **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.

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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: 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)



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## **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