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Planning

Customer Experience Programme Services

Network Rail Infrastructure Ltd

F04: Periodic indicative notice – utilities

Periodic indicative notice only

Notice identifier: 2021/S 000-005235

Procurement identifier (OCID): ocds-h6vhtk-029be4

Published 15 March 2021, 10:56pm

Section I: Contracting entity

I.1) Name and addresses

Network Rail Infrastructure Ltd

1 Eversholt Street

London

NW1 2DN

Email

Grace.Cope@networkrail.co.uk

Telephone

+44 1908781000

Country

United Kingdom

NUTS code

UK - UNITED KINGDOM

Internet address(es)

Main address

www.networkrail.co.uk

I.3) Communication

Additional information can be obtained from the above-mentioned address

I.6) Main activity

Railway services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Customer Experience Programme Services

II.1.2) Main CPV code

- 79411000 - General management consultancy services

II.1.3) Type of contract

Services

II.1.4) Short description

Network Rail is looking to gain a better understanding of the market ability to support us in the delivery of our Customer Experience Programme. Our intention is to appoint a supplier that can support with the future design development and delivery of the programme from the middle of 2021 to the end of the programme in 2024.

Network Rail is undertaking preliminary market engagement regarding this requirement in the form of this PIN and an associated questionnaire.

This PIN is issued solely for the purposes of preliminary market and is not a call for

competition. Any competition will be advertised at a later date via a separate notice.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 79410000 - Business and management consultancy services
- 79411000 - General management consultancy services

II.2.3) Place of performance

NUTS codes

- UK - UNITED KINGDOM

II.2.4) Description of the procurement

Network Rail is looking to gain a better understanding of the market ability to support us in the delivery of our Customer Experience Programme. Our intention is to appoint a supplier that can support with the future design development and delivery of the programme from the middle of 2021 to the end of the programme in 2024.

Network Rail is undertaking preliminary market engagement regarding this requirement in the form of this PIN and an associated questionnaire.

If you are interested in participating in the questionnaire and/or would like to find out more information regarding the potential opportunity please email Grace.Cope@networkrail.co.uk by the deadline of 17:00 on 15th April 2021 with the subject heading 'Customer Experience Services - PIN', with the following information:

- Company name
- Contact details (including email address)

II.3) Estimated date of publication of contract notice

17 May 2021

Section IV. Procedure

IV.1) Description

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

The procurement is covered by the Government Procurement Agreement: No