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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): ocids-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](mailto: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](http://www.networkrail.co.uk)

**I.3) Communication**

Additional information can be obtained from 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**

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](mailto: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

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## **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