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Contract

## **Service Quality Regime 2024**

Trenitalia c2c Limited

F06: Contract award notice – utilities

Notice identifier: 2025/S 000-008224

Procurement identifier (OCID): ocids-h6vhtk-04b3e9

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### **Section I: Contracting entity**

#### **I.1) Name and addresses**

Trenitalia c2c Limited

Seventh Floor, Centennium House, 100 Lower Thames Street

London

EC3R 6DL

#### **Email**

[procurement@c2craile.net](mailto:procurement@c2craile.net)

#### **Country**

United Kingdom

#### **Region code**

UKI - London

#### **Internet address(es)**

Main address

<https://www.c2c-online.co.uk/>

## **I.6) Main activity**

Railway services

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Service Quality Regime 2024

Reference number

c2c 066

#### **II.1.2) Main CPV code**

- 79313000 - Performance review services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

C2C required a potential supplier to supply the Outputs required to implement the measurement, management and reporting of C2C's Service Quality Regime.

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

- 63711000 - Support services for railway transport
- 71631000 - Technical inspection services
- 79212000 - Auditing services

- 79342320 - Customer-care services

### **II.2.3) Place of performance**

NUTS codes

- UKH3 - Essex

### **II.2.4) Description of the procurement**

Service Quality Regime - further information was supplied within the tender documentation.

### **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

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Open procedure

#### **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.2.1) Previous publication concerning this procedure**

Notice number: [2024/S 000-035737](#)

#### **IV.2.9) Information about termination of call for competition in the form of a periodic indicative notice**

The contracting entity will not award any further contracts based on the above periodic indicative notice

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## **Section V. Award of contract**

### **Contract No**

c2c 066

### **Title**

Service Quality Regime

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

4 March 2025

#### **V.2.2) Information about tenders**

Number of tenders received: 13

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## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

N/A

N/A

Country

United Kingdom