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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): ocds-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

Country

United Kingdom

Region code

UKI - London

Internet address(es)

Main address

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

I.6) Main activity

Railway services

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

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

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

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

N/A

N/A

Country

United Kingdom