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Tender

Claims Handling and Litigation Services

NETWORK RAIL INFRASTRUCTURE LIMITED

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-012870

Procurement identifier (OCID): ocds-h6vhtk-04fba1

Published 3 April 2025, 3:19pm

Changes to notice

This notice has been edited. The [previous version](#) is still available.

Scope

Reference

Project_41724

Description

Network Rail (NR) has a requirement to re-tender the contract for the Claims Handling and Litigation Services, which covers the following areas:

- i. Claims administration (logging, portal management, investigation, liability assessment, resolution).
- ii. Compliance with Statutory Limitation periods and legal timeframes.
- iii. Litigation support for complex claims.
- iv. Digital claims management and data analytics.
- v. Regular performance reporting and audits.

Further details are set out in Appendix E - Specification.

Total value (estimated)

- £7,500,000 excluding VAT
- £9,000,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 January 2026 to 31 December 2028
- Possible extension to 31 December 2030
- 5 years

Description of possible extension:

Extension is two 12 month period (1+1 years).

Main procurement category

Services

CPV classifications

- 66518300 - Insurance claims adjustment services

Contract locations

- UK - United Kingdom

Participation

Legal and financial capacity conditions of participation

1. Supplier Financial Health Score: Supplier Financial Health Model Score" greater than or equal to 40%.

2. The following insurances in place post contract award:

- Employer's (Compulsory) Liability Insurance = £10m
- Public Liability Insurance = £10m
- Professional Indemnity Insurance = £10m

In addition Participants are required to refer to the tender documents.

Technical ability conditions of participation

At the PSQ stage, all participants will be evaluated using the following criteria for their

Technical response which will be scored out of 100%:

1. Contract Evidence (score available 40%)
2. Evidence Approach (score available 20%)
3. Working with External Stakeholders (score available 20%)
4. Public Liability/Vegetation Cases (score available 20%)

Note: All Participants must meet all minimum score requirements set within the PSQ (such as participants achieving a score 25% out of 40% or above for question 1 only (Contract Evidence)).

At the ITT stage, Tenderers will be evaluated using the following criteria for their Technical response which will be scored out of 75%:

1. Service Team - Experience and Approach (score available 22.5%)
2. Rail Sector Claims Experience and Expertise (score available 20.25%)
3. Mobilisation (score available 3.975%)
4. Conflict of Interest Management (score available 3.975%)
5. Knowledge Management and Staff Turnover (score available 3.975%)
6. Additional Value and Innovation (score available 9.825%)
7. Social Value 1 (score available 5.25%)
8. Social Value 2 (score available 5.25%)

In addition Participants are required to refer to the tender documents.

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

17 April 2025, 5:00pm

Submission type

Requests to participate

Deadline for requests to participate

28 April 2025, 1:00pm

Electronic auction will be used

Yes

Submission address and any special instructions

Requests to participate must be submitted via:
<https://networkrail.bravosolution.co.uk/web/login.html>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Suppliers to be invited to tender

Maximum 5 suppliers

Award decision date (estimated)

26 September 2025

Recurring procurement

Publication date of next tender notice (estimated): 31 December 2029

Award criteria

| Name | Description | Type | Weighting |
|-------------|--|-------------|------------------|
| Commercial | Participants will submit pricing/rate card as stated in Appendix F - Commercial Schedule and the rates will then be compared through a proportional vs best methodology, | Price | 25% |

| Name | Description | Type | Weighting |
|--|--|-------------|------------------|
| Q1 - Service Team - Experience and Approach | Please can your organisation provide an overview of the team responsible for delivering the scope of services as specified in Appendix E – Specification. In your response should include a methodology and approach statement for this delivery. | Quality | 22.5% |
| Q2 - Rail Sector Claims Experience and Expertise | Please can your organisation demonstrate its experience and understanding of the UK rail sector, with particular emphasis on legal liability claims handling. The response must detail the specific strategies that would be utilised in handling claims in the rail sector given the scope of services. | Quality | 20.25% |
| Q6 - Additional Value and Innovation | Please can your organisation outline three (3) additional areas of value and innovation that you believe would provide the most value to Network Rail. | Quality | 9.82% |
| SV1 - Social Value | Please explain how your organisation will demonstrate any social value / social responsibility initiatives during the life of this contract. | Quality | 5.25% |

| Name | Description | Type | Weighting |
|--------------------------------------|--|-------------|------------------|
| SV1 - Social Value | Please explain how your organisation will support Network Rail's Social Value Framework and the governments Skills for Life agenda through the delivery of the Specification. | Quality | 5.25% |
| Q3 - Mobilisation | Given there is no transfer of existing files as part of the contract, the successful Tenderer will need to be able to action new claims notifications from the first day of the contract. Please can your organisation outline the considerations and activities required to mobilise the provision of services to Network Rail. | Quality | 3.98% |
| Q4 - Conflict of Interest Management | Network Rail is one of the largest landowners in the UK and operates railway assets across 20,000 miles of track. Therefore, it is distinctly possible that the successful supplier may experience conflict of interest scenarios that need to be presented to Network Rail. Please can your organisation outline how you will deal with conflicts of interest scenarios as they emerge. | Quality | 3.98% |

| Name | Description | Type | Weighting |
|--|---|-------------|------------------|
| Q5 - Knowledge Management and Staff Turnover | Please can your organisation describe and explain how your business will retain knowledge and expertise of Network Rail for the duration of the contract appointment. | Quality | 3.97% |

Other information

Applicable trade agreements

- Government Procurement Agreement (GPA)
- Comprehensive and Progressive Agreement for Trans-Pacific Partnership (CPTPP)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Special regime

Utilities

Competitive flexible procedure description

There will be a PSQ - Procurement Specific Questionnaire for all Participants. All Participants are required to meet the following requirements in order to be invited to the Invitation to Tender (ITT) stage:

1. Pass all pass/fail questions,
2. Not be on the debarment list
3. Meet all minimum score requirements set within the PSQ (such as participants achieving a score 25% out of 40% or above for question 1 only (Contract Evidence)).

Tenderers who are invited to the ITT stage will have their bid evaluated on the basis of a 75% Technical and 25% Commercial criteria. The highest scoring Tenderer will be awarded the contract.

All Participants are required to review the all tender documents for full details.

Contracting authority

NETWORK RAIL INFRASTRUCTURE LIMITED

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Organisation type: Public authority - central government