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Tender

## **Customer Experience Programme**

Network Rail Infrastructure Ltd

F05: Contract notice – utilities

Notice identifier: 2021/S 000-013273

Procurement identifier (OCID): ocds-h6vhtk-02bb4c

Published 11 June 2021, 10:45pm

### **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**

Access to the procurement documents is restricted. Further information can be obtained at

[www.networkrail.co.uk](http://www.networkrail.co.uk)

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

[www.networkrail.co.uk](http://www.networkrail.co.uk)

Tenders or requests to participate must be submitted to 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

**II.1.2) Main CPV code**

- 79400000 - Business and management consultancy and related services

**II.1.3) Type of contract**

Services

**II.1.4) Short description**

Network Rail has identified a requirement to support the Customer Experience Programme from a third-party supplier to deliver the following:

- Expert strategic advice and input to support the programme to deliver and embed a service culture
- The design and creation of training and experiences designed to promote and embed a service culture for all audiences within Network Rail. Further details are described in section 5.
- The delivery of these experiences, and existing experiences, to teams within areas of Network Rail that are identified by the Customer Experience Programme Team.

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

This contract is divided into lots: No

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

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

- 79413000 - Marketing management consultancy services

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

NUTS codes

- UK - United Kingdom

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

Network Rail has identified a requirement to support the Customer Experience Programme from a third-party supplier to deliver the following:

- Expert strategic advice and input to support the programme to deliver and embed a service culture
- The design and creation of training and experiences designed to promote and embed a service culture for all audiences within Network Rail. Further details are described in section 5.
- The delivery of these experiences, and existing experiences, to teams within areas of Network Rail that are identified by the Customer Experience Programme Team.

#### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

**II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

54

This contract is subject to renewal

Yes

Description of renewals

The contract will be re-tendered at the end of the contract term.

**II.2.10) Information about variants**

Variants will be accepted: No

**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**

Negotiated procedure with prior call for competition

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

The procurement is covered by the Government Procurement Agreement: No

### **IV.2) Administrative information**

#### **IV.2.2) Time limit for receipt of tenders or requests to participate**

Date

12 July 2021

Local time

12:00pm

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

#### **IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 4 (from the date stated for receipt of tender)

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: Yes

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

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

The High Court

London

Country

United Kingdom