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Not applicable

Customer Experience Programme

Network Rail Infrastructure Ltd

F14: Notice for changes or additional information

Notice identifier: 2021/S 000-013435

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

Published 14 June 2021, 10:45pm

Section I: Contracting authority/entity

I.1) Name and addresses

Network Rail Infrastructure Ltd

1 Eversholt Street

London

NW1 2DN

Email

Grace.Cope@networkrail.co.uk

Telephone

+44 1908781000

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<https://networkrail.bravosolution.co.uk/esop/guest/go/opportunity/detail?opportunityId=51563>

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

Section VI. Complementary information

VI.6) Original notice reference

Notice number: [2021/S 000-013273](#)

Section VII. Changes

VII.1.2) Text to be corrected in the original notice

Section number

I.3

Instead of

Text

www.networkrail.co.uk

Read

Text

<https://networkrail.bravosolution.co.uk/esop/guest/go/opportunity/detail?opportunityId=51563>