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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](mailto: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>

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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

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## Section VI. Complementary information

### VI.6) Original notice reference

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

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

Read

Text

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