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Contract

## **Rail Ombudsman Service**

OFFICE OF RAIL AND ROAD

F03: Contract award notice

Notice identifier: 2023/S 000-016900

Procurement identifier (OCID): ocds-h6vhtk-0352a7

Published 14 June 2023, 3:15pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

OFFICE OF RAIL AND ROAD

25 Cabot Square

London

E144QZ

#### **Contact**

Gayle Webster

#### **Email**

[gayle.webster@orr.gov.uk](mailto:gayle.webster@orr.gov.uk)

#### **Telephone**

+44 2072823944

#### **Country**

United Kingdom

**Region code**

UKI42 - Tower Hamlets

**Office of Rail and Road**

Office of Rail and Road

**Internet address(es)**

Main address

[www.orr.gov.uk](http://www.orr.gov.uk)

**I.4) Type of the contracting authority**

Ministry or any other national or federal authority

**I.5) Main activity**

Other activity

Regulator

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Rail Ombudsman Service

#### **II.1.2) Main CPV code**

- 79342300 - Customer services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

The ORR is seeking an independent supplier to provide a complete end-to-end Alternative Dispute Resolution scheme for the rail industry on a not for profit basis, to include the following key features:

- a. free to consumers;
- b. an impartial arbitrator for firms and consumers in resolving disputes;
- c. run on a not for profit basis;
- d. issues decisions that are binding on firms but not consumers; and
- e. a source of evidence and intelligence, drawn from its role resolving disputes, on issues that may cause consumer detriment in the rail industry, the overall passenger experience of raising a complaint about a rail service.

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

This contract is divided into lots: No

#### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £4,951,460

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

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

NUTS codes

- UK - United Kingdom

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

The ORR is seeking an independent supplier to provide a complete end-to-end Alternative Dispute Resolution scheme for the rail industry on a not for profit basis, to include the following key features:

- a. free to consumers;
- b. an impartial arbitrator for firms and consumers in resolving disputes;
- c. run on a not for profit basis;
- d. issues decisions that are binding on firms but not consumers; and
- e. a source of evidence and intelligence, drawn from its role resolving disputes, on issues that may cause consumer detriment in the rail industry, the overall passenger experience of raising a complaint about a rail service.

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

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

#### **II.2.11) Information about options**

Options: Yes

Description of options

5 year option period

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## **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: [2023/S 000-002457](#)

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## **Section V. Award of contract**

### **Contract No**

ORR/CT/22-03

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

22 May 2023

#### **V.2.2) Information about tenders**

Number of tenders received: 1

Number of tenders received from SMEs: 1

Number of tenders received by electronic means: 1

The contract has been awarded to a group of economic operators: No

#### **V.2.3) Name and address of the contractor**

Dispute Resolution Ombudsman

Premier House 1st Floor, 1-5 Argyle Way

Stevenage

SG1 2AD

Country

United Kingdom

NUTS code

- UKH2 - Bedfordshire and Hertfordshire

Companies House

08945616

The contractor is an SME

Yes

#### **V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £4,951,460

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## **Section VI. Complementary information**

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

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

Office of Rail and Road

London

Country

United Kingdom