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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): ocids-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

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

I.4) Type of the contracting authority

Ministry or any other national or federal authority

I.5) Main activity

Other activity

Regulator

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;
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- 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

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](#)

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

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Office of Rail and Road

London

Country

United Kingdom