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Planning

Rail Ombudsman

OFFICE OF RAIL AND ROAD

F01: Prior information notice

Prior information only

Notice identifier: 2022/S 000-019455

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

Published 15 July 2022, 3:36pm

Section I: Contracting authority

I.1) Name and addresses

OFFICE OF RAIL AND ROAD

25 Cabot Square

London

E144QA

Contact

Gayle Webster

Email

gayle.webster@orr.gov.uk

Telephone

+44 2072823944

Country

United Kingdom

NUTS code

UKI42 - Tower Hamlets

Internet address(es)

Main address

www.orr.gov.uk

I.3) Communication

Additional information can be obtained from the above-mentioned address

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

II.1.2) Main CPV code

- 79342300 - Customer services

II.1.3) Type of contract

Services

II.1.4) Short description

The May 2021 Williams-Shapps Plan for Rail (WSPR) states that ORR will take over responsibility from the Rail Delivery Group (RDG) for sponsoring the Rail Ombudsman. As part of this new role the ORR is consulting with stakeholders over the future operating model (Consultation on a draft Rail Ombudsman operating model ([orr.gov.uk](https://www.orr.gov.uk))). In parallel with this, the ORR would like to seek the views of possible participants/future bidders/industry in the specific areas listed in the procurement section below.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The ORR are still establishing a complete procurement strategy and cannot settle on a procurement procedure until the OOM consultation and the views obtained under this PIN are complete. ORR would welcome potential bidders to indicate if they would generally be interested in bidding for such a requirement by replying to the email address contained within this notice. When responding, please provide a short description of your company background, particularly in the ADR/Ombudsman service provision. Upon receipt of your expression of interest, we will share a document containing a small number of questions (no more than 5) around a couple of key areas of requirement that we would welcome industry views on (case management system, implementation period and accreditation). Depending on the level of interest that we receive, we would then look to invite all, or a cross selection of participants to come and discuss those specific areas. The intended outcome is to help inform our requirement going forward.

The OOM consultation concludes on 05 Aug 22 and we would look to invite participants before this date, although depending on availability and recognising that this is a tight timeframe in which to respond, some of the invites may be after this date.

II.2.14) Additional information

Any requests to participate in this exercise should be received no later than 05 Aug 22.

II.3) Estimated date of publication of contract notice

31 October 2022

Section IV. Procedure

IV.1) Description

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

The procurement is covered by the Government Procurement Agreement: Yes

Section VI. Complementary information

VI.3) Additional information

Email address for Expressions of Interest: gayle.webster@orr.gov.uk