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Contract

## **Customer User Experience (CUE) Network of Future**

Network Rail Infrastructure Ltd

F06: Contract award notice – utilities

Notice identifier: 2024/S 000-024093

Procurement identifier (OCID): ocds-h6vhtk-0486a5

Published 1 August 2024, 10:46am

### **Section I: Contracting entity**

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

Network Rail Infrastructure Ltd

Waterloo General Offices

London

SE1 8SW

#### **Email**

[Kalpana.Bhatt@networkrail.co.uk](mailto:Kalpana.Bhatt@networkrail.co.uk)

#### **Telephone**

+44 1908781000

#### **Country**

United Kingdom

#### **Region code**

UK - United Kingdom

**Internet address(es)**

Main address

<https://www.networkrail.co.uk/>

**I.6) Main activity**

Railway services

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**Section II: Object**

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

**II.1.1) Title**

Customer User Experience (CUE) Network of Future

**II.1.2) Main CPV code**

- 50332000 - Telecommunications-infrastructure maintenance services

**II.1.3) Type of contract**

Services

**II.1.4) Short description**

This contract is for a Managed Service Provider (MSP) who will provide Build and Transform services for enterprise data connectivity to all Network Rail users, followed by Operate services to agreed SLAs and KPIs post transformation.

**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: £64,626,643.89

**II.2) Description**

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

NUTS codes

- UK - United Kingdom

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

This contract is for a Managed Service Provider (MSP) who will provide Build and Transform services for enterprise data connectivity to all Network Rail users (e.g., corporate offices, depots, signal boxes), followed by Operate services to agreed SLAs and KPIs post transformation. The MSP will provide a fully managed service (including warranty) and will be expected to maintain/replace hardware before risk is introduced to the service, or when it is beyond economic value.

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

Options: Yes

Description of options

2 Year extension, SOC (Security Operations Centre), remedial work

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

Competition under Network Rail qualification system (SQS-Supplier Qualification System)

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

The procurement is covered by the Government Procurement Agreement: No

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

A contract/lot is awarded: Yes

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

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

11 July 2024

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

Number of tenders received: 4

Number of tenders received by electronic means: 4

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

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

Computacenter UK Ltd

Hatfield

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

01584718

The contractor is an SME

No

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

Total value of the contract/lot: £64,626,643.89

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## **Section VI. Complementary information**

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

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

The High Court

Strand

london

WC2A 1AA

Country

United Kingdom