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Contract

## **Customer Experience Programme**

Network Rail Infrastructure Ltd

F06: Contract award notice – utilities

Notice identifier: 2021/S 000-029397

Procurement identifier (OCID): ocds-h6vhtk-02bb4c

Published 25 November 2021, 10:45pm

### **Section I: Contracting 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

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

**I.6) Main activity**

Railway services

## **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 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.
- The delivery of these experiences, and existing experiences, to teams within areas of Network Rail that are identified by the Customer Experience Programme Team.

#### **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: £2,000,000

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

#### **II.2.2) Additional CPV code(s)**

- 79413000 - Marketing management consultancy services

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

NUTS codes

- UK - United Kingdom

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

Network Rail 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.
- The delivery of these experiences, and existing experiences, to teams within areas of Network Rail that are identified by the Customer Experience Programme Team.

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

Quality criterion - Name: Technical / Weighting: 60%

Quality criterion - Name: Commercial / Weighting: 40%

Cost criterion - Name: Not to Exceed Rate Card / Weighting: 100%

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

Options: No

#### **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**

Negotiated procedure with prior call for competition

#### **IV.1.3) Information about a framework agreement or a dynamic purchasing system**

The procurement involves the establishment of a framework agreement

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

The procurement is covered by the Government Procurement Agreement: No

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

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

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

### **Title**

Customer Experience Programme

A contract/lot is awarded: Yes

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

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

25 November 2021

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

Number of tenders received: 3

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

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

Labinah Management Training Ltd

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Total value of the contract/lot: £2,000,000

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## **Section VI. Complementary information**

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

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

The High Court

London

Country

United Kingdom