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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

Telephone

+44 1908781000

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

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](#)

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

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

The High Court

London

Country

United Kingdom