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Tender

Scotland's Railway - Customer Insights Framework

Network Rail Infrastructure Ltd

F05: Contract notice – utilities

Notice identifier: 2021/S 000-032145

Procurement identifier (OCID): ocds-h6vhtk-030508

Published 22 December 2021, 10:45pm

Section I: Contracting entity

I.1) Name and addresses

Network Rail Infrastructure Ltd

1 Eversholt Street

London

NW1 2DN

Email

Andrew.Campbell2@networkrail.co.uk

Telephone

+44 1908781000

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

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

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

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

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

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

Tenders or requests to participate must be submitted to the above-mentioned address

I.6) Main activity

Railway services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Scotland's Railway - Customer Insights Framework

II.1.2) Main CPV code

- 79300000 - Market and economic research; polling and statistics

II.1.3) Type of contract

Services

II.1.4) Short description

It is expected that the successful tender will provide Scotland's Railway with expertise and guidance on

developing the appropriate customer insight framework that enables us to create action plans to support the

identification of requirements to improve our offering as well as increasing passenger volumes across

our network, and ultimately drive towards a railway that will support the Scottish Government's

ambitions for a carbon Net Zero society.

This insight will be available for the whole rail industry in Scotland, not only Network Rail, so an end to

end view of a passenger's journey (or freight customers transportation of goods) is imperative.

II.1.5) Estimated total value

Value excluding VAT: £4,500,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

II.2.4) Description of the procurement

A Nil value framework will be procured under a measured term form of services agreement. This will cover the entirety of the Scotland region and each commission contract is expected to gather and analyse customer insights within a particular geographical area within the country. Further detail is available within the procurement documents.

The framework is expected to run for three years, however an option for additional extensions totalling 5 years will be added to allow this service to run for longer if it is deemed necessary.

The value to go through the framework is expected to be in the region of £2.5m, to accommodate emerging scope the cap will be set at £4.5m

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

This framework duration may be extended by 24 months, a further 24 months thereafter and then a further 12 months.

II.2.9) Information about the limits on the number of candidates to be invited

Maximum number: 4

Objective criteria for choosing the limited number of candidates:

As detailed in the procurement documents provided

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

There will be 3 options to extend the duration of the framework (set out in II.2.7 above).

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 III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

III.1.4) Objective rules and criteria for participation

List and brief description of rules and criteria

Available within the procurement documents

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Negotiated procedure with prior call for competition

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.2.2) Time limit for receipt of tenders or requests to participate

Date

31 January 2022

Local time

8:00am

IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates

11 February 2022

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 3 (from the date stated for receipt of tender)

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

The High Court of England and Wales

7 Rolls Building, Fetter Lane

London

EC4A 1NL

Country

United Kingdom