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Planning

## **Incident Mangement System**

Network Rail Infrastructure Ltd

F04: Periodic indicative notice – utilities

Periodic indicative notice only

Notice identifier: 2022/S 000-032830

Procurement identifier (OCID): ocids-h6vhtk-05150f

Published 18 November 2022, 3:31pm

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

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

Network Rail Infrastructure Ltd

1 Eversholt Street

London

NW1 2DN

#### **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.3) Communication**

Additional information can be obtained from the above-mentioned address

**I.6) Main activity**

Railway services

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**Section II: Object**

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

**II.1.1) Title**

Incident Management System

**II.1.2) Main CPV code**

- 72000000 - IT services: consulting, software development, Internet and support

**II.1.3) Type of contract**

Services

**II.1.4) Short description**

Following devolution, 14 routes were created which are supported by five Network Rail regions – Eastern, North West & Central, Scotland, Southern and Wales & Western. Southern region has specifically commenced a programme of works that aims to deliver significant benefits in performance, safety, customer satisfaction and reducing costs in operations within Network Rail. One of the key aims within this programme of works is to deploy a new incident management system (IMS) in order to improve the incident management process across the control centres. Our aim is to standardise the incident management process across our control centres, to reduce the time we spent logging incidents and to improve how we handle incidents. Incident management is a critical and

strategic part of the overall disruption management activity. Existing incident management systems and processes have been in place for many years and do not assist Incident Controllers (ICs) to managing incidents efficiently and effectively. The current process for incident management is spread across several disparate application systems involving different business processes across each of the routes.

The aim of a future IMS project would be to deploy a new solution to the 3 routes within Southern region to resolve these issues, and provide several improvements in the incident management handling process. In the case where a future IMS system was well received into Southern region, the vision is for a single, integrated, national system, with harmonised business processes across all routes. Strategically, it is envisioned a solution would be further integrated into and with the wider rail community (TOCs, FOCs, etc.) providing a holistic incident management process.

Network Rail would like to invite prospective suppliers to submit a Request for Information (RFI) Submission Template, which addresses this challenge statement. Network Rail would like to understand indicative costs for deployment of an IMS deployment to:

- Southern region (comprising of 3 routes)
- National roll out (comprising a further 10 routes)

Network Rail reserves the rights to hold discussions with Suppliers, following a response to this RFI.

#### **II.1.6) Information about lots**

This contract is divided into lots: No

## **II.2) Description**

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

- 48000000 - Software package and information systems

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

NUTS codes

- UK - United Kingdom

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

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### **II.3) Estimated date of publication of contract notice**

18 November 2022

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## **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: No

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## Section VI. Complementary information

### VI.3) Additional information

To access the instruction/guidance on how to be a part of the initial Pre Market engagement and to access the Pre Market engagement support document please follow below link.

Deadline for responding is 16th Dec'22.

<https://networkrail.bravosolution.co.uk/esop/guest/go/opportunity/detail?opportunityId=55315>

Send your completed RFI submission template via email as an attachment to [Kalpana.bhatt@networkrail.co.uk](mailto:Kalpana.bhatt@networkrail.co.uk) with the email subject "project\_35355 - #29374 - Incident Management System"