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Tender

## **Service Quality Regime 2024**

Trenitalia c2c Limited

F05: Contract notice – utilities

Notice identifier: 2024/S 000-035737

Procurement identifier (OCID): ocds-h6vhtk-04b3e9

Published 5 November 2024, 10:02am

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

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

Trenitalia c2c Limited

7th Floor, Centennium House, 100 Lower Thames Street

London

EC3R 6DL

#### **Contact**

Danielle Scott

#### **Email**

[danielle.scott@c2crail.net](mailto:danielle.scott@c2crail.net)

#### **Country**

United Kingdom

#### **Region code**

UKI31 - Camden and City of London

**National registration number**

07897267

**Internet address(es)**

Main address

<https://www.c2c-online.co.uk/>

**I.3) Communication**

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

<https://c2c-rail.ukp.app.jaggaer.com>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://c2c-rail.ukp.app.jaggaer.com>

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**

Service Quality Regime 2024

Reference number

c2c 066

#### **II.1.2) Main CPV code**

- 79313000 - Performance review services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

C2C requires a potential supplier to supply the Outputs required to implement the measurement, management and reporting of C2C's Service Quality Regime.

#### **II.1.5) Estimated total value**

Value excluding VAT: £1,750,000

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

This contract is divided into lots: No

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

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

- 63711000 - Support services for railway transport
- 71631000 - Technical inspection services
- 79212000 - Auditing services
- 79342320 - Customer-care services

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

NUTS codes

- UKH3 - Essex

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

Service Quality Regime - further information is supplied within the tender documentation.

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

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

#### **II.2.6) Estimated value**

Value excluding VAT: £1,750,000

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

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

Option to renew for a further 36 months (3 x 12 months)

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **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

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## **Section IV. Procedure**

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

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

Open procedure

#### **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

5 December 2024

Local time

10:00am

#### **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: 6 (from the date stated for receipt of tender)

#### **IV.2.7) Conditions for opening of tenders**

Date

5 December 2024

Local time

10:00am

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.3) Additional information**

This procurement exercise will be conducted on the Jaggaer One e-procurement portal:

<https://c2c-rail.ukp.app.jaggaer.com/go/161093660192FBB90FE6>

Any suppliers who wish to show interest in submitting for this tender are required to log into the c2c portal and any suppliers who are not registered are required to sign up to c2c's Jaggaer portal in order to submit their bid.

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

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

Trenitalia G2C Limited

London

Country

United Kingdom