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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): ocids-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

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

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

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 C2C Limited

London

Country

United Kingdom