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Tender

Claims Handling & Litigation Services

Network Rail Infrastructure Ltd

F02: Contract notice

Notice identifier: 2024/S 000-040748

Procurement identifier (OCID): ocds-h6vhtk-04c913

Published 18 December 2024, 11:55am

Section I: Contracting authority

I.1) Name and addresses

Network Rail Infrastructure Ltd

Waterloo General Offices

London

SE1 8SW

Contact

Amerjeet K Kaur

Email

Amerjeet.Kaur@networkrail.co.uk

Telephone

+44 1908781000

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

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/web/login.html>

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

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

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

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Claims Handling & Litigation Services

II.1.2) Main CPV code

- 66518300 - Insurance claims adjustment services

II.1.3) Type of contract

Services

II.1.4) Short description

Introduction/Description

This Prior Information Notice (PIN) is issued to inform potential suppliers of the forthcoming procurement for Claims Handling and Litigation Services. The purpose is to give early notification and engage with the market prior to the formal procurement process.

Network Rail is striving to deliver a simpler, better, greener railway, as the industry transitions towards GBR (Great British Railways).

Network Rail require a one-stop shop whereby both claims handling and litigation services are provided, however, the tendered model could involve a provider who can provide both claims handling and litigation services (firm of solicitors), or alternatively a TPA (third party administrator) dealing with the claims handling, teaming up with a provider of litigation services.

The Scope of Services

Network Rail operates a devolved model whereby the organisation is divided into 5 regions – Wales & Western, Southern, North-western Central, Scotland and Eastern. However, the tender will not be split into lots for each region, therefore the successful tenderer will need to be able to provide national coverage, as the contract award will go to just a single tenderer, with there being no panel structure in place.

The services will cover:

- Claims management for insurance and non-insurance claims
- Litigation services, including pre-litigation investigations, dispute resolution and representation
- Legal advisory services related to claims
- Administrative support and reporting associated with claims handling

The anticipated services will include (but not limited to):

- Public Liability claims,
- Property Owners Liability claims; and
- Employers Liability claims
- third-party property damage claims
- personal injury claims
- first-party property damage recoveries
- litigation services

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 66518300 - Insurance claims adjustment services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

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- first-party property damage recoveries
- litigation services

Additional Information

The Procurement process is expected to commence in early March 2025 (estimated). This PIN is for information purposes only; no tender documents are available at this stage. Interested suppliers are encouraged to express their interest for the forthcoming tender via the link below:

<https://forms.office.com/Pages/ResponsePage.aspx?id=4cMsw9dTU--A9WhWMyUCWxW-vQrthVCsEtb2F2HVmpUNIIHWIICMDMzRUpMVzA2T1ITNEZNTUYzUS4u>

Interested suppliers are required to express an interest for the Expression of Interest (EOI) by the 10 January 2025. Further details will be published in due course.

This PIN does not constitute a call for competition.

Any procurement process will be published via Network Rail's e-tendering portal Bravosolutions. Interested suppliers are encouraged to register on the Bravosolutions portal in order to access the tender when it is live.

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

60

This contract is subject to renewal

Yes

Description of renewals

The services will be renewed if the extension provision within the contract is not utilised, otherwise the contract will be renewed after any extension provisions have expired.

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 III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

Conditions will be stated within the tender documents when the tender is live.

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.2) Conditions related to the contract

III.2.2) Contract performance conditions

Contract performance conditions will be stated within the tender documents when the tender is live.

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

10 January 2025

Local time

11:30pm

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

English

IV.2.7) Conditions for opening of tenders

Date

31 March 2025

Local time

1:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

VI.4) Procedures for review

VI.4.1) Review body

Network Rail Infrastructure Limited

Waterloo General Office

London

SE1 8SW

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

High Court

The Strand

London

WCA 2LL

Country

United Kingdom