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Planning

Accident and Claim Management - Preliminary Market Engagement

NETWORK RAIL INFRASTRUCTURE LIMITED

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-055884

Procurement identifier (OCID): ocds-h6vhtk-0598c2

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Scope

Description

Network Rail is reviewing its strategic approach to how it manages accidents and claims and is seeking to understand options available in the market to ensure best value for Network Rail.

Network Rail will require a new Supplier, under this Agreement, to optimise the management of its Accident and Claims through minimising off road time, timely and professional nationwide customer service, and reducing emissions.

Network Rail currently operates a fleet of circa 10,000 vehicles made up of cars, commercial vehicles and HGVs. We also operate circa 1,200 short term hire vehicles. All of these vehicles are spread nationwide across the country therefore we would expect nationwide coverage of these services. During the time period of 1st July 2024 to 30th June 2025, Network Rail reported a total of 1,858 incidents for the core fleet (197 for cars and 1,661 for commercial vehicles). Therefore we estimate a 12% car incident ratio and 18% commercial incident ratio.

Total value (estimated)

- £33,000,000 excluding VAT
- £39,600,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 August 2026 to 31 July 2029
- Possible extension to 31 July 2031
- 5 years

Main procurement category

Services

CPV classifications

- 50111100 - Vehicle-fleet management services

Engagement

Engagement deadline

26 September 2025

Engagement process description

The purpose of this exercise is to engage the market to gather information and understand aspects of potential best practice to inform our approach to the future procurement activity. The key objectives of this activity are to:

- a. Understand areas of efficiency and best practice to refine and inform Network Rail's requirement to tender Accident and Claim Management Services.
- b. Understand the level of interest from the supply chain for the upcoming tender activity.

This Pre-Market Engagement questionnaire seeks to gain answers to a set of questions posed to the market. Your responses to these questions will help Network Rail to shape its final specification and procurement documentation ahead of commencing the procurement activity.

Please upload this response document within the BravoNR Technical Envelope of pqq_3788 (Preliminary Market Engagement - Accident and Claims Management) by 1200 (Midday) on Friday 26th September 2025. Any clarification messages should also be submitted through the Bravo system, by 1200 (Midday) on Tuesday 23rd September 2025.

Participation

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Procedure

Special regime

Utilities

Contracting authority

NETWORK RAIL INFRASTRUCTURE LIMITED

- Public Procurement Organisation Number: PNZN-9524-VCQJ

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Organisation type: Public authority - central government