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Planning

## Accident and Claim Management

NETWORK RAIL INFRASTRUCTURE LIMITED

UK3: Planned procurement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-066361

Procurement identifier (OCID): ocds-h6vhtk-0598c2 ([view related notices](#))

Published 17 October 2025, 2:30pm

## Scope

## Reference

project\_44192

## Description

Network Rail currently operates a national fleet of circa 10,000 vehicles made up of cars, commercial vehicles and HGVs. We also operate circa 1,200 short term hire vehicles.

Network Rail is seeking to optimise the management of its Accident and Claims for all national vehicle related incidents, through minimising off road time, timely and professional nationwide customer service, and reducing emissions.

The supplier shall be able to provide the following services:

- Incident Reporting & First Notification of Loss (FNOL)
- Incident Management

- Repair Management
- Claims Handling & Insurance Interface
- Driver Support & Welfare
- Reporting and Analytics to include Data Management and Security

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.

The term shall be for an initial four (4) year period. At Network Rail's discretion this may be extended for up to two further two (2) year periods, a maximum total term of eight (8) years

### **Total value (estimated)**

- £35,750,000 excluding VAT
- £42,900,000 including VAT

Above the relevant threshold

### **Contract dates (estimated)**

- 1 August 2026 to 31 July 2030
- Possible extension to 31 July 2034
- 8 years

Description of possible extension:

Extensions will be mutually agreed between Network Rail and the Supplier

Two, two year extensions are allowed, a total of 4 years (2 years + 2 years)

## **Main procurement category**

Services

## **CPV classifications**

- 50111100 - Vehicle-fleet management services

## **Contract locations**

- UK - United Kingdom

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## **Submission**

### **Publication date of tender notice (estimated)**

1 December 2025

### **Enquiry deadline**

5 January 2026, 12:00pm

### **Submission type**

Requests to participate

### **Deadline for requests to participate**

9 January 2026, 12:00pm

## **Submission address and any special instructions**

<https://networkrail.bravosolution.co.uk/web/login.html>

## **Tenders may be submitted electronically**

Yes

## **Languages that may be used for submission**

English

## **Award decision date (estimated)**

30 June 2026

## **Recurring procurement**

Publication date of next tender notice (estimated): 31 July 2033

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## **Other information**

### **Applicable trade agreements**

- Government Procurement Agreement (GPA)
  - Comprehensive and Progressive Agreement for Trans-Pacific Partnership (CPTPP)
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## **Procedure**

### **Procedure type**

Competitive flexible procedure

### **Special regime**

Utilities

### **Competitive flexible procedure description**

A procurement specific questionnaire will be issued to all interested parties, and after down selection, up to 5 participants will be invited to tender

### **Reduced tendering period**

Yes

Qualifying planned procurement notice - minimum 10 days

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## **Documents**

### **Documents to be provided after the tender notice**

Any additional documents will be issued via the Bravo/Jaggaer sourcing platform, project\_44192

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## Contracting authority

### **NETWORK RAIL INFRASTRUCTURE LIMITED**

- Public Procurement Organisation Number: PNZN-9524-VCQJ

Waterloo General Office

London

SE1 8SW

United Kingdom

Contact name: Nicola Dixey

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Website: <https://www.networkrail.co.uk/>

Region: UKI45 - Lambeth

Organisation type: Public authority - central government