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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): ocids-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

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

Other information

Applicable trade agreements

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

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

Documents

Documents to be provided after the tender notice

Any additional documents will be issued via the Bravo/Jaggaer sourcing platform, project_44192

Contracting authority

NETWORK RAIL INFRASTRUCTURE LIMITED

- Public Procurement Organisation Number: PNZN-9524-VCQJ

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SE1 8SW

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Region: UKI45 - Lambeth

Organisation type: Public authority - central government