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Planning

National Undertaking Service

NETWORK RAIL INFRASTRUCTURE LIMITED

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

Notice identifier: 2025/S 000-066803

Procurement identifier (OCID): ocids-h6vhtk-05d003

Published 20 October 2025, 3:45pm

Scope

Description

Network Rail would like to hear from any organisations who are able to provide a National Undertaking Service dealing with fatalities on the railway.

This is a fully National service including remote areas of England, Wales and Scotland. The supplier shall not sub-contract any part of the service.

The supplier shall collect the deceased from an agreed position of safety (i.e. not trackside).

The supplier shall provide a rapid response of the care and collection of the deceased following a fatality on the railway (arriving within a max of 2 hours).

The supplier shall provide a 24 hour service 365 days a year and shall respond to call outs within 90 minutes.

The supplier shall provide a National call centre with a 24 hour service for 365 days of the year and shall ensure that calls are answered and dealt with to the agreed KPI's.

The supplier shall care for and deliver the deceased and their personal effects which are

not retained by the police to the mortuary recognising the requirement of a police escort.

The supplier's staff shall be dressed smartly and appropriately and use clean and discreet vehicles that are fully equipped with the appropriate equipment to attend Network Rail sites.

Total value (estimated)

- £7,920,000 excluding VAT
- £9,504,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 June 2026 to 30 June 2030
- Possible extension to 30 June 2032
- 6 years, 1 month

Main procurement category

Services

CPV classifications

- 98371000 - Funeral services

Contract locations

- UK - United Kingdom

Engagement

Engagement deadline

20 November 2025

Engagement process description

If your organisation is able to provide a national service without sub-contracting any part of the service, please respond to this PIN notice by email to Julia.Petrova@networkrail.co.uk by 12:00, 20 of November 2025 to register your interest, titling your email 'Network Rail Undertaking Services PIN'. Following receipt of your email, you will be issued with a response template which consists of various questions.

Network Rail may request further engagement with suppliers who respond to this PIN, where clarifications would help provide further insight to the response already provided.

Participation

Particular suitability

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

Submission

Publication date of tender notice (estimated)

2 February 2026

Procedure

Special regime

Utilities

Contracting authority

NETWORK RAIL INFRASTRUCTURE LIMITED

- Public Procurement Organisation Number: PNZN-9524-VCQJ

Waterloo General Office

London

SE1 8SW

United Kingdom

Contact name: Julia Petrova

Email: Julia.Petrova@networkrail.co.uk

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

Region: UKI45 - Lambeth

Organisation type: Public authority - central government