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Tender

Tender for the Provision of Customer Contact Centre Managed Service

ARRIVA UK TRAINS LIMITED

F02: Contract notice

Notice identifier: 2025/S 000-002766

Procurement identifier (OCID): ocds-h6vhtk-04d696

Published 27 January 2025, 5:25pm

Section I: Contracting authority

I.1) Name and addresses

ARRIVA UK TRAINS LIMITED

ADMIRAL WAY

SUNDERLAND

SR33XP

Contact

Maeve MOLLOY

Email

molloym@arrivatrails.co.uk

Country

United Kingdom

Region code

UK - United Kingdom

Companies House

03166214

Internet address(es)

Main address

<https://marketdojo.com/>

I.3) Communication

Access to the procurement documents is restricted. Further information can be obtained at

<https://marketdojo.com/>

Additional information can be obtained from the above-mentioned address

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

I.4) Type of the contracting authority

Other type

Private Limited Company

I.5) Main activity

Other activity

General Public Services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Tender for the Provision of Customer Contact Centre Managed Service

Reference number

AUKT/ITT/CCC/270125

II.1.2) Main CPV code

- 79342300 - Customer services

II.1.3) Type of contract

Services

II.1.4) Short description

Tender is being conducted for the provision of a customer contact centre-managed service for Train Operating Companies (TOCs) Chiltern and Grand Central. This will include providing agents to assist our customers with telesales, web support, passenger assistance, NRE transfer, emails, and refunds. (Retail or Transport experience is required).

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

The managed service needs to provide agents within the UK or EU.

II.2.4) Description of the procurement

Arriva UK Trains (AUKT) is running a tender for the provision of a Customer Contact Centre-managed service on behalf of Train Operating Companies (TOCs) Chiltern and Grand Central.

AUKT defines the Customer Contact Centre services as providing seamless support across various communication channels, including phone, and email for, telesales, web aftersales support, assisted travel, transfers from NRE, refund processing for online and telesales and ad hoc overflow for customer relations. The average volume per month for

Chiltern is 1000 calls, and for Grand Central's is 1200 calls, across various touch points.

The Customer Contact Centre must support various communication channels, including live chat, social media, and the use of AI in responding to basic queries in the future for Grand Central and Chiltern.

AUKT requires the service to be able to manage increases/decreases in volumes over time with a multi-skilled team, in order to meet our required SLAs.

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

36

This contract is subject to renewal

Yes

Description of renewals

This would be subject to commercial and performance criteria being achieved.

Duration 3 years with an option to extend for an additional 2 years.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Restricted procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

28 February 2025

Local time

5:00pm

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

English

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

Please confirm your expression of interest via email to molloym@arrivatrails.co.uk before the 5:00pm on the 28/02/2025.

VI.4) Procedures for review

VI.4.1) Review body

Arriva UK Trains

London

Email

molloym@arrivatrails.co.uk

Country

United Kingdom