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Tender

SWR Customer Interaction Management Solution (CIM)

FIRSTGROUP HOLDINGS LIMITED

F05: Contract notice – utilities

Notice identifier: 2023/S 000-003945

Procurement identifier (OCID): ocds-h6vhtk-03a41a

Published 8 February 2023, 10:13pm

Section I: Contracting entity

I.1) Name and addresses

FIRSTGROUP HOLDINGS LIMITED

8th Floor, The Point, 37 North Wharf Road

LONDON

W21AF

Contact

Ejaz Kamal

Email

ejaz.kamal@firstrail.com

Telephone

+44 2072910505

Country

United Kingdom

Region code

UKI32 - Westminster

Companies House

02029363

Internet address(es)

Main address

<http://www.firstgroupplc.com>

I.3) Communication

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

<http://redirect.transaxions.com/events/UYo5P>

Additional information can be obtained from the above-mentioned address

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

I.6) Main activity

Urban railway, tramway, trolleybus or bus services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

SWR Customer Interaction Management Solution (CIM)

II.1.2) Main CPV code

- 48445000 - Customer Relation Management software package

II.1.3) Type of contract

Supplies

II.1.4) Short description

FirstGroup Holdings Ltd. (Known as FGH) on behalf of its subsidiary company, "First MTR South Western Trains Ltd (SWR)" is approaching the market to procure a Customer Interaction Management (CIS) Solution to support their Customer Contact Centres (CCC) communicating with customers and internal stakeholders. SWR CCC provides services for customers 363 days a year across a variety of channels including phone, e-mail, and social media. Some services are 24 hours supported out of our two contact centres one in Southampton and one in Basingstoke. The team support customers who have general enquiries, require passenger assistance, need to get a refund on an unused ticket, praise an aspect of our service or make a complaint. These contacts can be across any number of channels. All customer interactions must be completed within a set of industry-standard SLAs, ranging from handling time limitations to measuring quality to response through customer surveys.

II.1.5) Estimated total value

Value excluding VAT: £950,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48445000 - Customer Relation Management software package
 - JA02 - For computer software

II.2.3) Place of performance

NUTS codes

- UKI - London
- UKK - South West (England)

II.2.4) Description of the procurement

FirstGroup Holdings Ltd. (Known as FGH) on behalf of its subsidiary company, "First MTR South Western Trains Ltd (SWR)" is approaching the market to procure a Customer Interaction Management (CIS) Solution to support their Customer Contact Centres (CCC) communicating with customers and internal stakeholders. SWR CCC provides services for customers 363 days a year across a variety of channels including phone, e-mail, and social media. Some services are 24 hours supported out of our two contact centres one in Southampton and one in Basingstoke. The team support customers who have general enquiries, require passenger assistance, need to get a refund on an unused ticket, praise an aspect of our service or make a complaint. These contacts can be across any number of channels. All customer interactions must be completed within a set of industry-standard SLAs, ranging from handling time limitations to measuring quality to response through customer surveys.

The existing legacy system, built around Microsoft Dynamics, has been in situ for the best part of a decade. The platform has minimal integration, no use of smart web forms to improve case indexing and requires a large amount of user input to move a case through each stage gate. With a basic customer view offering very limited information and a convoluted and complex operational environment. it is difficult to train new users. In addition, the ability to provide management information outside the defined ORR reporting is highly manual and requires specifically skilled staff to administer.

SWR are looking to partner with a supplier who not only has the technical capability to provide the solution we need to support the business but one who wants to work proactively with us to leverage the investment to the maximum level possible.

FirstGroup is looking for expressions of interest from suppliers that can deliver an integrated and multi-functional requirement to achieve FirstGroup's vision of a single cloud solution.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £950,000

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

An option for a period of 2 years and a further period of up to 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

Negotiated procedure with prior call for competition

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

9 March 2023

Local time

2:00pm

IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates

29 March 2023

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

- no PQQ documentation will be available until shortly after the expiry of this Contract Notice
- only suppliers shortlisted at the PQQ Stage will receive a copy of the Tender.

VI.4) Procedures for review

VI.4.1) Review body

FirstGroup Holding Limited

London

Country

United Kingdom