

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/005570-2023>

Not applicable

SWR Customer Interaction Management Solution (CIM)

FIRSTGROUP HOLDINGS LIMITED

F14: Notice for changes or additional information

Notice identifier: 2023/S 000-005570

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

Published 24 February 2023, 2:33pm

Section I: Contracting authority/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>

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.

Section VI. Complementary information

VI.6) Original notice reference

Notice number: [2023/S 000-003945](#)

Section VII. Changes

VII.1.2) Text to be corrected in the original notice

Section number

I.1.3

Instead of

Text

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

Read

Text

Communication

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

<http://redirect.transaxions.com/events/G6Uey>

Additional information can be obtained from the above-mentioned address

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