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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

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LONDON

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#### **Contact**

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United Kingdom

**Region code**

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**Companies House**

02029363

**Internet address(es)**

Main address

<http://www.firstgroupplc.com>

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## 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.

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## Section VI. Complementary information

### VI.6) Original notice reference

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

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## 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