

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/008784-2024>

Tender

## The Provision of Ticketless Travel Surveys

FIRST GREATER WESTERN LIMITED

F05: Contract notice – utilities

Notice identifier: 2024/S 000-008784

Procurement identifier (OCID): ocds-h6vhtk-044a3d

Published 19 March 2024, 11:08am

The closing date and time has been changed to:

**19 April 2024, 5:30pm**

See the [change notice](#).

### Section I: Contracting entity

#### I.1) Name and addresses

FIRST GREATER WESTERN LIMITED

Milford House,1 Milford Street

SWINDON

SN11HL

#### Contact

Rosalind Carter

#### Email

[rosalind.carter@gwr.com](mailto:rosalind.carter@gwr.com)

**Telephone**

+44 7970308429

**Country**

United Kingdom

**Region code**

UKK - South West (England)

**Companies House**

05113733

**Internet address(es)**

Main address

<https://procurement.gwr.com/tenders>

Buyer's address

<https://procurement.gwr.com/>

**I.3) Communication**

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

<https://procurement.gwr.com/tenders>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procurement.gwr.com/tenders>

**I.6) Main activity**

Railway services

---

## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

The Provision of Ticketless Travel Surveys

#### **II.1.2) Main CPV code**

- 79310000 - Market research services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

First Greater Western are looking for a partner to provide the provision of Ticketless Travel Surveys for a minimum of 4 surveys, at 2 surveys per year, one summer and one winter (up to 21st June 2025 with an option to extend +1+1+1 (June 2028)).

The scope of the requirement includes sites across the entire First Greater Western network which stretches across the South West of England and South Wales.

#### **II.1.5) Estimated total value**

Value excluding VAT: £738,000

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

- 79310000 - Market research services

#### **II.2.3) Place of performance**

NUTS codes

- UKK - South West (England)

#### **II.2.4) Description of the procurement**

First Greater Western intend to engage a partner for the provision of the services under this tender for a minimum of 3 surveys for the first year. Following years (full years) there will be a requirement of 4 surveys per year, 2 summer and 2 winter.

Minimum sample size will be 23,000 surveys to be completed between rail periods 1-6 and 7-13 at the locations mentioned above.

The initial term will include 3 x surveys

#### **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: £738,000

#### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Start date

1 August 2024

End date

21 June 2025

This contract is subject to renewal

Yes

Description of renewals

Option to extend this framework +1+1+1 until June 2028.

#### **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**

Open 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**

Originally published as:

Date

18 April 2024

Changed to:

Date

19 April 2024

Local time

5:30pm

See the [change notice](#).

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

English

#### **IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 6 (from the date stated for receipt of tender)

#### **IV.2.7) Conditions for opening of tenders**

Date

19 April 2024

Local time

12:00pm

---

### **Section VI. Complementary information**

#### **VI.1) Information about recurrence**

This is a recurrent procurement: No

#### **VI.4) Procedures for review**

##### **VI.4.1) Review body**

First Greater Western Limited

Swindon

Country

United Kingdom