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Tender

Southeastern Customer Contact Centre Services 2022-2025

LONDON & SOUTH EASTERN RAILWAY LIMITED

F05: Contract notice – utilities

Notice identifier: 2021/S 000-010039

Procurement identifier (OCID): ocds-h6vhtk-02aea8

Published 7 May 2021, 6:01pm

Section I: Contracting entity

I.1) Name and addresses

LONDON & SOUTH EASTERN RAILWAY LIMITED

3Rd Floor, 41-51 Grey Street

NEWCASTLE-UPON-TYNE

NE16EE

Contact

Tomasz Drost

Email

tomasz.drost@southeasternrailway.co.uk

Telephone

+44 7929823807

Country

United Kingdom

NUTS code

UKJ - South East (England)

Internet address(es)

Main address

www.southeasternrailway.co.uk

I.3) Communication

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

https://www.smartsurvey.co.uk/s/Southeastern_Contact_Centre_EOI/

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

https://www.smartsurvey.co.uk/s/Southeastern_Contact_Centre_EOI/

I.6) Main activity

Urban railway, tramway, trolleybus or bus services

Section II: Object**II.1) Scope of the procurement****II.1.1) Title**

Southeastern Customer Contact Centre Services 2022-2025

II.1.2) Main CPV code

- 79342300 - Customer services

II.1.3) Type of contract

Services

II.1.4) Short description

The following services are anticipated to be included within this tender scope:

- Telephony - core hours of 07:00-22:00 with options for out of hours services
- Email - response via email enquiries
- White mail - response via postal mail enquires
- Manual and automated processing of Delay Repay
- Webchat/bot/virtual services - introducing webchat
- Facility to handover cases from KICC Twitter team - optional, subject to market engagement
- Lost property tracking - optional, subject to market engagement

****THIS PROPOSED CONTRACT IS SUBJECT TO THE AWARD OF AN EXTENDED AGREEMENT TO LSER BY THE DEPARTMENT FOR TRANSPORT. THIS EOI SHOULD NOT BE CONSIDERED AS ANY INDICATION OF THE ANTICIPATED RESULT OF ANY DIRECT AWARD NEGOTIATIONS.****

II.1.5) Estimated total value

Value excluding VAT: £15,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 79342300 - Customer services

II.2.3) Place of performance

NUTS codes

- UKJ - South East (England)

II.2.4) Description of the procurement

A. Southeastern background

London & South Eastern Railway Limited (trading as 'Southeastern') provides passenger rail services in the South East of England, covering South East London, Kent and East Sussex. We operate one of the busiest and most complex networks in the country, including the UK's only domestic high-speed service.

In 2019, over 3 million passenger journeys were made on our trains each week, across over 12,000 services.

During the Covid-19 pandemic passenger volumes were materially impacted, leading to the majority of UK train operators to amend their franchise agreements with the Department for Transport ("DfT") to ensure continuity. The result of this process means that financial stability has been assured for Southeastern and we expect to commence discussions with the DfT on a medium to long term management contract in the Summer of 2021. This is likely to commence sometime between October 2021 and April 2022 and run for up to six years.

B. Scope context/background

The scope of this opportunity relates to an anticipated initial period of three (3) years commencing from April 2022 (further extension options may be applicable).

Our customer is at the heart of everything we do and customer satisfaction is a top priority. We are committed to providing a safe, reliable, and welcoming service on every journey and it is our mission to provide the best ever passenger experience. We measure this holistically using the National Rail Passenger Survey (NRPS) and our internal Customer Satisfaction Survey (CSS) but in this instance, customer feedback via our contact centre is also critical information.

At present, our Customer Relations team is structured using both in-house and outsourced resources. Southeastern have an inhouse 'head office team' of 11, used for complex cases which is operated Monday to Friday 7am - 5pm. All other services are outsourced, and the call-centre core hours are 7am to 10pm. However, a 24/7 service is available to customers with any later/earlier calls to an out of hours call centre. All of our customer service team are currently based within the United Kingdom.

C. Key requirements

Our aim is to deliver industry leading customer services - standing out against other comparable operators in meeting customer needs and always being there when you need to contact us, 24/7.

We need to remain agile and flexible - customer contact volumes have reduced by over 50% in the 2020/21 financial year compared to the prior year. However, we forecast demand recovering significantly and we need to be structured to efficiently and effectively to meet both current and future demand profiles. Appendix 1 outlines volumes in more detail.

Maintain and improve quality - Our First-Time Resolution ("FTR") currently stands at 89.34%. A lot of success has been achieved with our incumbent supplier to improve quality and performance but even highly rates are required to meet our aim.

We want to be knowledgeable and relatable - We are proud of our network and communities we serve and we want our customers to receive assistance from a friendly and credible team who have a great knowledge of our business, our network and the accessibility needs of our customers.

Shifting channels and enabling options - We do not currently offer webchat (or similar) and we would like for this to be introduced as a priority. In addition, we are seeking input from industry experts in a range of on-the-go, live, self-service channels to enable ease of initial contact via mobile devices, which provides easy escalation to a friendly operative where needed.

Offering enhanced customer support - We are keen to support our customers in new ways and via innovative channels, as part of this we would like to explore remote video customer services for our customers and/or other solutions to assist customers at un-staffed locations or assisting Southeastern in providing 'first to last' customer support.

Consistency and seamless contacts - access to information, on the same channel and given the same answers.

D. Key information

- o We have developed our own, bespoke CRM - Javelin, and we require this to be utilised by any customer services partner. Javelin is based on a Service Now structure. Appendix 2 outlines this system in more detail.
- o We require contact centre 'core hours' of between 07:00-22:00. An out of hours service would be preferential.
- o We have an in-house team that manages Twitter interactions (using Clarabridge Engage). We would like to create the ability for a seamless hand-over from our social media team to our contact centre, avoiding the necessity for a new/separate contact.

- o Many of our customer contacts are complex and varied. It is important that any channel introduction or shift does not result in customer frustration or repeat contact.

- o We are interested in exploring options for lost property tracking/management.

E. Anticipated procurement process and timescales

Southeastern will run a formal tender process for this requirement via the competitive dialogue procedure. Suppliers will be required to respond to an Expression of Interest ("EOI") which is anticipated to be issued via the Find A Tender service. This will run in parallel with market engagement sessions during May and June 2021.

Depending on the volume of interest generated, a pre-qualification phase may be required in/around July 2021. If required, this will be evaluated using a published scoring methodology (to be provided on or before invitation) and a tender shortlist created from the highest scoring, eligible participants.

This is anticipated to then lead to a tender phase between August and December 2021, with contracts being awarded before the end of the calendar year. Tenders will be evaluated against how suitably Southeastern's objectives have been met (or exceeded) by a bidder's response, allowing for flexibility in approach to be considered.

A handover and mobilisation period has been allowed for between early January and late March 2022. However, Southeastern will take steps to maximise this handover and mobilisation period by reducing other steps where appropriate.

Southeastern will utilise our Smartsourcing e-tendering portal throughout this process and further detail and log-in details will be provided to interested parties.

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: £15,000,000

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

Duration in months

This contract is subject to renewal

Yes

Description of renewals

Initial Period of 36 months. The contract may be renewed for the remainder of the term subject to the requirements of London & South Eastern Railway Limited.

II.2.9) Information about the limits on the number of candidates to be invited

Envisaged minimum number: 3

Maximum number: 5

Objective criteria for choosing the limited number of candidates:

The numbers stated above relate to the shortlisted tender stage. Unlimited number of suppliers is permitted for PQQ stage.

II.2.10) Information about variants

Variants will be accepted: Yes

II.2.11) Information about options

Options: No

II.2.14) Additional information

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****ACCESS TO TENDER DOCUMENTS WILL ONLY BE GRANTED TO BIDDERS WHO HAVE EXPRESSED AN INTEREST IN THIS OPPORTUNITY. EXPRESSIONS OF INTEREST (EOI) MUST BE SUBMITTED VIA THE FOLLOWING URL:**

https://www.smartsurvey.co.uk/s/Southeastern_Contact_Centre_EOI/

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

III.1.6) Deposits and guarantees required

Further information will be provided in the procurement documents, however suppliers will be assessed in relation to their current financial standing as part of this procurement process.

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

As stated within the procurement documents

III.2.3) Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Competitive dialogue

IV.1.4) Information about reduction of the number of solutions or tenders during negotiation or dialogue

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated

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

18 June 2021

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

5 July 2021

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: 12 (from the date stated for receipt of tender)

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.4) Procedures for review

VI.4.1) Review body

London & South Eastern Railway Limited

3rd Floor, 41 - 51 Grey Street

Newcastle - upon - Tyne

NE1 6EE

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

London & South Eastern Railway Limited

Newcastle - upon - Tyne

Country

United Kingdom