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Tender

Service Quality Regime

South Western Railway (FirstGroup)

F05: Contract notice – utilities

Notice identifier: 2021/S 000-010760

Procurement identifier (OCID): ocds-h6vhtk-02b179

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Section I: Contracting entity

I.1) Name and addresses

South Western Railway (FirstGroup)

London

Email

procurementandcontracts@swrailway.com

Country

United Kingdom

NUTS code

UKI32 - Westminster

Internet address(es)

Main address

www.firstgroupplc.com

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://s2c-uk62.waxdigital.com/FirstGroupPlc/SignIn.aspx>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://s2c-uk62.waxdigital.com/FirstGroupPlc/SignIn.aspx>

I.6) Main activity

Railway services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Service Quality Regime

II.1.2) Main CPV code

- 63711000 - Support services for railway transport

II.1.3) Type of contract

Services

II.1.4) Short description

The Client wants to improve the quality of presentation of their stations and trains and to monitor and improve levels of customer service from front-line colleagues and on our social media. To achieve this, we are introducing Service Quality Regimes (SQR). This would cover as a minimum:

Station inspections

Train inspections

Customer Service mystery shopping

Re-inspections for failures to confirm improvement

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

II.2) Description

II.2.1) Title

Lot 1 - Service Quality Management System

Lot No

1

II.2.2) Additional CPV code(s)

- 48420000 - Facilities management software package and software package suite
- 48781000 - System management software package

II.2.3) Place of performance

NUTS codes

- UKC - North East (England)
- UKD - North West (England)
- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England
- UKI - London
- UKJ - South East (England)
- UKK - South West (England)

II.2.4) Description of the procurement

Software to manage service quality regime.

II.2.5) Award criteria

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

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

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

Option to renew for a further 24months.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

Option not to renew contract for a further 24months.

II.2) Description

II.2.1) Title

Lot 2 - Service Quality Register

Lot No

2

II.2.2) Additional CPV code(s)

- 48421000 - Facilities management software package
- 48610000 - Database systems

II.2.3) Place of performance

NUTS codes

- UKC - North East (England)
- UKD - North West (England)
- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England
- UKI - London
- UKJ - South East (England)

- UKK - South West (England)

II.2.4) Description of the procurement

Service quality electronic register to manage detailed list of facilities and services for each service quality area for every station and carriage type on trains.

II.2.5) Award criteria

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

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

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

Option to renew for a further 24months.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

Option not to renew contract for a further 24months.

II.2) Description

II.2.1) Title

Lot 3 Service Quality App/inspections software

Lot No

3

II.2.2) Additional CPV code(s)

- 48421000 - Facilities management software package
- 72416000 - Application service providers

II.2.3) Place of performance

NUTS codes

- UKC - North East (England)
- UKD - North West (England)
- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England
- UKI - London
- UKJ - South East (England)
- UKK - South West (England)

II.2.4) Description of the procurement

Software capable of recording performance against all of the elements of the Service Quality Register to allow both inspections and re-inspections of trains and stations to be carried out.

II.2.5) Award criteria

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

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

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

Option to renew for a further 24months.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

Option not to renew contract for a further 24months.

II.2) Description

II.2.1) Title

Lot 4 - Service Quality Inspections

Lot No

4

II.2.2) Additional CPV code(s)

- 71631000 - Technical inspection services
- 79342320 - Customer-care services
- 79993100 - Facilities management services

II.2.3) Place of performance

NUTS codes

- UKC - North East (England)
- UKD - North West (England)
- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England

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

II.2.4) Description of the procurement

Services to monitor the quality of delivery with an intensive programme of inspections across rail networks on stations, trains and for customer service elements at all times of the day and week to provide a representative measure of customer experience.

II.2.5) Award criteria

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

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

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

Option to renew for a further 24months.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

Option not to renew contract for a further 24months.

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

Date

18 June 2021

Local time

12:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

18 June 2021

Local time

12:01pm

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

To be advised

London

Country

United Kingdom