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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

Published 14 May 2021, 6:41pm

### **Section I: Contracting entity**

#### **I.1) Name and addresses**

South Western Railway (FirstGroup)

London

#### **Email**

[procurementandcontracts@swrailway.com](mailto:procurementandcontracts@swrailway.com)

#### **Country**

United Kingdom

#### **NUTS code**

UKI32 - Westminster

#### **Internet address(es)**

Main address

[www.firstgroupplc.com](http://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

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## **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.

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## **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

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## **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