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Not applicable

Service Quality Regime

South Western Railway (FirstGroup)

F14: Notice for changes or additional information

Notice identifier: 2021/S 000-011102

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

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Section I: Contracting authority/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

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

Section VI. Complementary information

VI.6) Original notice reference

Notice number: [2021/S 000-010760](#)

Section VII. Changes

VII.1) Information to be changed or added

VII.2) Other additional information

Expression of Interest or request to participate should be sent to ProcurementandContracts@swrailway.com.