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Tender

## **Provision of Service Quality Regime (SQR) and Related Services**

Northern Trains Limited (NTL)  
London North Eastern Railway Limited  
TransPennine Trains Limited

F05: Contract notice – utilities  
Notice identifier: 2024/S 000-012449  
Procurement identifier (OCID): ocds-h6vhtk-0452e5  
Published 17 April 2024, 10:05am

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

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

Northern Trains Limited (NTL)  
  
George Stephenson House, Toft Green  
  
York  
  
YO1 6JT

#### **Contact**

Robin Horsman

#### **Email**

[Robin.Horsman@northernrailway.co.uk](mailto:Robin.Horsman@northernrailway.co.uk)

#### **Telephone**

+44 7827937566

**Country**

United Kingdom

**Region code**

UK - United Kingdom

**Internet address(es)**

Main address

[www.northernrailway.co.uk](http://www.northernrailway.co.uk)

**I.1) Name and addresses**

London North Eastern Railway Limited

West Offices, Station Rise

York

YO1 6GA

**Contact**

Annie Bradbury

**Email**

[Annie.Bradbury@lner.co.uk](mailto:Annie.Bradbury@lner.co.uk)

**Country**

United Kingdom

**Region code**

UK - United Kingdom

**National registration number**

04659712

**Internet address(es)**

Main address

<https://www.lner.co.uk/>

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

TransPennine Trains Limited

Great Minster House,, 33 Horseferry Road,

London

SW1P 4DR

#### **Contact**

Cheri Falkner

#### **Email**

[cheri.falkner@tpexpress.co.uk](mailto:cheri.falkner@tpexpress.co.uk)

#### **Country**

United Kingdom

#### **Region code**

UK - United Kingdom

#### **National registration number**

12544930

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

Main address

<https://www.tpexpress.co.uk/>

### **I.2) Information about joint procurement**

The contract involves joint procurement

### **I.3) Communication**

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

<https://www.delta-esourcing.com/tenders/UK-UK-York:-Auditing-services./7C6G2PW98H>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted to the above-mentioned address

### **I.6) Main activity**

Railway services

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## **Section II: Object**

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

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

Provision of Service Quality Regime (SQR) and Related Services

Reference number

PL-23-337

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

- 79212000 - Auditing services

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

Services

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

London North Eastern Railway Limited (LNER) and Northern Trains Limited (NTL) have a requirement to deliver a Service Quality Regime (SQR) in support of their obligations to the Department of Transport (DfT). In order to deliver the above we are looking for a supplier or suppliers to provide independent inspections and mystery shopping across our networks with the requirement split into four lots to obtain the best solution. Bidders are free to bid for any combination of the following four lots: - 1.Service Quality Management

System 2. Service Quality Register 3. Service Quality App/inspections software 4. Service Quality Inspections There will also be a requirement to deliver reporting and insights in order to ensure full compliance with the SQR. During the life of any agreement there may also be an opportunity for TransPennine Trains Limited (TPT) to join the arrangement with further details provided in the tender documents.

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

Value excluding VAT: £2,850,000

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

This contract is divided into lots: Yes

Tenders may be submitted for all lots

Maximum number of lots that may be awarded to one tenderer: 4

The contracting authority reserves the right to award contracts combining the following lots or groups of lots:

1,2,3, and 4

## **II.2) Description**

### **II.2.1) Title**

Service Quality Management System

Lot No

1

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

- 48610000 - Database systems

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

NUTS codes

- UK - United Kingdom

Main site or place of performance

UNITED KINGDOM

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

In order to deliver and manage the SQR, we are looking for a supplier to provide a Service Quality Management System (SQMS). The SQMS must be capable as a minimum of delivering: •An agnostic database capable of storing the data for the Service Quality Register (SQ Register), Inspections and Re-inspections (including internal evidencing) from multiple digital sources. •“Instant” fault reporting while carrying out inspections through being able to link the SQMS to other systems (e.g., fleet and facilities management systems) - Depending on the solution, this could be part of the SQMS or the Service Quality Inspections App/software (see Lot 3) •Comprehensive reporting functionality, either built-in or through exporting data, ideally capable of calculating our performance against a set calculation for each Service Quality Area/Indicator •The data is and remains the property of LNER and NTL and the data schema/definitions must be made available to LNER and NTL as part of this service provision. •LNER and NTL must be able to access the data at any time and frequency with the ability to extract and download the data in a flat file format.

#### **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

36

This contract is subject to renewal

Yes

Description of renewals

2 extension options of further periods of 12 months each.

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **II.2.11) Information about options**

Options: No

#### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

## **II.2) Description**

### **II.2.1) Title**

Service Quality Register

Lot No

2

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

- 48610000 - Database systems

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

NUTS codes

- UK - United Kingdom

Main site or place of performance

UNITED KINGDOM

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

The SQ Register will contain a detailed list of facilities and services for each SQ Area for every station and carriage type on trains (LNER do not require train carriage inspections). This is to be a live repository with the ability for NTL's and LNER's employees (or facilities contractors) to update assets therein in accordance with our respective asset management processes for updating, adding or removing assets. The SQ Register shall include as a minimum the following content:-

- description, purpose and quantity of each facility or service
- photographic evidence of each facility or service
- details of the applicable Service Quality Indicators against which the facility or service will be measured and reported against

### **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

36

This contract is subject to renewal

Yes

Description of renewals

2 extension options of further periods of 12 months each

### **II.2.10) Information about variants**

Variants will be accepted: No

### **II.2.11) Information about options**

Options: No

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

## **II.2) Description**

### **II.2.1) Title**

Service Quality App/inspections software

Lot No

3

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

- 48611000 - Database software package

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

NUTS codes

- UK - United Kingdom

Main site or place of performance



## UNITED KINGDOM

### II.2.4) Description of the procurement

We require a piece of software with which the chosen Inspections provider will use to carry out the inspections. This must be capable of recording performance against all of the elements of the SQ Register to allow both inspections and re-inspections to be carried out. It is essential that this software allows the user carrying out an inspection to clearly mark 'pass', 'fail' or 'N/A' for Indicators/assets, and that changes can easily be made to the assessment criteria should these change in time. Depending on solution chosen, we may require this software to be capable of "Instant" fault reporting via data transfer from the SQMS to other systems (e.g., our fleet and facilities management systems) using API. If this functionality is not required under Lot 3, then it would be required as part of the SQMS functionality under Lot 1. We expect, as a minimum, the following functionality and at no additional cost to Northern or LNER:-

- Access to a client portal with real time dashboards showing the data and trends outlined in this Specification.
- Access to the raw data within a reasonable timeframe which should be in a downloadable format (i.e. Excel flat file).
- Access to field maps/data schema.
- To cooperate with any workshops that NTL and/or LNER may convene from time to time for the purposes of system design and integration.
- Should be capable of being transferred to another provider if necessary (i.e. when the agreement comes to an end).
- Accessibility to any online portals should have an uptime of not less than 98%.

### 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

36

This contract is subject to renewal

Yes

Description of renewals

2 extension options of further periods of 12 months each

### II.2.10) Information about variants

Variants will be accepted: No

### **II.2.11) Information about options**

Options: No

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

## **II.2) Description**

### **II.2.1) Title**

Service Quality Inspections

Lot No

4

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

- 71315400 - Building-inspection services
- 71631000 - Technical inspection services

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

NUTS codes

- UK - United Kingdom

Main site or place of performance

UNITED KINGDOM

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

There is a requirement to monitor the quality of our delivery with a programme of inspections across our network on stations, trains and for customer service elements at all times of the day and week to provide a representative measure of the experience our customers have. Users carrying out inspections will need to refer to and measure against the criteria set out in the Service Quality Schedules, but also taking account of the Supplementary Guidance that may be agreed between the DfT and NTL/LNER (and any other Operators) from time-to-time. Required volumes per period are distributed across

the day and between the days of the week in proportion to typical passenger use of the relevant station across the day and the days of the week in each Reporting Period. Such Station Service Quality Inspections shall be reasonably apportioned so that subsequent Service Quality Inspections in respect of each relevant station are not unduly concentrated on a particular time of the day or day of the week.

#### **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

36

This contract is subject to renewal

Yes

Description of renewals

2 extension options of further periods of 12 months each

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **II.2.11) Information about options**

Options: No

#### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Negotiated procedure with prior call for competition

#### **IV.1.3) Information about a framework agreement or a dynamic purchasing system**

The procurement involves the establishment of a framework agreement

Framework agreement with several operators

#### **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

15 July 2024

Local time

3:00pm

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

English

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## **Section VI. Complementary information**

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

This is a recurrent procurement: No

### **VI.2) Information about electronic workflows**

Electronic invoicing will be accepted

Electronic payment will be used

### **VI.3) Additional information**

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-York:-Auditing-services./7C6G2PW98H>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/7C6G2PW98H>

GO Reference: GO-2024417-PRO-25765461

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

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

Department for Transport

, Great Minster House,, 33 Horseferry Road

London

SW1P 4DR

Country

United Kingdom