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Tender

## **Service Quality Auditing Regime**

ABELLIO EAST ANGLIA LTD

F05: Contract notice – utilities

Notice identifier: 2021/S 000-014447

Procurement identifier (OCID): ocds-h6vhtk-02bfe2

Published 24 June 2021, 6:03pm

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

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

ABELLIO EAST ANGLIA LTD

18-20 , St Andrews House, St Andrews Street

London

EC4A 3AG

#### **Contact**

Lisa Hepburn

#### **Email**

[lisa.hepburn@greateranglia.co.uk](mailto:lisa.hepburn@greateranglia.co.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UK - United Kingdom

**Internet address(es)**

Main address

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

**I.3) Communication**

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

<http://redirect.transaxions.com/events/8tsi5>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<http://redirect.transaxions.com/events/8tsi5>

**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 Auditing Regime

**II.1.2) Main CPV code**

- 79212000 - Auditing services

**II.1.3) Type of contract**

Services

**II.1.4) Short description**

Abellio East Anglia Limited t/a Greater Anglia require the development and

implementation of a 'Service Quality Regime' (SQR).

The objective of the SQR is to identify an independent auditor who has the ability to conduct periodic assessments to audit our stations, people and fleet assets, and to ensure a continued level of high performance via ongoing audits and monitoring.

Previously there has not been a requirement of this type in place on GA. As such we require an initial start-up and ongoing inspection regime to be introduced across all stations and trains that we operate, including of our colleagues and online presence.

As a major hub for our services, there is also a requirement for biannual inspections to be completed at Liverpool Street station despite it being operated by Network Rail.

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

Value excluding VAT: £2,500,000

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

This contract is divided into lots: No

### **II.2) Description**

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

NUTS codes

- UKH1 - East Anglia
- UKH3 - Essex
- UKI4 - Inner London – East

Main site or place of performance

The service would be performed across the Greater Anglia network, which currently consists of 134 stations.

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

Greater Anglia are requesting proposals for the overall auditing service that is to be conducted as part of the Service Quality Regime (SQR).

It is envisaged that the procurement and subsequent contract will require an initial asset tagging exercise that will need to be conducted as part of the overall service.

### **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

The current requirements will be reviewed on a periodic basis.

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

Envisaged minimum number: 3

Maximum number: 6

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

Variants will be accepted: No

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

Options: No

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## **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

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## **Section IV. Procedure**

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

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

Restricted 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

26 July 2021

Local time

12:00pm

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

4 August 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: 6 (from the date stated for receipt of tender)

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## **Section VI. Complementary information**

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

This is a recurrent procurement: Yes

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

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

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

The Utilities Contracts Regulations 2016 ("Regulations") do not apply to Abellio East Anglia Limited (AEA), between AEA or to this project. Neither the issue of an Invitation to Tender ("ITT") nor the selection of any bidder, nor any other document, contact or conduct in connection with this ITT constitutes any acceptance by us that the Regulations apply to the project covered by this ITT, create any liability, assumption of liability or legal relationship under the Regulations, or an agreement by us to abide by those Regulations. The ITT procurement process and any subsequent contract awarded will be subject to English law and the exclusive jurisdiction of the English courts. By participating in the any ITT process a Bidder agrees to be bound by the above conditions and limitations. This notice must be read in conjunction with the all instructions to Bidders contained within this document.

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

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

Abellio East Anglia Limited

18-20 St Andrews House, St Andrews Street

London

EC4A 3AG

Country

United Kingdom