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Tender

The Provision of Mystery Shopping

FIRST GREATER WESTERN LIMITED

F05: Contract notice – utilities

Notice identifier: 2022/S 000-014940

Procurement identifier (OCID): ocds-h6vhtk-034102

Published 27 May 2022, 3:15pm

Section I: Contracting entity

I.1) Name and addresses

FIRST GREATER WESTERN LIMITED

Milford House,1 Milford Street

SWINDON

SN11HL

Contact

Eddie Townsend

Email

eddie.townsend@gwr.com

Telephone

+44 7747123975

Country

United Kingdom

NUTS code

UKK14 - Swindon

Internet address(es)

Main address

www.gwr.com

I.3) Communication

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

<https://procurement.gwr.com/tenders>

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

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

The Provision of Mystery Shopping

II.1.2) Main CPV code

- 79310000 - Market research services

II.1.3) Type of contract

Services

II.1.4) Short description

The Provision of Mystery Shopping Services to First Greater Western Railway

II.1.5) Estimated total value

Value excluding VAT: £400,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKI - London
- UKK - South West (England)
- UKL - Wales

II.2.4) Description of the procurement

The aim of the Mystery Shop programme is to measure the consistency of service delivery against the prescribed Customer Service and proposition standards GWR have laid out. Mystery Shops will be required to be conducted across all days of the week including weekends and Bank Holidays and conducted between the core hours of 07.00

and 19.00 to ensure a spread of audits across the times of days during a period. The exception to this will be Christmas Day and Boxing Day and any other days or periods that GWR will notify the supplier of when it is unfeasible to conduct Mystery Shopping.

For the Night Riviera the days of the week are Sunday to Friday, with one service in either direction on each of those evenings. There is no Saturday service in either direction.

Audits will need to have the capability to use scoring such that critical aspects of the audit may receive a higher 'weighting' to an overall audit result.

II.2.5) Award criteria

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

II.2.6) Estimated value

Value excluding VAT: £400,000

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

Start date

8 January 2023

End date

30 June 2028

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

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

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Negotiated procedure with prior call for competition

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

22 June 2022

Local time

12:00pm

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

23 June 2022

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)

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

First Greater Western Limited

Swindon

Country

United Kingdom