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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](mailto:eddie.townsend@gwr.com)

#### **Telephone**

+44 7747123975

#### **Country**

United Kingdom

**NUTS code**

UKK14 - Swindon

**Internet address(es)**

Main address

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

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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

## **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)

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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**

First Greater Western Limited

Swindon

Country

United Kingdom