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Contract

## **Service Quality Regime**

South Western Railway

F06: Contract award notice – utilities

Notice identifier: 2021/S 000-023932

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

Published 27 September 2021, 12:40pm

## **Section I: Contracting entity**

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

South Western Railway

-

-London

SE19LQ

#### **Email**

[ProcurementandContracts@swrailway.com](mailto:ProcurementandContracts@swrailway.com)

#### **Country**

United Kingdom

#### **NUTS code**

UKI32 - Westminster

## **Internet address(es)**

Main address

<https://www.firstgroupplc.com/>

## **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 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

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

This contract is divided into lots: Yes

## **II.2) Description**

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

Lot 1 - Service Quality Management System

Lot No

1

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

- 48420000 - Facilities management software package and software package suite
- 48781000 - System management software package

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

NUTS codes

- UKC - North East (England)
- UKD - North West (England)
- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England
- UKI - London
- UKJ - South East (England)
- UKK - South West (England)

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

Software to manage service quality regime.

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

Options: Yes

Description of options

Option to renew contract for a further 24months.

## **II.2) Description**

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

Lot 2 - Service Quality Register

Lot No

2

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

- 48421000 - Facilities management software package
- 48610000 - Database systems

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

NUTS codes

- UKC - North East (England)
- UKD - North West (England)
- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKI - London
- UKJ - South East (England)
- UKK - South West (England)

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

Service quality electronic register to manage detailed list of facilities and services for each service quality area for every station and carriage type on trains.

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

Options: Yes

Description of options

Option to renew for a further 24months.

## **II.2) Description**

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

Lot 3-Service Quality App/inspections software

Lot No

3

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

- 48421000 - Facilities management software package
- 72416000 - Application service providers

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

NUTS codes

- UKC - North East (England)
- UKD - North West (England)
- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England

- UKI - London
- UKJ - South East (England)
- UKK - South West (England)

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

Software capable of recording performance against all of the elements of the Service Quality Register to allow both inspections and re-inspections of trains and stations to be carried out.

#### **II.2.5) Award criteria**

Quality criterion - Name: Qualitative Questions / Weighting: 30

Price - Weighting: 70

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

Options: Yes

Description of options

Option to renew for a further 24months.

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

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

Lot 4 - Service Quality Inspections

Lot No

4

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

- 71631000 - Technical inspection services
- 79342320 - Customer-care services
- 79993100 - Facilities management services

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

NUTS codes

- UKC - North East (England)
- UKD - North West (England)
- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England
- UKI - London
- UKJ - South East (England)
- UKK - South West (England)

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

Services to monitor the quality of delivery with an intensive programme of inspections across rail networks on stations, trains and for customer service elements at all times of the day and week to provide a representative measure of customer experience.

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

Options: Yes

Description of options

Option to renew for a further 24months.

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## **Section IV. Procedure**

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

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

Open procedure

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

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

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## **Section V. Award of contract**

### **Lot No**

Lot 1

### **Title**

Service Quality Management System

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

12 August 2021



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## **Section V. Award of contract**

### **Lot No**

Lot 2

### **Title**

Service Quality Register

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

12 August 2021

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## **Section V. Award of contract**

### **Lot No**

Lot 3

### **Title**

Service Quality App/ inspections software

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

12 August 2021

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## **Section V. Award of contract**

### **Lot No**

Lot 4

### **Title**

Service Quality Inspections and Re-inspections

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

12 August 2021

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## **Section VI. Complementary information**

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

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

TBA

London

Country

United Kingdom