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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): ocds-h6vhtk-02b179

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Section I: Contracting entity

I.1) Name and addresses

South Western Railway

-

-London

SE19LQ

Email

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

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.

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](#)

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

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

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

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

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

TBA

London

Country

United Kingdom