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Tender

## **Provision of Service Quality inspection, reporting and system integration**

FIRST MTR SOUTH WESTERN TRAINS LIMITED

F04: Periodic indicative notice – utilities

Call for competition

Notice identifier: 2024/S 000-031356

Procurement identifier (OCID): ocids-h6vhtk-04a495

Published 1 October 2024, 1:17pm

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

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

FIRST MTR SOUTH WESTERN TRAINS LIMITED

8th Floor, The Point, 37 North Wharf Road

LONDON

W21AF

#### **Contact**

Ibolya Kormos-spring

#### **Email**

[ibolya.kormos-spring@swrailway.com](mailto:ibolya.kormos-spring@swrailway.com)

#### **Telephone**

+44 7971564977

**Country**

United Kingdom

**Region code**

UKI32 - Westminster

**Companies House**

07900320

**Internet address(es)**

Main address

<https://www.firstgroupplc.com>

**I.3) Communication**

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

<https://s2c-uk62.waxdigital.com/>

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/RL6f7>

**I.6) Main activity**

Railway services

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Provision of Service Quality inspection, reporting and system integration

#### **II.1.2) Main CPV code**

- 72225000 - System quality assurance assessment and review services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

- Sufficient information to be provided in the Live Dashboard to allow understanding of scores within specific weeks/periods relating to initial inspections and reinspection pass rates, and the driver of those scores in terms of fails by indicator/criteria.
- Reporting dashboard should be flexible to change, easy-to-use, and with varying levels of access tailored to the job role of the viewer.
- In addition, provide a function by which all 'raw data' can be downloaded in Excel format, including pass/fail data for each indicator and criteria for each individual inspection and re-inspection over any specified date range or specified railway periods. Data should be filterable prior to download if specific information is required (e.g. by indicator).

#### **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

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

Supply of Raw Data and Maintenance of Records

- By the end of the 5th day following the end of each reporting period, provide a statement (disaggregated to separately show the total number of Train Service Quality Inspections, Stations Service Quality Inspections and Customer Service Quality Inspections carried out in that Reporting Period) setting out:

- the raw data produced by any Service Quality Inspection (and where applicable Service Quality Re-inspections) and/or the recording of Service Quality Trains Rectification Evidence in the SQR Management System within the Relevant Rectification Period

- the number of:

- ? (A) Service Quality Inspections (and where applicable Service Quality Re-inspections) carried out in respect of each Service Quality Schedule in that Reporting Period; and

- ? (B) occasions on which SWR was required to record Service Quality Trains Rectification Evidence in the SQR Management System within the Relevant Rectification

- the number of:

- ? (A) Service Quality Inspections (and where applicable Service Quality Re-inspections) where a "fail" was recorded in respect of a Service Quality Indicator in that Reporting Period; and

- ? (B) Service Quality Failures occurring because of a failure to record suitable Trains Rectification Evidence within the relevant Rectification Period

- the number of:

- ? (A) Service Quality Inspections (and where applicable Service Quality Re-inspections) where a "pass" was recorded in respect of a Service Quality Indicator in that Reporting Period for each Service Quality Schedule; and

- ? (B) occasions on which SWR was required to record Service Quality Trains Rectification Evidence and suitable evidence was provided within the relevant Rectification Period

- for each Service Quality Schedule and in respect of a Service Quality Area, the total number of "passes" and "fails" recorded in respect of each Service Quality Indicator within each Area.

- Maintain complete records of the results of each Service Quality Inspection and calculations of the Pass Rates in relation to Service Quality Inspections and provide any records or data to SWR upon request.

- On the morning of each working day, supply a spreadsheet providing comprehensive

details of all failures (including historical failures) that have occurred up to the end of the previous day, and the status of those failures. An example of the information required is given in Appendix X.

#### Independent Audit

- Work constructively and transparently with the independent auditor appointed by SWR each contract year and provide any requested evidence or case-studies to demonstrate that the Service Quality Regime is being delivered as required by the Secretary of State.

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

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

Optional 3 year extension

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

Variants will be accepted: Yes

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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 the receipt of applications for an invitation to tender or to negotiate**

Date

5 November 2024

Local time

5:00pm

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

#### **IV.2.5) Scheduled date for start of award procedures**

6 November 2024

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## **Section VI. Complementary information**

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

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

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

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

First MTR South Western Trains Limited

London

Country

United Kingdom