

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/031446-2024>

Not applicable

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

FIRST MTR SOUTH WESTERN TRAINS LIMITED

F14: Notice for changes or additional information

Notice identifier: 2024/S 000-031446

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

Published 1 October 2024, 5:14pm

### **Section I: Contracting authority/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>

---

## 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 reinspection 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).

---

## Section VI. Complementary information

### VI.6) Original notice reference

Notice number: [2024/S 000-031356](#)

---

## Section VII. Changes

### VII.1.2) Text to be corrected in the original notice

Section number

II.1.4

Place of text to be modified

#### II.1.4) Short description

Read

Text

Under the terms of the National Rail Contract, SWR is required to deliver a comprehensive Service Quality Regime (SQR) to measure and report on the delivery of specific customer service standards across trains, stations, and online. The SQR covers the physical environment of stations and trains, the service provided by colleagues, and the customer experience of various online channels. Standards are assessed through a programme of overt station and carriage inspections, alongside separate covert customer service inspection, or 'mystery shops'.

SWR is seeking a supplier to deliver the SQR programme of inspections, alongside all associated reporting, secure data processing and back-office requirements in support of the scheme. We would welcome submissions from single organisations seeking to comprehensively deliver all requirements, or multiple organisations delivering the requirements through partnership working.

Key deliverables include:

- SQR Register
- Station Service Quality Inspections
- Station Service Quality Reinspections
- Carriage Service Quality Inspections
- Carriage Recification Evidence Assessments
- Customer Service Quality Assessments
- Accessible Customer Service Quality Assessments
- Inspection Interface/App and Device
- Online 'back office' system
- Calculation of Scores and Reporting
- Live Reporting Dashboard

