

Expression of Interest

Customer Relations Service Provider

Submission by 12th April 2021

Company Name	Govia Thameslink Railway Limited
Company Address	1 st Floor Monument Place, 24 Monument Street, London EC3R 8AJ
Company Registration Number	07934306
Contact Name	Adrian Jones
Position	Procurement Consultant
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The Project:

GTR currently have an outsourced contact center solution which operates between the hours of 07:00 – 22:00, Monday – Friday. This contract commenced in 2015 and there have been multiple business changes since the inception of the contract. The business has recently invested in its own CRM tool within Microsoft Dynamics which has been implemented and stabilized over the past 18 months.

There are multiple avenues of customer contact including whitemail, email, webforms and telephone which support a variety of business functions including refunds, retail, assisted travel and delay repay.

The purpose of this tender is to gain a partner to help GTR deliver a best in class customer contact centre solution that will deliver-

- Service to align with GTR's CRM strategy
- Flexibility to scale up and down during times of "disaster" incl. stringent DR process
- Alignment to GTR's vision/values/strategic pillars
- Suitable and relevant SLA's/KPI's to drive the right behaviours
- Relevant and future proof innovation

- Accessibility and agility
- Strong customer focus and strong partnership with GTR
- Capability to integrate/utilise GTR's CRM within Microsoft Dynamics

Tender Programme (forecasted)

Expression of Interests Returned:	12th April 2021
Tender Issue:	by end April 2021
Tender Returns:	mid June 2021
Clarifications / Assessment Complete:	by end July 2021
Contract Notification:	August 2021
Contract Award:	September/October 2021

The above tender period is estimated and may be subject to change at GTR's discretion. Tenderers will be required to resource accordingly to meet the required tender return date.

Mobilisation

Expected to complete a 3-month mobilisation period, including TUPE requirements and it is therefore an aspiration that the new contract would go live late 2021/early 2022.

Expression of Interest Response:

The supplier is requested to confirm their ability to meet the above requirements.

All other competency requirements to award a contract will be identified with the tender enquiry document.

The proposed contract will be on GTR (The Go-Ahead Group's) model terms and conditions for supply of services.

Mandatory terms and service levels will be included within the tender package aligned to the programme.

Suppliers expressing an interest to the EOI is acceptance to contracting on the GTR model terms

Please send returns to:

adrian.jones@gtrailway.com