

Expression of Interest

Service Quality Regime (SQR): Inspection / Auditing and Mystery Shopper Services and

Submission by 25th October 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
Contact Number	07758 161303
Email Address	adrian.jones@gtrailway.com

The Project

GTR are looking to procure a partner / s to deliver the Department for Transport (DfT) specified requirements for a Service Quality Regime.

GTR currently have an internal service quality audit team (QuEST) and a supplier who provide mystery shopping services. The DfT have specified that the auditing / inspection function must be outsourced to an external supplier and TUPE process will be followed for the existing QuEST team. GTR therefore require an outsourced 'Service Quality Regime' (SQR) partner / s to deliver to the specification provided by the DfT. There are two core component parts of the SQR; the delivery of audits / inspections with the supporting reporting of outcomes and the delivery of mystery shopping.

The objective of the audit / inspection component of the SQR is to assess the consistent quality of our station and fleet assets against pre-defined criteria, to ensure a continued level of high performance via ongoing audits and monitoring.

The objective of the mystery shopper component is to measure the quality of customer service delivery across 'staff helpfulness' (via mystery shopper in stations and on trains) and the quality of online information (remote mystery shopping of social media and information provision during planned and unplanned disruption), to ensure a continued consistent level of high performance is delivered for customers across these areas.

GTR will have completed the development of a detailed SQR asset register across trains and stations, including those stations where other Train Operating Companies also operate from.

The requirement of the audit / inspection component of SQR to undertake consistent, high quality auditing of station and fleet assets throughout the GTR operating network. High level activities include (but are not limited to) the following:

- Continuous station / train inspections at the required volume, timing and locations each train operating period (a period comprises 4 weeks*). Inspection of listed station and fleet assets to be in accordance with defined quality assessment requirements and targets.
- Inspections to be carried out at varying locations and times of day.
- Reinspection requirement where an asset failed on the original audit / inspection.
- Logging of inspections via handheld/smart devices.
- Compliance with local station and safety procedures.
- Provision of real-time (or near real-time) reports to nominated recipients.
- Reporting of findings across audits / inspection. Regular dialogue/communication with nominated GTR personnel

The requirement of the 'customer service' mystery shopper component of the SQR is to understand consistent, high quality in-person mystery shops across the GTR operating network and also remote mystery shops of social media and information provision during disruption (both planned and unplanned). High level activities include (but are not limited to) the following:

- Continuous mystery shopping inspections at the required volume, varying timing and locations each train operating period (*). Inspections to be in accordance with defined assessment fail criteria, additional areas and targets.
- The required volume of 'in person' mystery shopper inspections to evaluate the helpfulness of staff at stations and on trains - at least 60 station and 40 train inspections. 25% of these inspections should be conducted by mystery shoppers requiring additional assistance.
- The required volume of 'remote' mystery shopper inspections to evaluate the provision of support via Twitter / social media and the information provided during disruption (both planned and unplanned) – at least 24 Twitter / social media and at least 16 disruption information inspections. 25% of these inspections should relate to questions about accessibility.
- Logging of inspections via handheld/smart devices.
- Compliance with local station and safety procedures.
- Provision of real-time (or near real-time) reports to nominated recipients.
- Reporting of findings across mystery shops / inspection.
- Regular dialogue/communication with nominated GTR personnel.

The purpose is to run a competitive tender exercise to gain a partner(s) to deliver the SQR across both elements – the delivery of audits and Mystery Shopper services. The tender would be split into two lots so the most appropriate supplier could be identified for each lot.

About GTR:

- 4 individual consumer brands (Gatwick Express, Great Northern, Southern & Thameslink) running across an extended geography with multiple train and station operational models.
- 239 managed stations
- over 500 units in its train fleet,
- GTR has one of the largest estates amongst UK TOCs, with a geographically far reaching network covering over 800 route miles across the South East of England.
- GTR had the largest number of passenger journeys at 19% of all UK journeys (ORR data 2018-19), a 7% increase on the previous year. This creates unique challenges (particularly of scale) of how SQR will be managed to deliver to contractual obligations and used to drive positive change.

Tender Programme (forecasted)

Expression of Interests Returned:	25th October 2021
Tender Issue:	by end October 2021
Tender Returns:	by 22 nd November 2021
Clarifications / Assessment Complete:	by 3 rd December 2021
Contract Notification:	December 2021
Contract Award:	December 2021

The above tender period is estimated and may be subject to change at GTR's discretion.

Those submitting tenders will be required to resource accordingly to meet the required tender return date.

Mobilisation

Expected to complete a 2-3 month mobilisation period, including TUPE requirements and it is therefore an aspiration that the new contract would go live in Feb / March 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