

Pricing Document –Service Desk Services

Overview

Transreport provides digital supporting operational service desk capabilities to enable rail operators to meet their obligations to passengers requiring assistance.

The Service Desk provides specialist technical and operational support for the Passenger Assistance platform within a regulated, safety-critical transport environment. Support includes technical triage and troubleshooting across Transreport's cloud-hosted Passenger Assistance platform, platform configuration and access management, incident diagnosis, and coordination of resolution across application, infrastructure and data layers. The Service Desk supports operational continuity, system availability, and data integrity, and is designed to interface with rail operators' control, operations and customer service functions under defined Service Level Agreements.

Service Descriptions

Service Desk

The Service Desk provides operational support for the Passenger Assist Service and is designed to meet the requirements of a national, safety-critical service environment.

The service includes:

- Handling of passenger and operational contacts
- Operation under strict Service Level Agreements (SLAs)
- Incident logging, triage, and resolution
- Service reporting and performance management

Pricing

Service Desk Pricing

Pricing is based on operation under strict national-level SLAs and an assumed annual volume of 4,000 contacts:_toggle

£55 per contact

This includes handling of service desk contacts, incident and request management, and service reporting.

Price Variation

Prices may be reviewed annually and will increase in line with the UK Consumer Price Index (CPI).

Assumptions

- All prices are exclusive of VAT
- Pricing assumes steady-state annual operation
- Changes to scope, service levels, or volumes may require a pricing review

Commercial Flexibility

Transreport recognises that public sector organisations may have differing operational and commercial requirements. Alternative commercial structures, volumes, or service configurations can be discussed and agreed where appropriate within the G-Cloud framework.