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Contract

GWR Customer Experience Training (GEMS2)

FIRST GREATER WESTERN LIMITED

F06: Contract award notice – utilities

Notice identifier: 2022/S 000-009715

Procurement identifier (OCID): ocds-h6vhtk-02d1ef

Published 12 April 2022, 12:01pm

Section I: Contracting entity

I.1) Name and addresses

FIRST GREATER WESTERN LIMITED

Milford House,1 Milford Street

SWINDON

SN11HL

Contact

Rosalind Carter

Email

rosalind.carter@gwr.com

Telephone

+44 7970308429

Country

United Kingdom

Region code

UKK14 - Swindon

Internet address(es)

Main address

<https://procurement.gwr.com/>

I.6) Main activity

Railway services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

GWR Customer Experience Training (GEMS2)

Reference number

2021/S 000-019072

II.1.2) Main CPV code

- 80511000 - Staff training services

II.1.3) Type of contract

Services

II.1.4) Short description

The design, delivery and evaluation of a Customer Experience development programme

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 80000000 - Education and training services

II.2.3) Place of performance

NUTS codes

- UKK - South West (England)

II.2.4) Description of the procurement

This Expression of Interest (EOI) is designed to identify any Suppliers that are interested in

tendering for the provision of Provision of design, delivery and evaluation of Great Experience Makers 2 (GEMs 2) at Great Western Railway (GWR).

GWR wish to source a single supplier to;

The design, delivery and evaluation of a Customer Experience development programme, which will build on the success to date of Great Experience Makers and further enhance colleagues' capabilities relating to best practice customer experience from within and outside the travel industry.

The programme will need to create excitement and engagement rather than a sense of "more

of the same".

II.2.11) Information about options

Options: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Negotiated procedure with prior call for competition

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

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.2.1) Previous publication concerning this procedure

Notice number: [2021/S 000-019072](#)

IV.2.9) Information about termination of call for competition in the form of a periodic indicative notice

The contracting entity will not award any further contracts based on the above periodic indicative notice

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

10 February 2022

V.2.2) Information about tenders

Number of tenders received: 26

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

First Greater Western Limited

Swindon

Country

United Kingdom