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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](mailto: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

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**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

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## **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

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## **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

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## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

First Greater Western Limited

Swindon

Country

United Kingdom