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Award

"Dare to Care" customer experience programme

SE TRAINS LIMITED

UK5: Transparency notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-010046

Procurement identifier (OCID): ocds-h6vhtk-04eed2

Published 19 March 2025, 8:11am

Scope

Description

Design, development and roll out of phased customer experience training.

Phased delivery to April 2026 to ensure all front line colleagues are trained.

Value of both phases £309,000

Contract 1

Supplier

- [In2Action Limited](#)

Contract value

- £309,000 excluding VAT
- £370,800 including VAT

Below the relevant threshold

Earliest date the contract will be signed

28 March 2025

Contract dates (estimated)

- 31 March 2025 to 1 April 2026
- 1 year, 2 days

Main procurement category

Services

CPV classifications

- 80511000 - Staff training services

Contract locations

- UKC - North East (England)
- UKD - North West (England)

- UKE - Yorkshire and the Humber
- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England
- UKI - London
- UKJ - South East (England)
- UKK - South West (England)

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Procedure

Procedure type

Below threshold - without competition

Special regime

Utilities

Supplier

In2Action Limited

Marsh Farm Animal Adventure Park Marsh Farm Road, South Woodham Ferrers

Chelmsford, Essex, England

CM3 5WP

United Kingdom

Email: info@in2action.co.uk

Region: UKH36 - Heart of Essex

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1

Contracting authority

SE TRAINS LIMITED

- Companies House: 03266762
- Public Procurement Organisation Number: PWRR-2348-DXXP

Second Floor

London

SE1 2AU

United Kingdom

Email: procurement@southeasternrailway.co.uk

Region: UKI44 - Lewisham and Southwark

Organisation type: Public undertaking (commercial organisation subject to public authority oversight)