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Tender

GWR - Customer Experience Training

FIRST GREATER WESTERN LIMITED

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-016331

Procurement identifier (OCID): ocds-h6vhtk-0505e0 ([view related notices](#))

Published 22 April 2025, 4:25pm

Scope

Description

Provision of Design, Delivery and Evaluation of Customer Experience Training.

This is the third Development Programme which will build on the success to date of Great Experience Makers (original programme) and GEMS The Sequel.

This third programme will need to create excitement and engagement.

GWR are seeking to find a supplier to provide a truly memorable learning experience.

Commercial tool

Establishes a framework

Total value (estimated)

- £700,000 excluding VAT

- £814,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 15 September 2025 to 30 September 2027
- Possible extension to 30 June 2028
- 2 years, 9 months, 16 days

Description of possible extension:

Additional training services if required.

Options

The right to additional purchases while the contract is valid.

Additional training services

Main procurement category

Services

CPV classifications

- 80000000 - Education and training services

Contract locations

- UKK - South West (England)

Framework

Maximum number of suppliers

Unlimited

Maximum percentage fee charged to suppliers

0%

Framework operation description

na

Award method when using the framework

With competition

Contracting authorities that may use the framework

Establishing party only

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Submission type

Requests to participate

Deadline for requests to participate

22 May 2025, 5:00pm

Submission address and any special instructions

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

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

15 September 2025

Award criteria

Name	Description	Type	Weighting
Quality Submission		Quality	55%
Pricing	Contract	Price	40%
Commercial	Contract	Quality	5%

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Special regime

Utilities

Competitive flexible procedure description

Expressions of Interest.

Pre Qualification Questionnaire

Invitation to Tender

Negotiation - Best and Final Offer (BAFO)

Approvals

Contract Award

Contracting authority

FIRST GREATER WESTERN LIMITED

- Companies House: 05113733
- Public Procurement Organisation Number: PXVG-2764-GZCQ

Milford House 1 Milford Street

Wiltshire

SN1 1HL

United Kingdom

Email: procurement@gwr.com

Website: <https://www.gwr.com/>

Region: UKK14 - Swindon

Organisation type: Private utility