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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)

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## **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

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## **Participation**

## **Particular suitability**

Small and medium-sized enterprises (SME)

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## **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

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## Award criteria

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

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## Other information

### Conflicts assessment prepared/revised

Yes

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## 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

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## **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](mailto:procurement@gwr.com)

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

Region: UKK14 - Swindon

Organisation type: Private utility