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Tender

## **GWR Customer Experience Training (GEMS2)**

FIRST GREATER WESTERN LIMITED

F05: Contract notice – utilities

Notice identifier: 2021/S 000-019072

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

Published 6 August 2021, 3:26pm

### **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

**NUTS code**

UKK - South West (England)

**Internet address(es)**

Main address

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

Buyer's address

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

**I.3) Communication**

Access to the procurement documents is restricted. Further information can be obtained at

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

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<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)

**II.1.2) Main CPV code**

- 80511000 - Staff training services

- FA04 - For training purposes

### **II.1.3) Type of contract**

Services

### **II.1.4) Short description**

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

### **II.1.5) Estimated total value**

Value excluding VAT: £410,000

### **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
  - FA04 - For training purposes

### **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".

In addition, a Train the Trainer development and quality assurance process is required.

#### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

#### **II.2.6) Estimated value**

Value excluding VAT: £410,000

#### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Start date

1 January 2022

End date

31 March 2023

This contract is subject to renewal

No

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **II.2.11) Information about options**

Options: No

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

#### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Negotiated procedure with prior call for competition

#### **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.2.2) Time limit for receipt of tenders or requests to participate**

Date

5 September 2021

Local time

5:00pm

#### **IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates**

6 September 2021

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

#### **IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 6 (from the date stated for receipt of tender)

## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.2) Information about electronic workflows**

Electronic invoicing will be accepted

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

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

First Greater Western Limited

Swindon

Country

United Kingdom