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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

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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

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

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

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