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Tender

## **The Provision of a Customer Service Training Package**

GOVIA THAMESLINK RAILWAY LIMITED

F05: Contract notice – utilities

Notice identifier: 2024/S 000-029913

Procurement identifier (OCID): ocds-h6vhtk-049c09

Published 18 September 2024, 5:29pm

### **Section I: Contracting entity**

#### **I.1) Name and addresses**

GOVIA THAMESLINK RAILWAY LIMITED

24 Monument Street

LONDON

EC3R8AJ

#### **Contact**

Dulcie Neal

#### **Email**

[dulcie.neal@gtrailway.com](mailto:dulcie.neal@gtrailway.com)

#### **Telephone**

+44 7929063232

**Country**

United Kingdom

**Region code**

UKI31 - Camden and City of London

**Companies House**

07934306

**Internet address(es)**

Main address

<https://gtrainway.com/>

**I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://www.delta-esourcing.com/tenders/UK-UK-London:-Training-services./TNB69B6P8P>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.delta-esourcing.com/tenders/UK-UK-London:-Training-services./TNB69B6P8P>

**I.6) Main activity**

Railway services

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

The Provision of a Customer Service Training Package

#### **II.1.2) Main CPV code**

- 80000000 - Education and training services

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

Services

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

As part of GTR's Service Quality Regime (SQR) (internal auditing and mystery shopping) and customer feedback, we have recognised a requirement and opportunity for redefining Customer Service Standards to align to increasing customers' expectations and defining and delivering a best-in-class Customer Service Training Package to underpin consistent and sustainable delivery to these standards by GTR customer-facing staff (employees), excluding drivers, and others who interact with customers as part of the GTR team

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

Value excluding VAT: £1,000,000

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

- 79632000 - Personnel-training services
- 79633000 - Staff development services

#### **II.2.3) Place of performance**

NUTS codes

- UKI - London

## **II.2.4) Description of the procurement**

As part of GTR's Service Quality Regime (SQR) (internal auditing and mystery shopping) and customer feedback, we have recognised a requirement and opportunity for redefining Customer Service Standards to align to increasing customers' expectations and defining and delivering a best-in-class Customer Service Training Package to underpin consistent and sustainable delivery to these standards by GTR customer-facing staff (employees), excluding drivers, and others who interact with customers as part of the GTR team

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

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

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

Duration in months

12

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 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

18 October 2024

Local time

12:00pm

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

English

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## **Section VI. Complementary information**

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

This is a recurrent procurement: No

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

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

The Royal Courts of Justice

London

Country

United Kingdom