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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): ocids-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

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

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

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

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