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Award

## **Customer Experience Training - GEMS3**

FIRST GREATER WESTERN LIMITED

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-048428

Procurement identifier (OCID): ocds-h6vhtk-0505e0 ([view related notices](#))

Published 13 August 2025, 2:18pm

### **Scope**

### **Reference**

2025/S 000-016331

### **Description**

Customer Experience Training - GEMS3 Tender

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## **Contract 1. GWR - Customer Experience Training (GEMS3)**

## **Supplier**

- TRAIN 4 CHANGE LIMITED

## **Contract value**

- £683,365 excluding VAT
- £820,038 including VAT

Above the relevant threshold

## **Award decision date**

13 August 2025

## **Date assessment summaries were sent to tenderers**

13 August 2025

## **Standstill period**

- End: 22 August 2025
- 8 working days

## **Earliest date the contract will be signed**

15 September 2025

## **Contract dates (estimated)**

- 15 September 2025 to 31 March 2027

- Possible extension to 31 March 2028
- 2 years, 6 months, 16 days

Description of possible extension:

Failure to complete training in the given timescale

## **Main procurement category**

Services

## **CPV classifications**

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

## **Contract locations**

- UKK - South West (England)

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## **Submission**

### **Submission type**

Requests to participate

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## Procedure

### Procedure type

Competitive flexible procedure

### Special regime

Utilities

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## Supplier

### **TRAIN 4 CHANGE LIMITED**

- Companies House: 04049392
- Public Procurement Organisation Number: PPVQ-4353-NGMD

Oakley House

Cirencester

GL7 1US

United Kingdom

Email: [sarah@train4change.com](mailto:sarah@train4change.com)

Website: <http://www.train4change.com>

Region: UKK13 - Gloucestershire

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. GWR - Customer Experience Training (GEMS3)

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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)

Region: UKK14 - Swindon

Organisation type: Private utility