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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

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)

Submission

Submission type

Requests to participate

Procedure

Procedure type

Competitive flexible procedure

Special regime

Utilities

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

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)

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

Region: UKK14 - Swindon

Organisation type: Private utility