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Tender

Station Information and Security Systems

FIRST GREATER WESTERN LIMITED

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-002496

Procurement identifier (OCID): ocds-h6vhtk-06043c

Published 13 January 2026, 9:42am

Scope

Description

This procurement process is being advertised and run by First Greater Western Limited on its own behalf and on behalf of the successor operator of the rail passenger transport services in respect of Great western Railway. That successor operator will be a public sector company, is expected to be a wholly owned subsidiary of DfT OLR Holdings Limited and will be ultimately owned by the Secretary of State for Transport. The date for transfer of the current operations to the successor operator is not yet confirmed. Where the transfer is completed before contract award under this procurement process, the successor operator may elect (but will not be obliged) to carry on with this procurement process in place of First Greater Western limited, by taking on the role of contracting entity from the date of completion of the transfer (with this notice and all other procurement documents to be interpreted accordingly). Where the transfer is not yet completed by the time of contract award, contractual rights may be included in the contractual arrangements to enable transfer to the successor operator. Bidders should note that this procurement process (if ongoing), or any awarded contract, may be included in a transfer scheme made by the Secretary of State under section 12 of the Railways Act 2005, or the transfer may be effected outside of, or separate from, such a scheme.?

If transfer takes place before the contract award the successor operator shall assume all the rights of the Client set out in this document. All references to First Greater Western Limited shall be deemed to refer to the successor operator for the purposes of this

procurement and the successor operator shall be entitled to continue or terminate this procurement as if it was involved from the outset.

GWR are seeking to identify a service provider for the provision of SISS maintenance (preventative and corrective) at all leased premises on the GWR network, alongside associated activities such as reporting and provision of a customer help desk - together the "Support Services". This will include, but is not limited to:

closed-circuit television (CCTV)

customer information systems

public address systems and passenger help points.

GWR are looking to implement a maintenance and repair regime to ensure the SISS assets are maintained in accordance with relevant standards and are repaired by suitably qualified engineers to ensure they achieve their expected lifecycle. This will ensure that all SISS assets are working seamlessly and fully integrated to ensure that there is an ongoing availability of the overall systems to the Customer.

CCTV surveillance systems will be fully operational for the purpose of crime prevention, security, and public safety whilst the customer information and public address systems will be available to ensure our customers always receive real-time information. GWR leased premises have a mixture of SISS assets consisting of CCTV, CIS, PA and PHPs. The successful provider shall ensure these assets are maintained in line with relevant Network Rail and Industry Standards along with GWR requirements, ensuring that sufficient contract management resources are employed.

In a very regulated industry it is imperative that we can deliver our safety commitments in line with the associated risks and provide the necessary evidence in a format which is immediately accessible. There is also an opportunity for the successful provider to provide CCTV download activity which will include attending our leased premises on request and extracting CCTV footage in line with GWR procedures and other relevant legislation. There may also be opportunities to provide asset renewal services at our leased premises. The service provider will be responsible for providing a service which aligns itself to the ISO55001 principles. An asset verification exercise was undertaken during the last contract, however a new asset verification exercise will be required at the start of the new contract. Responsibility for the upkeep of this asset database forms part of this contract.

Within our NRC requirements, there is a Service Quality Excellence (SQE) regime, which GWR have been incorporated into the SLA and KPIs. The contract will be an initial term of 3 years with an option for a 1 + 1 year extension. The estimated value of this procurement over the full 5 year period is in the region of £8,500,000.

TUPE Applies to this contract

Total value (estimated)

- £8,500,000 excluding VAT
- £10,200,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 26 June 2026 to 25 June 2029
- Possible extension to 25 June 2031
- 5 years

Description of possible extension:

Contract can be extended based on company performance

Main procurement category

Services

CPV classifications

- 32234000 - Closed-circuit television cameras
- 92222000 - Closed circuit television services

Contract locations

- UKK - South West (England)
- UKL - Wales

Submission

Enquiry deadline

17 February 2026, 11:59pm

Tender submission deadline

20 February 2026, 11:59pm

Submission address and any special instructions

<https://s2c-uk62.waxdigital.com/FirstGroupPlc/DisplayModules/TradeModules/Negotiations/Opportunities/ViewOpportunityEvent.aspx?EventID=5058&Culture=en-GB>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

26 June 2026

Award criteria

Name	Description	Type	Weighting
Technical and Professional	Questions relating to technical and Professional capability	Quality	55%
Commercial	Commercial evaluation based on pricing submission	Price	40%
Contract Terms and Conditions	Acceptance of draft contract	Quality	5%

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Special regime

Utilities

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

Contact name: Dave Bartlett

Email: dave.bartlett@gwr.com

Region: UKK14 - Swindon

Organisation type: Private utility