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Pipeline

## Physical Security Operation Services

NATIONAL ENERGY SYSTEM OPERATOR LIMITED

UK1: Pipeline notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-002516

Procurement identifier (OCID): ocds-h6vhtk-04d60e

Published 24 January 2025, 12:13pm

## Scope

### Title

Physical Security Operation Services

### Reference

NESO0012

### Description

This Prior Information Notice (PIN) is separate to any tender opportunity and not related to any subsequent activity that NESO may wish to pursue. The purpose of this PIN is to inform the market of NESOs intention to tender and to improve NESOs knowledge on the status of any economic operator(s) that can provide security service for NESOs Physical Security Operations Centre (PSOC). NESO would like to gauge market interest in the provision of this service. It is the intention of NESO to further engage with only those economic operator(s) who meet the outline requirements.

Service Scope

NESO supports the safety of our employees, contractors and visitors across our monitored portfolio of sites via a alarm receiving centre which must be operated in a way that proactively monitors all sites for any security issues, alarms or alerts. They will work with internal systems to monitor CCTV, alarms and calls, as well as external on-site security to solve issues.

NESO requires a service that:

- Provides 2 operators and 1 supervisor on 24/7 shifts which the service provider will manage
  - o These operators will attend a 5 week training course on site to align them to NESO systems but must have control room and alarm receiving centre experience
  - o These operators must be SC cleared in addition to passing NESO security and background checks
  - o These operators must also hold a SIA Public Space Surveillance Licence
- Maintains our PSOC services to the appropriate British Standards and follows NPSA "Control Room Standards" best practice
- Performs daily system integrity and compliance checks on PSOC systems including routine updates and patches;
- Follows the "incident management process" and "command and control" of emergency situations routed to PSOC
- Has knowledge of data protection and privacy law such as GDPR
- Competently and proactively manage flagging of any potential issues with systems or equipment to ensure the integrity and functionality of the PSOC
- Manages the access control systems and procedures within NESO, including printing and distributing access cards as well as performing regular audits
- Is experienced in multi-site management via the alarm receiving centre
- Is experienced in alarm system management and acting on emergency situations.

These identified key accountabilities are not exhaustive and may vary and extend/reduce depending on the evolving role of the alarm receiving centre and the resource required to operate effectively

Please register your interest to Tennille Madigan [tennille.madigan@nationalenergyso.com](mailto:tennille.madigan@nationalenergyso.com) by the 10th February 2025

## **Contract type**

Services

## **Main category (CPV code)**

- 79710000 - Security services

## **Contract location**

- UKK - South West (England)

## **Contract start date (estimated)**

1 June 2025

## **Contract end date (estimated)**

31 October 2026

## **Maximum value (estimated, excluding VAT)**

£500,000

## **Renewal**

12 month extension at the discretion of the Authority

## **Options**

The right to additional purchases while the contract is valid.

No

## **Contract is suitable for**

- Small and medium-sized enterprises (SME)

- Voluntary, community and social enterprises (VCSE)

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## Buyer

### NATIONAL ENERGY SYSTEM OPERATOR LIMITED

St Catherine's Lodge

Bearwood Road

Wokingham

RG41 5BN

United Kingdom

Website: <https://www.neso.energy/what-we-do/systems-operations>

Not on any register

NUTS code: UKG13 - Warwickshire

Contact name: Tennille Madigan

Email: [tennille.madigan@nationalenergyso.com](mailto:tennille.madigan@nationalenergyso.com)

Telephone: +44 7795483583

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## Procedure

### Procurement start date (estimated)

When the contract notice or equivalent will be published.

1 March 2025

## **Commercial approach**

Whether the procurement is for a new requirement or a reprocurement.

Reprocurement, same scope

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## **Previous award**

### **Previous award notice**

[Security Services](#)