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Tender

Provision of Station, Office and Accommodation cleaning on SWR's network

FIRST MTR SOUTH WESTERN TRAINS LIMITED

F04: Periodic indicative notice – utilities

Call for competition

Notice identifier: 2024/S 000-007289

Procurement identifier (OCID): ocids-h6vhtk-044642

Published 7 March 2024, 9:51am

Section I: Contracting entity

I.1) Name and addresses

FIRST MTR SOUTH WESTERN TRAINS LIMITED

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LONDON

W21AF

Contact

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Email

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Telephone

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Country

United Kingdom

Region code

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Companies House

07900320

Internet address(es)

Main address

www.southwesternrailway.com

I.3) Communication

Access to the procurement documents is restricted. Further information can be obtained at

<http://redirect.transaxions.com/events/7daOt>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://s2c-uk62.waxdigital.com/FirstGroupPlc/SignIn.aspx>

I.6) Main activity

Railway services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Provision of Station, Office and Accommodation cleaning on SWR's network

II.1.2) Main CPV code

- 90910000 - Cleaning services

II.1.3) Type of contract

Services

II.1.4) Short description

South Western Railway operates Trains Services and associated facilities across 180 stations. The network includes routes through Hampshire, Surrey, Dorset, Wiltshire, Berkshire, Devon, Somerset, and Greater London, serving a mixture of commuters, leisure, and longer distances customers. In addition there are 7 Island Line Stations located on the Isle Of Wight, which caters more for leisure travellers and holiday makers.

This contract is a managed service contract, and the supplier shall provide suitably qualified staff (operatives) and manage them as specified to provide the highest quality cleaning service. This service will cover daily, weekly and deep cleaning operations of customer facing areas of stations at both ground and overhead level.

In addition to this the supplier will also be required to perform cleaning of office spaces and staff facilities (both low level and above head height), located within stations as designated within the contract specifications.

Within all aspects of cleaning operations carried out under the contract, the supplier should promote sustainable and environmentally friendly methods of work in relation to equipment, usage of utilities (electricity, water etc), and chemicals ensuring these meet all applicable regulations.

The definitions specified below clarify the expectations of the different types of cleaning service to be performed as set out within the contract specifications:

- Static Cleaning Operations - The provision of designated static operatives to perform cleaning tasks as set out within a pre-defined cleaning scope at the following static locations: Basingstoke, Putney, Richmond, Southampton Central, Southampton Central,

Surbiton, Vauxhall and Wimbledon. These operations will be carried out within customer facing areas only.

- **Mobile Route Cleaning Operations** - The provision of designated route operatives to perform cleaning tasks as set out within a pre-defined cleaning scope across a number of small to medium footfall locations aligned as best as possible to existing Station Manager areas. The number of stations that this service will cover will be defined within the contract specifications. These operations will be carried out within customer facing areas only.
- **Deep Cleaning Operations** - The provision of designated and dedicated team(s) to perform deep cleaning tasks within a pre-defined cleaning scope. This service will be across all 180 South Western Railway stations and 7 Island Line, (Isle of Wight) locations to a schedule to be agreed between South Western Railway and supplier. It is expected that higher footfall locations will receive two to three deep cleans within a 12-month period. These operations will be carried out within customer facing areas only.
- **Office and Staff Facilities Cleaning Operations** - The provision of a dedicated cleaning service across a defined number of traincrew and departmental offices (circa 25), located within stations across the South Western Railway network. The number and locations of offices will be detailed within the contract specifications and will include cleaning of office and communal areas where required. These operations will be carried out within non customer facing areas only.
- **Event Cleaning Operations** - The provision of an ad-hoc cleaning service at stations during and following major events. This service will focus on key areas such as cleaning toilets, litter picking on platforms and car parks.
- **Additional Car Park Cleaning Operations** - The provision of a seasonal cleaning service that will perform cleaning of designated station car parks to a programme of works agreed between the customer and the supplier. These works will include clearing of drains, soak away channels, leaf and vegetation.
- **Roof Gutter Cleaning Operations** - The provision of an annual service at specified locations.

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

II.2) Description

II.2.1) Title

Provision of Station, Office and Accommodation cleaning on SWR's Metro & Central Region

Lot No

1

II.2.2) Additional CPV code(s)

- 90910000 - Cleaning services

II.2.3) Place of performance

NUTS codes

- UKI4 - Inner London – East
- UKJ1 - Berkshire, Buckinghamshire and Oxfordshire
- UKJ2 - Surrey, East and West Sussex
- UKJ3 - Hampshire and Isle of Wight

II.2.4) Description of the procurement

Scope & Background

South Western Railway operates Trains Services and associated facilities across 180 stations. The network includes routes through Hampshire, Surrey, Dorset, Wiltshire, Berkshire, Devon, Somerset, and Greater London, serving a mixture of commuters, leisure, and longer distances customers. In addition there are 7 Island Line Stations located on the Isle Of Wight, which caters more for leisure travellers and holiday makers.

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- **Roof Gutter Cleaning Operations** - The provision of an annual service at specified locations.

Structure

Two South Western Railway Contract Managers will oversee the day-to-day operation of

the contract across all locations and they in turn will report into the Head of Customer Experience Delivery for reporting and escalation purposes. The supplier will be expected to provide the following resources to aid the successful execution of contract requirements:

Key Account Manager/Supplier Contract Manager

Daily and Weekly Cleaning Operation Supervisor(s)

Dedicated Deep Cleaning Operation Supervisor

Daily and Weekly Cleaning Operatives

Deep Cleaning Operatives

Office Cleaning Operatives

Any dedicated resources associated with the day-to-day management of this contract must be priced separately under a management fee arrangement and not absorbed within the Supplier percentage margin.

Supplier Employees Standard Recruitment

The Client requires the Supplier to have a robust and consistent procedure for the recruitment and selection of its Operatives. The Customer reserves the right to request evidence of these procedures. As a minimum the Customer requires the following documentation to be in force for all employees appointed to this Contract, and available on request:

The Supplier is responsible for recruiting suitable operatives to provide the Customers requirements, the Supplier shall ensure, at its own expense, that candidates fulfil the following requirements:

- (a) Competency in basic English and Mathematics.
- (b) Competency in verbal communications
- (c) Adaptable and resilient to the operational environment and able to adapt to changing requirements as required
- (d) Be fully compliant with pre-employment checks listed below.

Recruitment Vetting Requirements

- Identity Check
- 5-year evidenced with referenced work history (two references required)
- National and Immigration right to work status.
- DBS check (particularly in respect of operatives working within secure office environments)
- Annual Drug and Alcohol tests to be undertaken by supplier,

Cleaning Equipment

The supplier must ensure that all cleaning operatives are supplied with the best possible cleaning equipment for the tasks to be undertaken. A list of equipment to be used will be detailed within the contract specifications. The equipment supplied should be durable and ergonomically friendly to use. The supplier should also take steps to introduce battery powered cleaning equipment where required.

The supplier must also ensure the provision of uniform and personal protective equipment to all operatives before any cleaning works are to be undertaken. A uniform standard should be defined and briefed to all individuals and be monitored by Supervisors on a regular basis.

Technology

The Operatives employed by the supplier must be supplied with a smart device with geo fencing built in, to enable electronic sign on/ off shift. This will be tracked by the supplier to monitor attendance and performance. This device should have a software application that will allow operatives to both record completion of tasks against a pre-agreed cleaning scope and to record photographic evidence of task completion. The client requires access to accurate real time reporting and all of the above.

The client will require an innovative solution that has the flexibility to enable change requests to task lists.

Travel Arrangements

The Client will provide authority to travel on their train services to Operatives on the production of a valid photo identification card and a suitably endorsed letter of authority. The authority to travel will only be valid for travelling to and from their scheduled place of work on South Western Railway services.

The start of shift time will be recorded at the point of sign in at the first location. The end of

shift time will be recorded at the completion of all tasks at the last location.

It is the Supplier's responsibility to ensure that the operatives can travel by alternative ways in the event of major disruption or when the operatives shift ends after the last train service has departed.

II.2) Description

II.2.1) Title

Provision of Station, Office and Accommodation cleaning on SWR's South & West Region

Lot No

2

II.2.2) Additional CPV code(s)

- 90910000 - Cleaning services

II.2.3) Place of performance

NUTS codes

- UKJ3 - Hampshire and Isle of Wight
- UKK2 - Dorset and Somerset

II.2.4) Description of the procurement

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Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Restricted procedure

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 the receipt of applications for an invitation to tender or to negotiate

Date

11 April 2024

Local time

4:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

Section VI. Complementary information

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.4) Procedures for review

VI.4.1) Review body

FIRST MTR SOUTH WESTERN TRAINS LIMITED

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London

W2 1AF

Email

procurementandcontracts@swrailway.com

Country

United Kingdom