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Tender

## **SWR: Provision of Facilities & Asset Management Services**

FIRST MTR South Western Train Limited

F05: Contract notice – utilities

Notice identifier: 2024/S 000-010644

Procurement identifier (OCID): ocds-h6vhtk-044f0a

Published 2 April 2024, 4:09pm

### **Section I: Contracting entity**

#### **I.1) Name and addresses**

FIRST MTR South Western Train Limited

8th Floor, The Point, 37 North Wharf Road

LONDON

W21AF

#### **Email**

[sabrina.hollingum@firstrail.com](mailto:sabrina.hollingum@firstrail.com)

#### **Country**

United Kingdom

#### **Region code**

UK - United Kingdom

#### **Companies House**

07900320

**Internet address(es)**

Main address

<https://www.southwesternrailway.com/>

**I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

<http://redirect.transaxions.com/events/CjQ8O>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted to the above-mentioned address

**I.6) Main activity**

Railway services

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

SWR: Provision of Facilities & Asset Management Services

#### **II.1.2) Main CPV code**

- 50700000 - Repair and maintenance services of building installations

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

First Rail Holdings (FRH) in conjunction with First MTR South Western Trains Ltd (SWR) are seeking to contract with a new FM provider in the delivery of their Planned and Reactive Electrical, Mechanical & Building Fabric works. This procurement process is being led by FRH, with any subsequent award being directly between the FM Provider and SWR.

FRH and our TOCs aspire to lead the way in how we deliver this type of service provision to our Stakeholders, that being either our internal stakeholders at our stations and ultimately our external stakeholders being our paying customers.

We are seeking to contract with an FM Provider which will enable FRH and SWR to deliver on these values into the future and to grow with our NRCs and our journey into Asset Management. Each one of our Train Operating Companies (TOCs) hold Certification for ISO55001 in Asset Management, and as the FM Provider, the works being delivered underpin the success and future development of this Standard.

This contract is designated by the DfT as a Key Contract and as such will be subject to an Umbrella Direct Agreement, and approval by the Secretary of State.

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

#### **II.2.4) Description of the procurement**

We are seeking to contract with an FM Provider which will enable FRH and SWR to deliver on these values into the future and to grow with our NRCs and our journey into Asset Management. Each one of our Train Operating Companies (TOCs) hold Certification for ISO55001 in Asset Management, and as the FM Provider, the works being delivered underpin the success and future development of this Standard.

With SWRs contractual obligations with the DfT, it is essential that we meet these obligations of which this FM Contract plays a fundamental part in our assurance to the DfT and our 40-year Asset Lifecycle Delivery.

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.

In a very changing world in respect to technology it is imperative that we can take information & data which is clean and consistent into our systems to enable the correct asset management decisions to be made with the quickest and easiest solutions. With the potential future reform in Rail it is imperative that we can manage all types of data either from within our own Business units, 3rd Parties and our Landlord. We must ensure that we are all working towards the ultimate goal of delivering a safe reliable and consistent service to our stakeholders, working together to find the ultimate way to deliver the right life cycle to those assets.

Technology on how we undertake our processes, from the reporting, maintaining & measuring (either via human intervention or AI connections) to our assets to enable a delivered service must be undertaken through a system which is adaptable and ever evolving to the meet the challenges and changes in the FM world.

This procurement follows a previous tender in 2020 which has been updated to reflect the changes within our NRC requirements with the DfT, of which Service Quality Regime (SQR) to our Stakeholders plays a significant part of our operational delivery. During this time, an asset verification exercise has been undertaken. The successful supplier must carry out their own asset verification or validation exercise at the start of the new contract.

Specific focus for this tender will be around the fully interactive customer call centre operation, how this integrates into the operational delivery through your selected CAFM system, to ensure KPI measures are met and taking into consideration our Landlord's (Network Rail) new CAFM System (Citadel), and how data may be integrated. To facilitate

continuous improvement and drive the desired results, SWR will implement a service-credit / incentivisation system, which will be discussed and agreed with the successful supplier. A new FM Provider will have carefully identified, through their experience and expertise in this area, the required resource and skill level to deliver to the full contract requirements.

The contract will be in place for a period of up to 5 years as follows:

- An initial 3-year term followed by up to a 2-year extension.

The estimated value of this procurement over the full 5-year period is in the region of £20,000,000.

SWR will use a standard industry FM contract for this procurement, NEC 4 FMC, Option A with price list, including X and Z clauses.

Please note that TUPE will apply to this procurement.

The scope of services included under this tender include:

1. Planned Preventative Maintenance
2. Statutory and Mandatory Inspections & Maintenance
3. Reactive Maintenance and Emergency Maintenance
4. Possession and Isolations Management
5. Revisions, updating and maintenance of Asset register and integration into the Employers system(s).
6. Production of record drawings
7. Maintenance of operating and maintenance manuals
8. Provision of new works
9. Provision of Electronic Logbooks and hardcopy maintenance of onsite Fire Logbook
10. Fully interactive customer call centre
11. SQR Management
12. Lift management

### 13. Weekend SQR Toilet Reactive

#### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

#### **II.2.6) Estimated value**

Value excluding VAT: £20,000,000

#### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

60

This contract is subject to renewal

No

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **II.2.11) Information about options**

Options: No

## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Negotiated procedure with prior call for competition

#### **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 receipt of tenders or requests to participate**

Date

2 May 2024

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

English

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.3) Additional information**

Owing to the nature of the data being provided, full and un-restricted access to documents relating to this procurement opportunity will be subject to interested Suppliers signing and returning a Non-Disclosure Agreement.

Final contract award will be subject to approval by the Secretary of State for Transport.

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

High Court of England and Wales

London

Country

United Kingdom