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Tender

Security Patrol and Response

THAMES WATER UTILITIES LIMITED

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

Notice identifier: 2025/S 000-011056

Procurement identifier (OCID): ocds-h6vhtk-04ef77

Published 25 March 2025, 10:38am

Changes to notice

This notice has been edited. The [previous version](#) is still available.

Please note this is not a Framework Agreement, but is a Term Services agreement, and the notice has been changed to reflect this.

Scope

Reference

FA2228

Description

Thames Water intends to award an Agreement to a single supplier for a dedicated security patrol and response service to improve our protective security, particularly for our critical assets, and ensure compliance with associated industry regulations such as SEMD (Security & Emergency Measures Direction) and PSG (Protective Security Guidance). To ensure compliance, we are required to patrol our critical assets and have sufficient planned response for incidents, and resource must be trained to respond to worst case scenarios.

The scope will include a dedicated 24/7 service to provide: a) Proactive patrols and inspections of our sites to provide security presence and check for perimeter vulnerabilities; and b) Reactive rapid response to alarms and incidents, and providing security support for police and frontline staff where needed. The successful supplier will need to provide appropriate vehicles, communications and response equipment, and officers that are adequately trained in incident response, enhanced physical intervention, conflict management, etc. The supplier will also need to coordinate their staff/vehicles across our region (London & Thames Valley) with appropriate route planning to ensure our needs and SLAs are met. Reactive response requirements will be communicated to the Supplier by our Alarm Monitoring Centre (AMC).

Our key priorities and expectations for this agreement include: Security Resilience & Assurance to improve protection of our sites and more capable response to alarms/incidents; Compliance with SEMD & PSG regs; Health, Safety & Wellbeing focus with increased protection for our staff against public threats/abuse; and Value for Money to demonstrate to OFWAT in line with our PR24 submission, and reducing the cost of damage/loss from security breaches.

Total value (estimated)

- £72,000,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 July 2025 to 1 July 2028

- Possible extension to 1 July 2033
- 8 years, 1 day

Description of possible extension:

Thames Water envisages that the contract will be awarded for an initial term of 3 years with options to extend by 1 year or longer, up to a maximum overall term of 8 years.

Options

The right to additional purchases while the contract is valid.

The full scope of the services to be provided and any options that may be considered throughout the term of the agreement, is set out in the Specification issued within the Invitation to Negotiate (ITN) document.

Main procurement category

Services

CPV classifications

- 79710000 - Security services

Contract locations

- UKI - London
 - UKJ - South East (England)
-

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Submission type

Requests to participate

Deadline for requests to participate

14 April 2025, 10:00am

Submission address and any special instructions

To gain access for this procurement exercise, please click on the link below, and provided the requested details. You will then be given access.

<https://forms.office.com/e/Y8SuEkkSfx>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

27 June 2025

Recurring procurement

Publication date of next tender notice (estimated): 1 July 2033

Award criteria

Name	Type	Weighting
Technical	Quality	55%
Commercial	Price	45%

Other information**Conflicts assessment prepared/revised**

Yes

Procedure**Procedure type**

Competitive flexible procedure

Special regime

Utilities

Competitive flexible procedure description

Suppliers' PSQ submissions will be scored and shortlisted in accordance with the criteria set out within the PSQ documentation, and the suppliers that are shortlisted will be invited to submit a proposal in response to the ITN.

After tenders have been submitted, evaluated and negotiated, the successful supplier will be awarded according to the percentage weightings and criteria set out in the ITN Process document. Full details of the process that will be followed are provided within the PSQ and ITN documents.

Contracting authority

THAMES WATER UTILITIES LIMITED

- Companies House: 02366661
- Public Procurement Organisation Number: PNQQ-4647-DTCV

Clearwater Court

Reading

RG1 8DB

United Kingdom

Email: procurement.supportcentre@thameswater.co.uk

Region: UKJ11 - Berkshire

Organisation type: Private utility