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Contract

Provision of Station response officers for various SWR stations

FIRST MTR SOUTH WESTERN TRAINS LIMITED

F06: Contract award notice – utilities

Notice identifier: 2023/S 000-015478

Procurement identifier (OCID): ocids-h6vhtk-034fa4

Published 31 May 2023, 8:36pm

Section I: Contracting entity

I.1) Name and addresses

FIRST MTR SOUTH WESTERN TRAINS LIMITED

8th Floor, The Point, 37 North Wharf Road

LONDON

W21AF

Contact

Ibolya Kormos-spring

Email

ibolya.kormos-spring@swrailway.com

Telephone

+44 7971564977

Country

United Kingdom

Region code

UKI32 - Westminster

Companies House

07900320

Internet address(es)

Main address

www.southwesternrailway.com

I.6) Main activity

Railway services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Provision of Station response officers for various SWR stations

II.1.2) Main CPV code

- 79710000 - Security services

II.1.3) Type of contract

Services

II.1.4) Short description

Anti-social disorder related incidents on the SWR network have been rising in the last year

and form a large majority of the external delay minutes attributed to SWR in the delay

validation process. The Intention is to place a (agency/contractor) Task Force personnel

at

several key locations, at times when historical evidence shows the most disorder incidents

have taken place. These personnel will be tasked with assisting SWR colleagues in deescalating anti-social behaviour on trains and stations in order to reduce delays or potential

delays to SWR train services. Agency staff will be required to hold a SIA badge license and

may rarely from time to time be required to physically remove customers only if necessary.

Day of Operation - Thursday - Sunday

Hours of Operation - 1700hrs to 0100hrs

Home Stations

1. Waterloo
2. Clapham Junction
3. Woking
4. Surbiton
5. Guildford

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6. Basingstoke

May be required to move to an alternative location

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 79710000 - Security services

II.2.3) Place of performance

NUTS codes

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

II.2.4) Description of the procurement

Anti-social disorder related incidents on the SWR network have been rising in the last year

and form a large majority of the external delay minutes attributed to SWR in the delay

validation process. The Intention is to place a (agency/contractor) Task Force personnel at

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have taken place. These personnel will be tasked with assisting SWR colleagues in deescalating anti-social behavior on trains and stations in order to reduce delays or potential

delays to SWR train services. Agency staff will be required to hold a SIA badge license and

may rarely from time to time be required to physically remove customers only if necessary

II.2.5) Award criteria

Cost criterion - Name: Cost element / Weighting: 40%

II.2.11) Information about options

Options: Yes

Description of options

Option to extend for further 2 years

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.2.1) Previous publication concerning this procedure

Notice number: [2022/S 000-018684](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

18 January 2023

V.2.2) Information about tenders

Number of tenders received: 3

Number of tenders received by electronic means: 3

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

STM Group (UK) Limited

London

Country

United Kingdom

NUTS code

- UKI - London

Companies House

05466873

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £361,090.08

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

First MTR South Western Trains Limited

London

Country

United Kingdom