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Tender

## **Provision of Station response officers for various SWR stations**

FIRST MTR SOUTH WESTERN TRAINS LIMITED

F04: Periodic indicative notice – utilities

Call for competition

Notice identifier: 2022/S 000-018684

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

Published 7 July 2022, 5:28pm

### **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](mailto:ibolya.kormos-spring@swrailway.com)

#### **Telephone**

+44 7971564977

**Country**

United Kingdom

**NUTS code**

UKI32 - Westminster

**Internet address(es)**

Main address

<https://www.firstgroupplc.com>

**I.3) Communication**

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

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

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<http://redirect.transaxions.com/events/H0pOs>

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**

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 de-escalating 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

## 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

Main site or place of performance

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

May be required to move to an alternative location

### **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 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 de-escalating 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.

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions

The Agency staff working in this role will be key to reducing anti-social behaviour on the station while on duty and will work alongside the station team and the Railway Community Officers while reporting into the Crime and Community Team.

The Agency staff will hold no enforcement powers but will be required to develop a strong working relationship with the local BTP officers to assist BTP officers in their duties. They may also be required to administer First AID when required.

The response officers will be required to wear Body Worn Cameras and produce reports, all of which may be used in evidence at a later date in a court of law. These will be created and stored electronically. They will also be required to complete incident SWR report forms when an incident happens, again, these are completed electronically and can be set up in a way that they are automatically sent to SWR and NWR when completed.

The staff will be required to update the SWR Security Desk by phone or radio when they commence their working day, as well as details of incidents they are dealing with (especially if they move locations).

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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

14 August 2022

Local time

5:00pm

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

English

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## **Section VI. Complementary information**

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

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

First MTR South Western Trains Limited

8th Floor, The Point, 37 North Wharf Road,

London

W2 1AF

Country

United Kingdom