

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/022784-2024>

Not applicable

Provision of Maintenance Services for Station Information and Security Systems (SISS)

FIRST MTR SOUTH WESTERN TRAINS LIMITED

F14: Notice for changes or additional information

Notice identifier: 2024/S 000-022784

Procurement identifier (OCID): ocds-h6vhtk-04451d

Published 23 July 2024, 9:47am

Section I: Contracting authority/entity

I.1) Name and addresses

FIRST MTR SOUTH WESTERN TRAINS LIMITED

8th Floor, The Point, 37 North Wharf Road

LONDON

W21AF

Contact

Sabrina Hollingum

Email

sabrina.hollingum@firstrail.com

Country

United Kingdom

Region code

UK - United Kingdom

Companies House

07900320

Internet address(es)

Main address

www.southwesternrailway.com/

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Provision of Maintenance Services for Station Information and Security Systems (SISS)

II.1.2) Main CPV code

- 50000000 - Repair and maintenance services

II.1.3) Type of contract

Services

II.1.4) Short description

SWR are seeking to identify a service provider for the provision of SISS maintenance (preventative and corrective) at all leased premises on the SWR network, alongside associated activities such as reporting and provision of a customer help desk - together the "Support Services".

South Western Railway (SWR) has an extensive Station Information & Security Systems (SISS) estate deployed across 184 stations (and multiple depots), providing business critical services to customers and staff including but not limited to:

- 1) Customer information and public address systems at stations
- 2) Video surveillance systems at stations, in control rooms and at some train depots
- 3) Concentrators and clocks in train depots

- 4) Staff information systems at stations
- 5) Help Point systems at stations and in control rooms
- 6) Driver late notice screens in traincrew depots
- 7) Clocks in traincrew depots
- 8) Guards assisted dispatch CCTV at stations
- 9) Body Worn Video Dock Controller and LAN infrastructure
- 10) Planned General Inspections within dedicated SISS comms rooms

SWR are looking to implement a maintenance and repair regime to ensure the SISS assets are maintained in accordance with relevant standards, and are repaired by suitably qualified engineers to ensure they achieve their expected lifecycle.

This will ensure that all SISS assets are working seamlessly and fully integrated to ensure that there is an ongoing availability of the overall systems to the Customer. Video surveillance systems will be fully operational for the purpose of crime prevention, security, and public safety whilst the customer information, public address and help point systems will be available to ensure our customers always receive real-time information and can call for assistance. Furthermore our remote access systems will be available so that Customers have access to facilities at unstaffed stations.

Operational systems such as concentrators and clocks in train depots, Driver late notice screens in traincrew depots and Guards assisted dispatch CCTV at stations, will be maintained to a high standard to ensure that SWR can run a safe and punctual railway in line with its license conditions/obligations with the Office of Rail and Road (ORR).

The successful provider shall ensure these assets are maintained in line with relevant Network Rail and Industry Standards along with SWR requirements, ensuring that sufficient contract management resources are employed. In addition, the successful provider shall have experience and capability of ISO 55001 interface/compliance/management, asset condition verification surveys, supplementary project and NR works/services, SISS renewal delivery and management of assets against industry Asset Management Plans.

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.

Section VI. Complementary information

VI.6) Original notice reference

Notice number: [2024/S 000-006823](#)

Section VII. Changes

VII.1) Information to be changed or added

VII.1.2) Text to be corrected in the original notice

Section number

II.3

Instead of

Date

6 May 2024

Read

Date

18 November 2024

VII.2) Other additional information

Please note that the estimated date for the publication of the contract notice for this procurement has been updated to November 2024.