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Tender

## **Provision of security services for SWR**

FIRST MTR SOUTH WESTERN TRAINS LIMITED

F04: Periodic indicative notice – utilities

Call for competition

Notice identifier: 2023/S 000-027530

Procurement identifier (OCID): ocds-h6vhtk-0401b7

Published 18 September 2023, 4:25pm

### **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

**Region code**

UKI32 - Westminster

**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/mrLzJ>

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/mrLzJ>

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 security services for SWR

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

- 79710000 - Security services

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

Services

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

South Western Railway operates Trains Services and associated facilities across 200 stations.

This contract is a managed service contract, and the Supplier shall provide suitably qualified staff (Officers) and manage them as specified to provide the hi-visibility service and patrols that the Customer expects.

This schedule outlines the provision of Officers supporting and protecting the Customers assets on train, at stations, at depots and the passengers using these services. Officers providing services to the Customer as follows:

- Station Response Officer - The Officers shall provide a highly visible uniform security service, responding to any incident which threatens the safety or perceived to threaten the safety or security of the Customer, employees, or SWR property, deal robustly with anti-social behavior on trains and stations. In addition, the Officers shall deliver excellent customer service on a day-to-day basis, which mirrors the Customers values. 'Committed to our customers.
- Security Check Officers - Conduct Department for Transport standard security checks compliant with National Rail Security Programme and associated protocols and training platforms. Including but not limited to HOT, WHAT, Awareness Counter Terrorism eLearning platform and Managing Suicidal Contact. Where appropriate, Officers may require supporting major incidents or events, therefore crowd control management is vital part of the job and training for this skill is essential.
- Depot security Guard - The protection of the Customer's assets and employees from

any kind of criminal activity is the priority of the Officers. This includes but not limited to protection of rolling stocks from graffiti or any type of damage and theft of any type of assets. Due to the location of the job and the requirement working in proximity of the third rail the Officers must be trained for Personal Track Safety (PTS) and their competency shall be maintained.

- Safety and Security Control Centre Operators - The Officers will be vetted to NPPV 2, (Non-Police Personal Vetting) they shall provide a dedicated, proactive, security focused resource at the security desk within the WICC, monitoring the networks Close Circuit Television system and facilitating the deployment of resources using the Airwave radio system to deal with emergencies, incidents and general tasking as required by the Customer.
- Christmas Depot Security Officers - Officers are required to secure and protect the customers assets and infrastructure where appropriate over the Christmas period. Depots and sidings are in scope, this includes but not limited to protection of rolling stocks from graffiti or any type of damage and theft of any type of assets and occasional station security could be included at the Customers request. Officers must be PTS trained due to work location and a competency held.
- Network Reassurance Officers - Will be required to provide support to our on-train colleagues during train journeys. Officers will provide a uniform presence to deter Anti-Social Behaviour and Criminal Activity. They will work with our on-train colleagues to provide a highly visible uniform presence and to support in the reduction of Anti-Social behaviour, both real and perceived thus preventing unnecessary dwell times of our trains in addition, the Officers shall deliver excellent customer service on a day-to-day basis, which mirrors the Customers values. 'Committed to our customers'.
- Major Event/Incident Security Officers - Similar to the scope of both the SRT and NRT. Suitably Qualified officers relevant to the role they are undertaking, SIA/PTS. The Officers shall provide a highly visible, reassuring uniform security presence, respond to any incidents. Officers will deal robustly with anti-social behaviour or criminality on trains and within stations. In addition, the Officers shall work in collaboration with SWR colleagues, crowd control officers and the emergency services.

### **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

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

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

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- Security Check Officers - Conduct Department for Transport standard security checks compliant with National Rail Security Programme and associated protocols and training platforms. Including but not limited to HOT, WHAT, Awareness Counter Terrorism eLearning platform and Managing Suicidal Contact. Where appropriate, Officers may require supporting major incidents or events, therefore crowd control management is vital part of the job and training for this skill is essential.
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#### **II.2.5) Award criteria**

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

## **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

25 October 2023

Local time

5:00pm

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

English

#### **IV.2.5) Scheduled date for start of award procedures**

30 October 2023

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## **Section VI. Complementary information**

### **VI.2) Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

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

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

FIRST MTR SOUTH WESTERN TRAINS LIMITED

LONDON

Country

United Kingdom