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Planning

## **Provision of Gateline and ticket checkers services at various SWR stations**

FIRST MTR SOUTH WESTERN TRAINS LIMITED

F04: Periodic indicative notice – utilities

Periodic indicative notice only

Notice identifier: 2024/S 000-033921

Procurement identifier (OCID): ocids-h6vhtk-04af91

Published 21 October 2024, 11:52am

### **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**

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

<http://redirect.transaxions.com/events/Oz5d1>

Additional information can be obtained from 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 Gateline and ticket checkers services at various SWR stations

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

- 79620000 - Supply services of personnel including temporary staff

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

Services

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

Our current Gate Line and Ticket Checking is due to expire in April 2025 for the 45 stations that operate Automatic Ticket Gates (ATGS) across SWR network from London Waterloo to Bournemouth and Salisbury.

The previous contract was tendered under 2 lots reflecting the Head of Stations & Revenue Protections regions in SWR. Currently there are two incumbent suppliers to SWR, one providing re-source for Waterloo and Metro Regions the other the Central, South and West Regions. These suppliers cover, SWR Customer Service Assistants (CSA) vacancies, long term and short-term sickness, absence and short notice cover.

It is our intention to re-tender this contract for a period of 23 month from the 20th April 2025, mobilisation to start in February, with the option of a further three year extension under two lot covering the 45 Locations. As part of our re-tendering of this contract we expect from the successful supplier:

- To adhere to all current and future, employee and health and safety legislation
- Provide, staff that are professional and focused on meeting our customers' expectations.
- That the contract will represent true value for money for South Western Railway
- That any failings or damage by the supplier listed within the contract will be recognised and South Western Railway receive recompense.
- That have achieved Achillies, ISO 9001

## **II.1.6) Information about lots**

This contract is divided into lots: Yes

## **II.2) Description**

### **II.2.1) Title**

Provision of Gateline and ticket checkers services at various SWR stations in London & Metro Region

Lot No

1

### **II.2.2) Additional CPV code(s)**

- 79620000 - Supply services of personnel including temporary staff

### **II.2.3) Place of performance**

NUTS codes

- UKI - London
- UKJ1 - Berkshire, Buckinghamshire and Oxfordshire
- UKJ2 - Surrey, East and West Sussex

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

Our current Gate Line and Ticket Checking is due to expire in April 2025 for the 45 stations that operate Automatic Ticket Gates (ATGS) across SWR network from London Waterloo to Bournemouth and Salisbury.

The previous contract was tendered under 2 lots reflecting the Head of Stations & Revenue Protections regions in SWR. Currently there are two incumbent suppliers to SWR, one providing re-source for Waterloo and Metro Regions the other the Central, South and West Regions. These suppliers cover, SWR Customer Service Assistants (CSA) vacancies, long term and short-term sickness, absence and short notice cover.

It is our intention to re-tender this contract for a period of 23 month from the 20th April 2025, mobilisation to start in February, with the option of a further three year extension

under one or two lot covering the 45 Locations. As part of our re-tendering of this contract we expect from the successful supplier:

- To adhere to all current and future, employee and health and safety legislation
- Provide, staff that are professional and focused on meeting our customers' expectations.
- That the contract will represent true value for money for South Western Railway
- That any failings or damage by the supplier listed within the contract will be recognised and South Western Railway receive recompense.
- That have achieved Achillies, ISO 9001

## **II.2) Description**

### **II.2.1) Title**

Provision of Gateline and ticket checkers services at various SWR stations for Central, South & West Regions

Lot No

2

### **II.2.2) Additional CPV code(s)**

- 79620000 - Supply services of personnel including temporary staff

### **II.2.3) Place of performance**

NUTS codes

- UKJ3 - Hampshire and Isle of Wight
- UKK2 - Dorset and Somerset

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

Our current Gate Line and Ticket Checking is due to expire in April 2025 for the 45 stations that operate Automatic Ticket Gates (ATGS) across SWR network from London Waterloo to Bournemouth and Salisbury.

The previous contract was tendered under 2 lots reflecting the Head of Stations & Revenue Protections regions in SWR. Currently there are two incumbent suppliers to SWR, one providing re-source for Waterloo and Metro Regions the other the Central, South and West Regions. These suppliers cover, SWR Customer Service Assistants (CSA) vacancies, long term and short-term sickness, absence and short notice cover.

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- To adhere to all current and future, employee and health and safety legislation
- Provide, staff that are professional and focused on meeting our customers' expectations.
- That the contract will represent true value for money for South Western Railway
- That any failings or damage by the supplier listed within the contract will be recognised and South Western Railway receive recompense.
- That have achieved Achillies, ISO 9001

## **II.2) Description**

### **II.2.1) Title**

Provision of Gateline and ticket checkers services at various SWR stations all regions

Lot No

3

### **II.2.2) Additional CPV code(s)**

- 79620000 - Supply services of personnel including temporary staff

### **II.2.3) Place of performance**

NUTS codes

- UKI - London
- UKJ2 - Surrey, East and West Sussex

- UKJ3 - Hampshire and Isle of Wight
- UKK2 - Dorset and Somerset

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

Our current Gate Line and Ticket Checking is due to expire in April 2025 for the 45 stations that operate Automatic Ticket Gates (ATGS) across SWR network from London Waterloo to Bournemouth and Salisbury.

The previous contract was tendered under 2 lots reflecting the Head of Stations & Revenue Protections regions in SWR. Currently there are two incumbent suppliers to SWR, one providing re-source for Waterloo and Metro Regions the other the Central, South and West Regions. These suppliers cover, SWR Customer Service Assistants (CSA) vacancies, long term and short-term sickness, absence and short notice cover.

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- To adhere to all current and future, employee and health and safety legislation
- Provide, staff that are professional and focused on meeting our customers' expectations.
- That the contract will represent true value for money for South Western Railway
- That any failings or damage by the supplier listed within the contract will be recognised and South Western Railway receive recompense.
- That have achieved Achillies, ISO 9001

#### **II.3) Estimated date of publication of contract notice**

9 December 2024

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## **Section IV. Procedure**

### **IV.1) Description**

#### **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 receipt of expressions of interest**

Date

22 November 2024

Local time

5:00pm

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

English