

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/039662-2024>

Tender

SWR Gateline & Ticket checkers Tender

FIRST MTR SOUTH WESTERN TRAINS LIMITED

F05: Contract notice – utilities

Notice identifier: 2024/S 000-039662

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

Published 9 December 2024, 4:08pm

Section I: Contracting entity

I.1) Name and addresses

FIRST MTR SOUTH WESTERN TRAINS LIMITED

8th Floor

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.3) Communication

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

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

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/88nGW>

I.6) Main activity

Railway services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

SWR Gateline & Ticket checkers Tender

II.1.2) Main CPV code

- 79342300 - Customer services

II.1.3) Type of contract

Services

II.1.4) Short description

1. Introduction & Background

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, (please see Appendix 2 attached).

The previous contract was tendered under 2 lots reflecting the Head of Stations & Revenue Pro-tection 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, mo-bilisation 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 Achilles, ISO 9001

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

II.2) Description

II.2.1) Title

SWR Gateline & Ticket checkers Tender (London & Metro Region)

Lot No

1

II.2.2) Additional CPV code(s)

- 79342300 - Customer services

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

1. Introduction & Background

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, (please see Appendix 2 attached).

The previous contract was tendered under 2 lots reflecting the Head of Stations & Revenue Pro-tection 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 Achilles, ISO 9001

II.2.5) Award criteria

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

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

24

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: Yes

II.2.11) Information about options

Options: Yes

Description of options

36 months optional extension included in the contract

II.2) Description

II.2.1) Title

SWR Gateline & Ticket checkers Tender (Central, South and West Region)

Lot No

2

II.2.2) Additional CPV code(s)

- 79342300 - Customer services

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

1. Introduction & Background

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, (please see Appendix 2 attached).

The previous contract was tendered under 2 lots reflecting the Head of Stations & Revenue Pro-tections 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, mo-bilisation 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.2.5) Award criteria

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

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

24

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: Yes

II.2.11) Information about options

Options: Yes

Description of options

36 months optional extension included in the contract

II.2) Description

II.2.1) Title

SWR Gateline & Ticket checkers Tender (all regions)

Lot No

3

II.2.2) Additional CPV code(s)

- 79342300 - Customer services

II.2.3) Place of performance

NUTS codes

- UKI - London
- UKJ1 - Berkshire, Buckinghamshire and Oxfordshire
- UKJ2 - Surrey, East and West Sussex
- UKJ3 - Hampshire and Isle of Wight
- UKK2 - Dorset and Somerset

II.2.4) Description of the procurement

1. Introduction & Background

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, (please see Appendix 2 attached).

The previous contract was tendered under 2 lots reflecting the Head of Stations & Revenue Pro-tections 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, mo-bilisation 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.2.5) Award criteria

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

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

24

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: Yes

II.2.11) Information about options

Options: Yes

Description of options

36 months optional extension built in the contract

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.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-033921](#)

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

19 December 2024

Local time

5:00pm

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

English

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

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