

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](mailto: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](http://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 Achillies, 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-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 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