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Award

Security Patrol and Response

THAMES WATER UTILITIES LIMITED

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-044216

Procurement identifier (OCID): ocds-h6vhtk-04ef77 ([view related notices](#))

Published 30 July 2025, 12:07pm

Scope

Reference

FA2228

Description

Thames Water intends to award an Agreement to a single supplier for a dedicated security patrol and response service to improve our protective security, particularly for our critical assets, and ensure compliance with associated industry regulations such as SEMD (Security & Emergency Measures Direction) and PSG (Protective Security Guidance). To ensure compliance, we are required to patrol our critical assets and have sufficient planned

response for incidents, and resource must be trained to respond to worst case scenarios.

The scope will include a dedicated 24/7 service to provide: a) Proactive patrols and inspections of our sites to provide security presence and check for perimeter vulnerabilities; and b) Reactive rapid response to alarms and incidents, and providing security support for police and frontline staff where needed. The successful supplier will need to provide appropriate vehicles, communications and response equipment, and

officers that are

adequately trained in incident response, enhanced physical intervention, conflict management, etc. The supplier will also need to coordinate their staff/vehicles across our region (London & Thames Valley) with appropriate route planning to ensure our needs and SLAs are met. Reactive response requirements will be communicated to the Supplier by our Alarm Monitoring Centre (AMC).

Our key priorities and expectations for this agreement include: Security Resilience & Assurance to improve protection of our sites and more capable response to alarms/incidents; Compliance with SEMD & PSG regs; Health, Safety & Wellbeing focus with increased protection for our staff against public threats/abuse; and Value for Money to demonstrate to OFWAT in line with our PR24 submission, and reducing the cost of damage/loss from security breaches.

Contract 1. Security Patrol and Response

Supplier

- FIRST RESPONSE GROUP LTD

Contract value

- £72,000,000 including VAT

Above the relevant threshold

Award decision date

30 July 2025

Date assessment summaries were sent to tenderers

30 July 2025

Standstill period

- End: 11 August 2025
- 8 working days

Earliest date the contract will be signed

12 August 2025

Contract dates (estimated)

- 12 August 2025 to 10 August 2028
- Possible extension to 10 August 2033
- 7 years, 11 months, 30 days

Description of possible extension:

Thames Water envisages that the contract will be awarded for an initial term of 3 years with options to extend by 1 year or longer, up to a maximum overall term of 8 years.

Main procurement category

Services

Options

The right to additional purchases while the contract is valid.

The full scope of the services to be provided and any options that may be considered throughout the term of the agreement, is set out in the Specification issued within the Invitation to Negotiate (ITN) document.

CPV classifications

- 79710000 - Security services

Contract locations

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

Submission

Submission type

Requests to participate

Procedure

Procedure type

Competitive flexible procedure

Special regime

Utilities

Supplier

FIRST RESPONSE GROUP LTD

- Companies House: 06263326
- Public Procurement Organisation Number: PPWR-4812-RLJD

Unit 2 Gemini Business Park

Leeds

LS7 3JB

United Kingdom

Email: bidsandtenders@firstresponsegroup.com

Website: <http://www.firstresponsegroup.com>

Region: UKE42 - Leeds

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. Security Patrol and Response

Contracting authority

THAMES WATER UTILITIES LIMITED

- Companies House: 02366661
- Public Procurement Organisation Number: PNQQ-4647-DTCV

Clearwater Court

Reading

RG1 8DB

United Kingdom

Email: procurement.support.centre@thameswater.co.uk

Region: UKJ11 - Berkshire

Organisation type: Private utility