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Tender

City Centre Wardens for Wrexham

Wrexham County Borough Council

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-055786

Procurement identifier (OCID): ocds-h6vhtk-05988e

Published 11 September 2025, 12:32pm

Scope

Reference

Proc 24-272

Description

Wrexham County Borough Council (WCBC) is looking to appoint a sole Contractor to provide a City Centre Warden service as per the contents of this notice and accompanying tender documentation.

The Contractor will provide a reliable, accurate, prompt and dependable service that is helpful and responsive to the needs of the public and Wrexham County Borough Council.

The successful Contractor will be expected to provide the Council with two 'wardens' for a minimum of 80 hours per week (40 hours per warden).

Tenderers must be flexible with their service delivery and capable of delivering 80 hours across any day or time during a seven-day week. It is expected that the majority of the contracted hours will be delivered in 8 hour slots between Monday and Friday, but there may be instances where the Council needs to vary this or requires weekend working

instead.

Tenderers must therefore be willing to work weekends and unsociable hours to support a flexible delivery model as and when requested by the Council.

In delivering the service the City Centre Wardens will work collaboratively with partners to identify and diffuse anti-social behaviour (ASB). They will liaise with a range of partners including business owners, door staff and the emergency services to ensure that Wrexham's City Centre is welcoming and safe to visit.

The Service provider will work in partnership with relevant agencies to:

- Maintain a consistent and approachable presence, building rapport with the public and businesses.
- Use real-time communication with CCTV and emergency services to respond swiftly to incidents.
- Participate in multi-agency briefings and patrols, ensuring joined-up working with police, outreach teams, and council officers.
- Gather and share intelligence, contributing to long-term problem-solving and community resilience.

For full details of the tender and service requirements, please refer to the full tender documentation available free of charge via the [etenderWales](#) portal.

Total value (estimated)

- £225,000 excluding VAT
- £270,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 December 2025 to 31 March 2028

- 2 years, 4 months

Options

The right to additional purchases while the contract is valid.

Throughout the Contract Term it may be necessary for WCBC to increase the weekly hours beyond the specified 80 hours (40 hours per warden). This may happen when events are held within the City Centre or if additional support is required by WCBC to support potential security threats, anti-social behaviour or if the PSPO boundary expands. For example, this may include sports events, music events, markets, festivals, or threatening behaviour from members of the public. Please note that the above is not an exhaustive list.

At the time of tender Wrexham County Borough Council (WCBC) intends to purchase the service detailed within this tender and its attachments, however, it may be possible that throughout the term of the Contract WCBC receives additional funding that will allow for an increase in service provision / units / or equivalent supplied through this Contract.

Where additional funding becomes available, regardless of its source, WCBC may request the successful Tenderer to increase the number of hours and / or personnel supplied through this Contract.

Please note that WCBC cannot guarantee that there will be any sort of increase in service provision during the Contract term. At the time of tender all tenderers should submit their offering and pricing structure based off the published documents, not the possibility of additional hours/services being made available.

The detail within this section has been included for information purposes only to make tenderers aware of future possibilities.

Main procurement category

Services

CPV classifications

- 79710000 - Security services

Contract locations

- UKL23 - Flintshire and Wrexham

Participation

Legal and financial capacity conditions of participation

As per the tender documentation

Technical ability conditions of participation

Tenderers must be a Security Industry Authority (SIA) Approved Contractor and registered with the Approved Contractor Scheme for the full duration of the Contract.

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

6 October 2025, 5:00pm

Tender submission deadline

13 October 2025, 12:00pm

Submission address and any special instructions

etenderWales Reference: Project_ 60110

itt_119072

To access the tender documentation and submit a response to this opportunity, please follow the below instructions.

1. Register your company on the etenderWales portal (this is only required once) - <https://etenderwales.bravosolution.co.uk>.

Supplier registration video - <https://app.screencast.com/2srN0n260W9nX>

2. Express an Interest in the tender.

Login to the portal with the username/password.

Click the "Open Access PQQs/ITTs" link (These are Invitations to Tender open to any registered supplier).

Click on the relevant PQQ/ITT to access the content.

Click the "Express Interest" button in the "Actions" box on the left-hand side of the page.

This will move the PQQ/ITT into your "My PQQ/ITTs" page. (This is a secure area reserved for your projects only).

Click on the PQQ/ITT code, you can now access any attachments by clicking the "Settings and Buyer Attachments" in the "Actions" box.

3. Responding to the tender.

You can now choose to "Reply" or "Reject" (please give a reason if rejecting);

You can now use the 'Messages' function to communicate with the buyer and seek any

clarification;

Note the deadline for completion, then follow the onscreen instructions to complete the ITT;

There may be a mixture of online and offline actions for you to perform (there is detailed online help available).

4. Technical Assistance.

If you require any further assistance use the online help, or the Bravo etenderWales help desk is available Mon - Fri (8:00 - 18:00) on:

email: E-mail: help@bravosolution.co.uk

phone: +44 800 069 8634 / Fax: +44 2070800480

Live Chat is available via the homepage - <https://etenderwales.bravosolution.co.uk>.

Tenders may be submitted electronically

Yes

Languages that may be used for submission

- Welsh
- English

Award decision date (estimated)

11 November 2025

Award criteria

Name	Type	Weighting
Quality	Quality	60.00%
Price	Cost	40.00%

Other information

Applicable trade agreements

- Government Procurement Agreement (GPA)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Justification for not publishing a preliminary market engagement notice

Limited time available to complete and it is a relatively straightforward requirement in a well-established market.

Documents

Associated tender documents

https://www.sell2wales.gov.wales/Assets/NoticeBuilder_FileDownload.aspx?id=345747

Document outlining where the full suite of tender documents can be accessed along with where tender returns should be submitted.

Contracting authority

Wrexham County Borough Council

- Public Procurement Organisation Number: PJHN-6516-JQNZ

Commissioning Procurement and Contract Management Unit

Wrexham

LL11 1AR

United Kingdom

Email: procurement@wrexham.gov.uk

Website: <https://www.wrexham.gov.uk/>

Region: UKL23 - Flintshire and Wrexham

Organisation type: Public authority - sub-central government

Devolved regulations that apply: Wales