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Contract

TFW - Provision of Rail Major Incident Command Training and Exercising

Transport for Wales

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-066724

Procurement identifier (OCID): ocds-h6vhtk-055e0d ([view related notices](#))

Published 20 October 2025, 1:47pm

Scope

Description

Transport for Wales (TfW), (the Contracting Authority) is carrying out a procurement advertised in the Find a Tender Service (FTS), via Sell2Wales, under the Open Procedure of the Procurement Act 2023 to procure Rail Major Incident Command training and exercising under the TfW Goods and Services Terms and Conditions. The maximum permitted term of the contract is 3 years and the anticipated commencement date is October 2025. The rail industry within the UK face a range of threats, hazards and operational challenges that have the potential to jeopardise its ability to run services, safely and securely and to uphold customer confidence. We recognise that any disruption to the services we provide caused by a major incident, needs to be dealt with as quickly and efficiently as possible by competent incident commanders. To ensure there is a level of consistency and excellence in rail major incident command provision in TfW. We require a training provider to work with us to develop and deliver a competency-based training programme that is aligned to the TfW Major Incident Response Plan. The training will provide our strategic and tactical incident commanders with knowledge, skills and understanding in relation to managing a rail major incident, specifically in relation to TfW as a Train Operating Company. To achieve this, the training will need to include both theoretical learning and simulated exercising. The training will be for 50 people, consisting

of the Strategic (Directors) and Tactical (Senior Managers) that provide 24/7 incident management cover via an on-call Rota and other roles that are relevant. Key objectives for the learning:

- a. Demonstrate an understanding of rail and multi-agency command structures based on Incident Definition matrix and key roles.
- b. Set and communicate strategic objectives and regularly review.
- c. Utilise strategic objectives to develop a Tactical Plan.
- d. Use the JESIP JDM to make and justify command decisions.
- e. Utilise the TfW Major Incident Action Cards to assist in establishing command structure and supporting roles.
- f. Demonstrate familiarity with the JESIP principals and requirements to resource multi-agency SCG's and TCG's.
- g. Demonstrate awareness of Humanitarian Assistance structures and how TfW assist with the Rail Incident Care Teams.
- h. Demonstrate awareness of the requirements and impacts of preserving evidence and investigations in relation to rail and the requirements of the RAIB and ORRi.
- i. Demonstrate awareness of the need for document control and logging.
- j. Familiarise delegates with the recovery process and the impacts on customers and staff.
- k. Alignment with legislation, leading practice and guidelines with specific reference to guidance and other relevant documentation from the Rail Safety and Standards Board and Rail Delivery Group.
- l. An understanding of working in a Multi-agency environment

Contract 1. Rail Major Incident Command Training and Exercising

Supplier

- Serco Limited

Contract value

- £75,566.85 excluding VAT
- £90,680.22 including VAT

Below the relevant threshold

Date signed

17 October 2025

Contract dates

- 20 October 2025 to 31 March 2027
- Possible extension to 31 March 2028
- 2 years, 5 months, 12 days

Description of possible extension:

1 x 12 month period

Main procurement category

Services

CPV classifications

- 79632000 - Personnel-training services
- 80000000 - Education and training services
- 92312212 - Services related to the preparation of training manuals

Contract locations

- UK - United Kingdom
-

Procedure

Procedure type

Below threshold - open competition

Supplier

Serco Limited

- Public Procurement Organisation Number: PMNV-5613-PQMY

SERCO HOUSE, 16 BARTLEY WAY, BARTLEY WOOD BUSINESS PARK

HOOK, HAMPSHIRE

RG27 9UY

United Kingdom

Email: chris.wood@uk-ra.org

Region: UKJ37 - North Hampshire

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1. Rail Major Incident Command Training and Exercising

Contracting authority

Transport for Wales

- Public Procurement Organisation Number: PPHD-4211-XYXJ

3 Llys Cadwyn

Pontypridd

CF37 4TH

United Kingdom

Email: procurement.help@tfwrail.wales

Website: <http://tfw.wales>

Region: UKL15 - Central Valleys

Organisation type: Public authority - sub-central government