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Tender

To supply a managed service for Street Marshals from April 2026 to March 2029

Taunton Town Council

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

Notice identifier: 2025/S 000-077413

Procurement identifier (OCID): ocids-h6vhtk-05d810 ([view related notices](#))

Published 26 November 2025, 4:26pm

Scope

Description

Taunton is the County Town of Somerset and was one of the first towns in the Southwest to be awarded Garden Town Status and has a population of around 62,000. Taunton Town Council is committed to enhancing security and safety measures to tackle the rise in Anti-Social Behaviour and improve safety and security for members of the public, its community and businesses through engagement, education and problem solving.

The offer must;

Create a safe and welcoming place: by using street ambassadors/marshals to create a friendly and welcoming place for people to shop and spend time in, improving the safety and security of the town centre. Safer towns will lend itself to increased footfall and more potential business for local retailers. The safe streets will entice people to venture out and explore the area, providing a boost to the local economy and improve investment opportunities.

The role of the street marshal will be to assist where possible, approach groups of people to ensure all is well and to be that helping hand, you'll be required to engage with local businesses and identify hotspots of ASB issues.

Street marshals will look to work with a range of town centre users, this will include businesses, residents, visitors, community groups, street performers, buskers and street traders, the local policing team to ensure that the town maintains a safe and secure environment for all to prosper and grow.

Street marshals could have certification, licenses and training in the following;

- SIA
- Conflict management
- Physical intervention
- Safeguarding children
- Vulnerable adult protection
- Welfare and vulnerability engagement
- "Ask for Angela"
- First Aid
- Prevention of violence against women and girls
- Anti-racism, LGBTQA+
- Handling conflict with teenagers

Supporting Local Business Communications: Street marshals will support the town centre businesses by allowing the businesses to report town centre issues, ranging from verbal abuse, shoplifting and more serious crime where possible, the use of digital platforms or software (such as UKPAC) should be integrated to streamline reporting, enable real-time updates, and facilitate information sharing between marshals, businesses, and authorities. towards businesses via the radio link system.

Total value (estimated)

- £255,000 excluding VAT
- £310,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 April 2026 to 31 March 2029
- Possible extension to 31 March 2030
- 4 years

Description of possible extension:

One , one year extension available

Main procurement category

Services

CPV classifications

- 75241000 - Public security services

Contract locations

- UKK23 - Somerset

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

29 December 2025, 11:59pm

Tender submission deadline

12 January 2026, 12:00pm

Submission address and any special instructions

Please submit to email address in the documents by the published deadline

<https://www.taunton-tc.gov.uk/>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

31 January 2026

Recurring procurement

Publication date of next tender notice (estimated): 1 December 2029

Award criteria

Name	Type	Weighting
Price/quality	Quality	100%

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Documents

Associated tender documents

[ITT Town Marshals.docx](#)

[Appendix 1.docx](#)

Contracting authority

Taunton Town Council

- Public Procurement Organisation Number: PMDN-7336-NLLJ

Deane House

Taunton

TA1 9QQ

United Kingdom

Email: procurement@taunton-tc.gov.uk

Region: UKK23 - Somerset

Organisation type: Public authority - sub-central government