

Market Sounding Questionnaire Template

Heritage Wardens / Supporting Security and Operations Services

1. Introduction

This Market Sounding Questionnaire (MSQ) is issued by Transport for London (TfL) on the behalf of the Greater London Authority (GLA) and seeks to obtain market feedback in relation for the provision of Heritage Wardens and Supporting Security and Operations Services. The primary focus is to better understand market/supplier appetite, capacity and capability, as well as perceived risks and opportunities.

Transport for London is part of the Greater London Authority family led by Mayor of London. We are the integrated transport authority responsible for delivering the Mayor’s aims for transport.

TfL runs most of London’s public transport services, including the London Underground, London Buses, the Docklands Light Railway, London Overground, TfL Rail, London Trams, London River Services, London Dial-a-Ride, Victoria Coach Station, Santander Cycles and the Emirates Air Line.

1. Feedback Request

Feedback is requested in relation to the proposal described within this document. Your feedback is important as it will allow views from the market to inform the development and finalisation of the procurement strategy.

TfL would greatly appreciate your feedback in the form of a response to the questionnaire in Section 4. Please submit your responses via email to [nickharris@tfl.gov.uk](mailto:nickharris@tfl.gov.uk)

All responses will be treated confidentially. Following analysis, a high-level summary report will be issued to participants of the market engagement giving an overview of the general themes and findings, but no participant will be mentioned by name in the report.

This exercise does not form part of any formal procurement process. All responses will be carefully considered but will not bind TfL to any particular approach to the procurement, nor will responses be treated as conveying any promise or commitment on the part of the respondent.

**For your feedback to be taken into account, your completed MSQ must be received by noon the 8th January 2021.**

1. Proposals for Consideration and Feedback

Short description of the nature and scope of services

**Heritage Wardens**

Heritage Wardens provide a comprehensive service for the purpose of protecting the national heritage assets on Trafalgar Square (TSQ) and Parliament Square Garden (PSG); providing a safe, secure and welcoming environment; providing public information to visitors and tourists, event and operational support and when necessary carrying out enforcement action.

The Heritage Wardens carry out their role in two of the most high-profile Squares in the United Kingdom and as a result their actions are constantly in the public eye and can come under intense scrutiny. The conduct of the Heritage Wardens reflects on the Mayor of London and GLA. It is therefore important that the contactor’s staff demonstrate exemplary levels of customer service, integrity and professional conduct. To achieve this requires the right calibre of staff coupled with a high level of training and proactive management support.

The role is a combination of enforcement, security and customer liaison. It is not your typical security role and requires high calibre staff capable of dealing with challenging individuals and large groups in a public realm environment. This is a public facing role and there is a risk of injury to the Heritage Wardens and appropriate PPE needs to be worn. The duties centre around protecting the Squares and ensuring the safety of the visiting public and those working on the Squares and enforcement of byelaws applicable to the Square and some primary legislation in the Police Reform and Social Responsibility Act in relation to activities on Parliament Square Other duties include; proactive patrolling of GLA controlled land, monitoring the adjacent area - on Trafalgar Square particularly the North Terrace, CCTV monitoring at Trafalgar Square, engaging with the public and providing information about the Squares and local area, including how to go about applying for permission for activities on the Squares such as protests and events and where necessary carrying out enforcement activities up to and including attending court to give evidence, , staffing the small control room, issuing of keys, responding to incidents liaison and co-ordination with the police, liaison with neighbours, controlling access to the Squares, checking of authorisations, parking control, controlling photo-shoots and filming, protecting the historic monuments and fabric of the Squares from damage and identifying and reporting faults with the Squares’ facilities, fabric and infrastructure. It also includes monitoring and controlling authorised activities that take place on GLA controlled land, liaison with event organisers and their stewarding companies, many of these activities are licensed events. As examples, this will include major events such as the Fourth Plinth project, the lighting of the Christmas Tree, New Year’s Eve celebrations, Pride and St. Patrick’s Day, as well as both large and small protests and demonstrations. Experience has shown that to deliver the service successfully the Heritage Wardens need to be of supervisor calibre.

The GLA believes the Heritage Warden Services provide the successful contractor with the opportunity to showcase in an iconic, world famous and publicly accessible environment their high calibre services to other potential clients.

**Supporting Security and Operation Services**

Supporting Security and Operation Services is the provision of multi-function, security staff to support security and operations delivered by the GLA on an ad-hoc basis. This includes support to the in-house security team and other security contract partners, for example in support of the Heritage Warden Service for asset or perimeter protection duties. This is very much a contingency service with no particular value of business guaranteed but it does require upfront investment by the contractor in having the right calibre staff available and for some of the likely duties, site trained for operations at City Hall.

Security and operations services are required by the GLA at City Hall), Trafalgar Square , Parliament Square Gardens, event venues and other locations at which the GLA may have an interest around the Greater London area. City Hall will be relocating in the Summer of 2021 from its current HQ building in SE1 next to Tower Bridge, to its new home in the Crystal Building at Royal Victoria Docks, E16.

The requirement for these services is very much ad-hoc and there may be periods of time when no staff are required from the contractor, however, when they are required they must be trained for the role they are required to undertake. Typically, security officers from this contract are required to cover long term absences (e.g. maternity cover) or for specific events such as the 6-montly Peoples’ Question time the GLA Elections every 4 years. For duties at City Hall this includes training in the operation of the search and screening equipment and the SOPs particularly those related to emergencies. For more straightforward roles such as asset protection of statues on Parliament Square, no site-specific training is required.

The contractor’s staff must all have the appropriate SIA License for the activities they are required to undertake. At City Hall they will work as part of the in-house security team and will take part in the rota. As well as security duties, officers will potentially be required to control car parking, delivery and collect post and goods around the building and staff the control room. The Officers must also be able to undertake and be trained in physical intervention techniques, including the removal, using reasonable force if necessary, people from premises occupied by the GLA.

All the roles will be public facing and the staff supplied must be capable of communicating confidently in English, learning SOPs quickly and providing directions and instructions to both GLA staff and the public in emergency situations. The actions of security staff working for the GLA do come under public scrutiny. This combination requires a higher than average calibre of officer.

The GLA organises a number of events each year at various venues around London, e.g. the six-monthly People’s Question Time and annual State of London Debate. The events are generally public meetings involving the Mayor of London, Assembly Members and or other guest speakers. The number of attendees can range from 100 to around 2000 people. The security and stewarding for these events is provided by the contractor(s) of the security and operations services. The supplier would take responsibility for carrying out the pre-event reconnaissance, recommending security staffing levels, preparing the security plan, risk assessments and method statements.

This could also include the close protection of key people arriving and departing from an event, for which the appropriate SIA license must be held. Close protection is not likely to be a regular requirement and contractors will not be excluded from this contract if it is not a service they can supply. The events themselves generally last no more than 4 hours and usually take place in the evenings.

The contractor must be able to provide technical security services, such as electronic counter measure sweeps of locations, on an as required basis. This contract does not cover the installation or maintenance of electronic security systems such as CCTV and access control systems.

The contractor must have the capability of deploying, on an as required basis, at two hours’ notice, a specialist team that can assess and dismantle unauthorised, unconventional structures or items that may have been constructed or placed in or on any private property controlled by the Authority, at ground level or at height and remove any locked-on people. Examples of this include make-shift shelters, free-standing towers, stages, ropes/harnesses/hammocks left in trees, banners or placards attached to tress or monuments and people locked-on to structures.

As part of the operations role the contractor must also be able to provide reception staff on an ad-hoc basis to the GLA’s property, principally at its HQ building.

**Indicative Procurement Programme**

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| --- | --- |
| **Activity** | **Date** |
| **Market Sounding Questionnaire** |  |
| Issue PIN and Market Sounding Questionnaire | 14/12XX/2020 |
| Market Sounding Questionnaire Deadline | 08/01/2021 Noon |
| **Standard Selection Questionnaire (SSQ)** | TBC |
| Issue OJEU and SSQ (30 days) | TBC |
| SSQ returns | TBC |
| Evaluation and notification of results | TBC |
| **Invitation to Tender (ITT)** | TBC |
| Issue ITT | TBC |
| Tender Returns & Evaluation | TBC |
| Contract Award | TBC |
| Contract Commencement | 1/11/2021 |

1. Questionnaire

As part of this market sounding exercise, TfL wishes to seek your views on the extent of your capabilities and appetite for the provision of Heritage Wardens and Supporting Security and Operations Services.

The feedback from this questionnaire will help inform decisions on the final procurement strategy for this project.

TfL would appreciate your feedback in the form of a response to the following questionnaire, with the specific questions to be answered in the blank tables/boxes provided. Should you consider a particular question is not applicable to your organisation, please state “not applicable” in the tables/boxes provided.

Heritage Wardens and Supporting Security and Operations Services. – Market Sounding Questionnaire

Please complete:

|  |  |
| --- | --- |
| **Organisation Name** |  |
| **Company Registration Number** |  |
| **Key Contact Name** |  |
| **Email Address** |  |
| **Telephone Number** |  |

Interest and capability

1. a) Please specify which of the following Services you are interested in providing:

|  |  |  |
| --- | --- | --- |
| **Services required** | **Capability(Y/N)** | **Comments** |
| Heritage Wardens only |  |  |
| Supporting Security and Operations Services only |  |  |
| Heritage Wardens and Supporting Security and Operations Services |  |  |

b) If you are not interested in delivering any of these services, please explain your reasons below (e.g. risk of services, nature of the service, complexity of services etc.).

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1. Have you provided similar services in the past? Yes/No? If yes, please provide very brief details below.

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Q3. Would you intend to subcontract any services of the scope listed below?

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| --- | --- | --- |
| Element | Self-Delivery  Yes/No | % of Subcontract  20% - 40%  40% - 60%  60% - 80%  80% - 100% |
| Heritage Wardens only |  |  |
| Supporting Security and Operations Services only |  |  |
| Heritage Wardens and Supporting Security and Operations Services |  |  |

Q4. TfL is proposing either a multi-vendor framework or a single stand-alone contractual arrangement, which do you feel is the most suitable? please provide your observations and comments on the proposed contractual arrangements.

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Constraints (inc Risks), Interfaces and Opportunities

Q5. What does your organisation consider to be the top risks (up to 3 in order of criticality) to the successful delivery of the Heritage Wardens and Supporting Security and Operations Services contract? What mitigating action do you think can be taken by TfL and/or suppliers? Consider these services separately if it is easier to do so.

|  |  |  |  |
| --- | --- | --- | --- |
| **Rank** | **Risk and description (up to 3)** | **Mitigation** | **Who is best placed to manage this Risk (TfL or Supplier.. etc)** |
| 1 |  |  |  |
| 2 |  |  |  |
| 3 |  |  |  |

Q6. What does your organisation consider to be the top opportunities (up to 3 in order of criticality) to the successful delivery of the Heritage Wardens and Supporting Security and Operations Services. contract? Please provide the following details. Consider these services separately if it is easier to do so.

|  |  |  |
| --- | --- | --- |
| **Rank** | **Opportunity and description (up to 3)** | **Who is best placed to manage this Risk (TfL or Supplier.. etc)** |
| 1 |  |  |
| 2 |  |  |
| 3 |  |  |

Q7. What other elements/services/works not included in the lists above you think TfL might be interested in/should consider for the procurement?

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Q8.From your experience, and review of this document, what technology and innovation can you recommend to TfL to enable further cost saving and improvement of processes?

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Other

Q9.Would you be prepared to follow up this market engagement questionnaire with further engagement activity, for example through a 1-2-1 engagement session? Yes/No?

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Q10.Do you have any other comments regarding the proposals set out in this market engagement questionnaire?

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**We would like to thank you for taking the time to respond to this questionnaire –**

**TfL Commercial**