Issue 1

Requirements for the Provision of Passenger Services

March 2024

© British Crown Owned Copyright 2024/AWE

“This document is of United Kingdom origin and contains proprietary information which is the property of the Secretary of State for Defence. It is furnished in confidence and may not be copied, used, or disclosed in whole or in part without prior written consent of Defence Intellectual Property Rights DGDCDIPR-PL - Ministry of Defence, Abbey Wood, Bristol, BS34 8JH, England.”

**Table of contents**

[Introduction 4](#_Toc160712946)

[Appendix A: Scope of Services required by AWE 4](#_Toc160712947)

[1. Provision of passenger services 5](#_Toc160712948)

[2. Provision of appropriate personnel 5](#_Toc160712949)

[3. Mitigations and planning 5](#_Toc160712950)

[4. Planned Maintenance 6](#_Toc160712951)

[5. Reactive Maintenance 6](#_Toc160712952)

# Introduction

The Atomic Weapons Establishment (AWE) is an arms-length body of the Ministry of Defence employing around 6,000 people headquartered in Aldermaston, Berkshire.

For more than 70 years, AWE has supported the UK Government’s nuclear defence strategy and the Continuous at Sea Deterrent. We also use our nuclear know-how and technical expertise to provide innovative solutions that support the UK’s counterterrorism and nuclear threat reduction activities.

AWE work at the extremes of science and engineering to understand the performance of nuclear warheads, and assess the safety, security, and effectiveness of the stockpile in the absence of live testing.

For further reading on AWE’s vision and goals, see the link below:

https://www.awe.co.uk/what-we-do/

AWE is looking to engage with the market to understand the supplier’s capability and capacity to meet its needs for passenger services post expiry of its existing contract, which expires on 31st December 2024. A procurement may be required to secure an arrangement for future passenger services over 5 years, with a budget of £8.3m. AWE is seeking a zero-commitment framework. As such, AWE, or any of its affiliated bodies, will not be obligated to commit to the full value of the contract.

The supply of passenger services will support the AWE Aldermaston and Burghfield sites, as well as ad-hoc off-site visits both within the vicinity of the two aforementioned sites, and around the wider UK when required. At present there are no plans to service other AWE sites, however it should be noted that during the lifecycle of the contract, the infrastructure and layout of AWE’s sites are subject to change, which may in turn lead to AWE’s passenger services requirements changing. This potential for scope variation will be reflected in the contract between the successful supplier and AWE. These services include but are not limited to:

1. 1 x minibus (catering to approximately 24 seats).
2. 1 x coach (catering to approximately 50 seats).
3. Ability to provide ad-hoc minibuses (catering to approximately 20 seats) for off-site visits.
4. Maintenance and inspection services for the provided vehicles.
5. Minibuses and coaches will need to be able to run between the times of 6.30am & 7:00pm, 229 days per year, excluding bank holidays and weekends.

In respect of requirements 1-5, all services must be accompanied by supplier provided employees (drivers and maintenance teams), of whom are eligible for SC clearance. The selected solution will be light touch from AWE staff, with the selected supplier owning the full management of passenger services.

Responses to the RFI should be submitted via email to [AWEProcurement@awe.co.uk](mailto:AWEProcurement@awe.co.uk), including in the title of your email submission “Passenger services”. Your submission must include your completed excel book, which was included in your RFI invite.

# Appendix A: Scope of Services required by AWE

This list is provided to give suppliers an indication of the type of services that AWE require and enable suppliers to assess the supply chain requirements they may require to support ALL service types across the range of requirements.

# Provision of passenger services

The supply of passenger services will support the AWE Aldermaston and Burghfield sites, as well as ad-hoc off-site visits both within the vicinity of the two aforementioned sites, and around the wider UK when required. At present there are no plans to service other AWE sites, however it should be noted that during the lifecycle of the contract, the infrastructure and layout of AWE’s sites are subject to change, which may in turn lead to AWE’s passenger services requirements changing. This potential for scope variation will be reflected in the contract between the successful supplier and AWE. These services include but are not limited to:

1. 1 x minibus (catering to approximately 24 seats).
2. 1 x coach (catering to approximately 50 seats).
3. Ability to provide ad-hoc minibuses (catering to approximately 20 seats) for off-site visits.
4. Maintenance and inspection services for the provided vehicles.
5. Minibuses and coaches will need to be able to run between the times of 6.30am & 7:00pm

In respect of requirements 1-5, all services must be accompanied by supplier provided employees (drivers and maintenance teams), of whom are eligible for SC clearance. The selected solution will be light touch from AWE staff, with the selected supplier owning the full management of passenger services.

\*Further details of the passenger services requirements, such as routes, cannot be disclosed at this time due to security restrictions.

# Provision of appropriate personnel

Due to the security considerations at AWE, the service shall be resourced using SC cleared personnel. The Supplier shall ensure that their personnel and those of their Sub-contractors hold the necessary security clearances (DV clearance may be required if site based) to fulfil the Deliverables and shall report any change of circumstances via the correct channels. The personnel shall also reflect AWE’s values and required behaviours when working on AWE Sites as outlined in AWE’s code of conduct and mandatory training. These standards shall be maintained for the duration of the Contract Term.

Moreover, the Supplier shall resource with competent personnel and will ensure that all tasks undertaken in performance of the Service shall be carried out by Suitably Qualified and Experienced Personnel (SQEP).

# Mitigations and planning

The Supplier shall ensure, through a robust resource plan, that the provision of services cannot be compromised by a single point of failure e.g. only one person holds the necessary expertise to fulfil the Deliverables. The Supplier shall apply the same resource rigour to any Sub-contractors engaged by them, in performance of the passenger service requirements. They must also actively develop and oversee mitigation plans and establish reporting mechanisms to communicate progress back to AWE.

The Supplier shall ensure that the appropriate supervision is applied to the performance of the Deliverables in accordance with the Contract and any Statutory Legislation, Regulations, ACOPs, standards, Site permits, Good Industry Practice, Licence Conditions and AWE Management Arrangements.

The Supplier must ensure arrangements are in place for sickness, absence and holiday cover for the proposed team, providing adequate resource resilience for the duration of the contract term.

# Planned Maintenance

Due to criticality of Passenger Services at AWE, it is key that where required, Passenger Services equipment is maintained, and maintenance is carried out regularly. To this end, the expectation is that planned maintenance for the passenger services is provided by the supplier. ‘Planned maintenance’ in this context refers to ensuring all vehicles used in the delivery of this service, shall be kept clean and in a roadworthy condition, in accordance with all statutory requirements and industry good practice.

# Reactive Maintenance

From time-to-time, it is expected that where required, there will be requests for reactive maintenance for passenger services. It is AWE’s expectation that reactive maintenance will be the responsibility of the supplier.

The supplier shall be required to provide a call-out facility for the provision of reactive maintenance, and a solution that includes defined incident response times, allied to fault criticality.