

Crystal Palace Park Security Service Tender 2026

Term: 3 years + 2-year extension option

Deadline for receipt of offer: Monday 23 November 2026

Contract Value: The target budget is in the region of £100,000pa

Timeline

Stage	Date
Opportunity issue date	Wednesday 7 October 2026
Expression of Interest	Monday 26 October 2026
Deadline for clarification questions	Monday 9 November 2026
Trust response to clarification questions	Monday 16 November 2026
Deadline for receipt of offer	Monday 23 November 2026
Interviews	W/C 30 November 2026
Award of agreement	December 2026
Contract commencement	January 2027

Expression of Interest – We ask that all interested parties submit an expression of interest by Monday 26 October so that we can keep them updated with any amendments or clarification questions. This is not compulsory but may impact information and updates received.

Crystal Palace Park Trust reserves the right to alter the timings of any stage within this process and withdraw from the process at any time.

Section 1 – Introduction to Crystal Palace Park & Crystal Palace Park Trust

1.1 Introduction and contract overview

In September 2023, after 25 years of community campaigning, Crystal Palace Park Trust took over custodianship of the nationally and internationally significant Grade II* listed Crystal Palace Park in south London via a 125-year lease from the London Borough of Bromley.

The Trust is working closely with Bromley Council, Historic England, The National Lottery Heritage Fund, the Greater London Authority and a wide range of partners to deliver a multi-million-pound regeneration and restoration project for the park. The latest phases of that have just completed.

The Trust is seeking a SIA accredited experienced security provider to work with us to continue to ensure a safe experience for visitors to the park and protect park assets.

The successful operator will provide this service in open and normally accessible areas of the park and does not include any part of the park that has restrictions in place during an event or is leased to a third party unless an ad hoc arrangement has been made with the third party through this arrangement.

The service will operate overnight and during the day in the busiest times of the year as outlined in 3.1 Specification.

1.2 Background to Crystal Palace Park

At over 200 acres, Crystal Palace Park is one of London's largest and most historically significant parks, welcoming approximately one million visitors annually.

The park is also a heritage site with a large number of Grade I/II*/II assets as well as car parks, roads and paths networks, play areas, water features and sports facilities.

The park is used daily by residents, families, dog walkers, sports groups and visitors from across London and beyond. The Trust is committed to improving the visitor experience through thoughtful commercial activity that complements the park's heritage, ecology and community role.

You can read more about the Trust and its work at:

[Crystal Palace Park Trust](https://www.crystalpalaceparktrust.org.uk/)

1.3 Contract Objectives

The key objectives of the contract are to:

- Protect visitors, staff, volunteers and contractors
- Safeguard heritage assets, collections buildings and infrastructure
- Prevent crime, anti-social behaviours, vandalism and unauthorised activity
- Support a safe and welcoming visitor environment

- Provide rapid response to incidents and emergencies
- Support event operations and crowd management if requested.
- Deliver effective security technology monitoring and control
- Minimise operational disruption
- Work collaboratively with local police, emergency services and local authorities
- Provide value for money and measurable performance improvements

Section 2 – Tender requirements

2.1 General

Please observe and comply with the following instructions in the preparation and submission of your tender. The Trust reserves the right to reject any tender that does not fully comply with these instructions.

Notwithstanding the fact that the Trust has invited you to tender, the Trust makes no representations regarding your financial stability, technical competence or ability in any way to carry out the contract.

The tender must be completed in English.

2.2 Receipt of Documents

It is the responsibility of those providing a tender to ensure that all the documents listed in the documentation have been received and are complete in all respects. Submission of tenders must be made by email to tenders@crystalpalaceparktrust.org with the words 'Park Security Service' in the subject line.

2.3 Confidentiality

Those providing a tender shall treat the documentation as private and confidential.

2.4 Queries

All queries regarding the documentation which may have a bearing on the tender to be made should be raised by email to tenders@crystalpalaceparktrust.org with the words 'Park Security Service' in the subject line.

2.5 Submission of tender

Submission of tenders must be made via email to tenders@crystalpalaceparktrust.org by no later than 12:00pm (noon) on 23 November 2026.

Please ensure you have read and completed all sections and included them in your tender. Completed and returned items must include:

- Tender details and Submission Statements
- Completed pricing document.
- Due diligence checklist

2.6 Acceptance Period

The tender will be deemed to remain open for acceptance or non-acceptance for not less than thirty (30) days from the submission of tenders. The Trust may accept the tender at any time within this prescribed period. The Trust shall, however, not be bound to accept the cheapest or any tender.

2.7 Sufficiency & Accuracy of tender

Those providing a tender will be deemed to have examined all the documents enclosed and by their own independent observations and enquiries will be held to have fully informed themselves as to all matters relating to the scope of the work to be carried out in their resulting submission.

Those providing a tender are reminded to check the accuracy of their tender prior to submission.

The Trust reserves the right to disqualify incomplete tenders.

Those providing a tender shall familiarise themselves with all regulations, bylaws, and all other factors that may affect their tender.

2.8 Pricing & Payment

Those providing a tender should note the following:

2.9 Pricing

The currency in which the fee is stated in the tender is pounds sterling and whole pence (i.e. to two decimal places).

The tender quoted should be exclusive of VAT.

Payment will be made monthly following the completion of each month during the contract term.

2.10 Publicity

No publicity or other information relating to this project is to be released by any party invited to tender without the prior written approval of the Trust.

Section 3 – Contract Details

3.1 Specification

Scope of Services

The Provider shall supply all management, staffing, equipment and operational procedures required to deliver the services set out below. Security issues in the park are most common at night, while daytime concerns, including anti-social behaviour, are generally more likely on busier days such as weekends and holidays. Service levels will therefore vary throughout the year. Park use is seasonal, and Crystal Palace Park is no exception: visitor numbers and activity are influenced by the day of the week, available daylight and weather conditions. These factors also affect the level of security, enforcement and visible presence required, with greater visibility expected during busier periods.

Park Patrols

Uniformed security personnel undertaking park patrols should carry them out by foot or bicycle across the whole estate. They should smile and say hello to people and be willing to help, support or direction to park users as necessary. They should operate as the eyes and ears of the Trust and make a record of any hazards or problems and report those back to the Trust. Patrols should have the aims of monitoring visitor activity, deterring anti-social behaviour, monitoring vulnerable locations and heritage, checking the security of buildings and infrastructure, identify any hazards or maintenance defects and enforce compliance with park bylaws and regulations.

Venues and Buildings

Security Services will be provided to support to the Visitor Centre, Maintenance Depot, Museum, cafes and concessions, storage areas.

The duties required may include opening and closing procedures, out of hours inspections, alarm response and access control.

Heritage Asset Protection

Specific protection measures will be needed for listed assets, monuments, buildings, sculptures and historic landscape features. These include targeted patrols, dealing with unauthorised access, monitoring, reporting deterioration, vandalism or theft and supporting any conservation or heritage works being carried out.

CCTV and Security Systems Monitoring

The contractor shall provide CCTV and alarm monitoring, intruder detection response and access control management.

Where the systems allow there are live feeds available for building CCTV and alarms. The provider will have access to these feeds for the purposes of being alerted to

building break ins and checking the status before calling emergency services and checking the buildings in person.

Incident Response

The provider will provide response capability for Anti-social behaviour, theft and Criminal damage, trespass/unauthorised access, missing persons, lost children and vulnerable adults, welfare incidents, fire alarms, flooding and severe weather events, major incidents and emergency situations. Any incidents will be recorded and reported.

Out-of-Hours Security

The provider will include night patrols, alarm response, lone worker support, key holding, emergency call out attendance and vacant building inspections. Approach and responses times should be clearly defined in the tender submission.

Enforcement

The Trust has delegated authority from London Borough of Bromley to discharge their liability for enforcing certain pieces of legislation and other regulations that apply in the park.

Delegated authority will be transferred to the provider for the following:

The Crystal Palace Park Byelaws - issue of FPN

Anti-Social Behaviour Crime and Policing Act 2014 (PSPOs) - issue of FPN

Environmental Protection Act 1990 section 87 (Litter) - Issue of FPN

Anti-Social Behaviour Act 2003 sections 43 and 44 (Graffiti and Flyposting) -issue of FPN

The provider will have these powers delegated to them and must have suitable mechanisms in place to issue Fixed Penalty Notices (FPN) and deal with all the administration associated with their issue.

Information relating the issue of every FPN may need to be shared with Bromley Council, and non-payment of any fines will need to be forwarded to them.

This service will also be responsible for the enforcement of the following on behalf of the trust:

- Park byelaws
- Preventing access to heritage areas in the park, including Dinosaur Island
- Restricted and private access areas
- Other anti-social behaviour that is causing alarm or distress to other park users
- Application of the Countryside and Wildlife act.

Security personnel must make themselves familiar with the content and local rules that apply in the park. They should be trained to the level of and be members of the Community Safety Accreditation Scheme (CSAS).

There is a series of events that happen in the park that are coordinated through the Trust and Crystal Palace Park Enterprises Limited. Irrespective of whether the provider is directly delivering security services for the event, the security personnel engaged in park patrols should be aware of the authorised event happening and be ready to dissuade the set up or activation of any activity in the park that would be considered an unauthorised event.

Enforcement Approach

The use of enforcement action or the issuing of fixed penalty notices will be the last action undertaken by any security personnel when dealing with an issue. The security personnel should approach any anti-social behaviour or inappropriate activity in the park in a friendly manner with the main objective being to get the behaviour to stop and provide information to dissuade future improper behaviour, e.g. if a dog owner fails to pick up after their dog the best outcome is that they do so, or if somebody starts to set up a barbeque the best outcome is they stop and it is not lit.

Communication

The provider must provide a Licenced Digital Mobile Radio system that works across the site that will be held by security personnel patrolling, Trust staff working in venues on site and other teams such as the gardeners who will be on site. This will ensure that the security personnel operating on this contract all have adequate means of communicating with the Trust when they have personnel on site. We also expect the security staff to carry mobile phones for contacting the emergency services and the Trust personnel outside of their normal office hours to escalate and inform of any notifiable issues. The start of each shift should be from the Trust designated office and include making themselves known to the Trust staff if they are present at that time and be available for contact by radio and telephone throughout the whole time they are on duty. The security personnel on duty should have adequate means of contacting their supervisor whilst on duty and the provider should ensure that they have adequate supervision to ensure their safety whilst working in the park.

The provider must provide the Trust with suitable contact details for all times that the service is operating.

The Trust will from time to time direct the security personnel to deal with or assist with a specific issue or emergent problem or vary their patrol route as required.

3.2 Reporting

As well as reporting criminal acts to the police via 999, 101 or the online reporting form, the security provider will be responsible for preparing the following, submitting them to the Trust, and discussing them as needed:

Patrol log:

A written record of every patrol should be maintained and include the name of the patrolling staff, the time they started their patrol, the areas in the park visited and time spent in each and any actions taken whilst on patrol. This can be a digital report linked to technology held by security staff.

Incident Report:

A written incident report of agreed form with the Trust must be completed in relation to any actions taken whilst on patrol that go beyond simple greetings or providing direction. These should also be recorded in the patrol log. The incident report should include the date, time, category and location of the action, a short summary of the incident and action taken and status/resolution, and any relevant details that are pertinent, including but not limited to details and descriptions of people or property involved, any emergency service involvement, the weather conditions, a description of the incident and words spoken.

The Trust has an agreed incident report form that should be used. The content should be written in English and withstand scrutiny if ever used as evidence later. Any handwritten report must be transferred into legible electronic text prior to sharing, and handwritten reports must be preserved.

All written records must be made available to share with the police and any other local enforcement agencies, including but not limited to Bromley Council and the police. They must also be able to be easily redacted of personal data to be shared with others for statistical and monitoring purposes.

3.3 Technology and Innovation

The provider must outline their patrol management systems, their GPS tracking capability, digital reporting platforms, incident management software and AI enabled monitoring capabilities, body worn video solutions and analytical reporting tools. The Trust encourages innovative approaches that improve safety and operational efficiency. Body worn cameras at all times are a minimum requirement.

3.4 Major incidents/bomb threats/emergency situations

Security Personnel working in the park will form part of the Trust's critical response in relation to any major incident that occurs in the park and will assist with evacuation of areas, cordoning requirements or marshalling requirements as necessary depending on the situation. If the security personnel are first on the scene or calling in the incident as a direct witness, they will be expected to be the lead contact point for the Trust at that time and coordinate with emergency services until a member of the Trust is in position

to take control. The security personnel must keep the Trust's officer informed of the situation once the emergency services have been informed. As the requirements around Martyn's Law are made clearer the security personnel will form part of the support for that as well.

3.5 Lost children or vulnerable persons

Security Personnel on patrol in the park will be required from time to time to assist when a child or vulnerable person is reported missing or lost or presents themselves to them as lost or separated from their parents/carers. In all cases, the Trust's safeguarding policy will be followed and the police called via 999 immediately as the situation presents itself. If the situation resolves itself naturally after a very short time, the 999 call can be cancelled but any details taken will be passed to the police.

3.6 Lost property

Security personnel patrolling the park may come across or be handed possession that are likely to be lost property or have the loss of property reported to them. The Trust's Lost Property Policy should be adhered to in all cases.

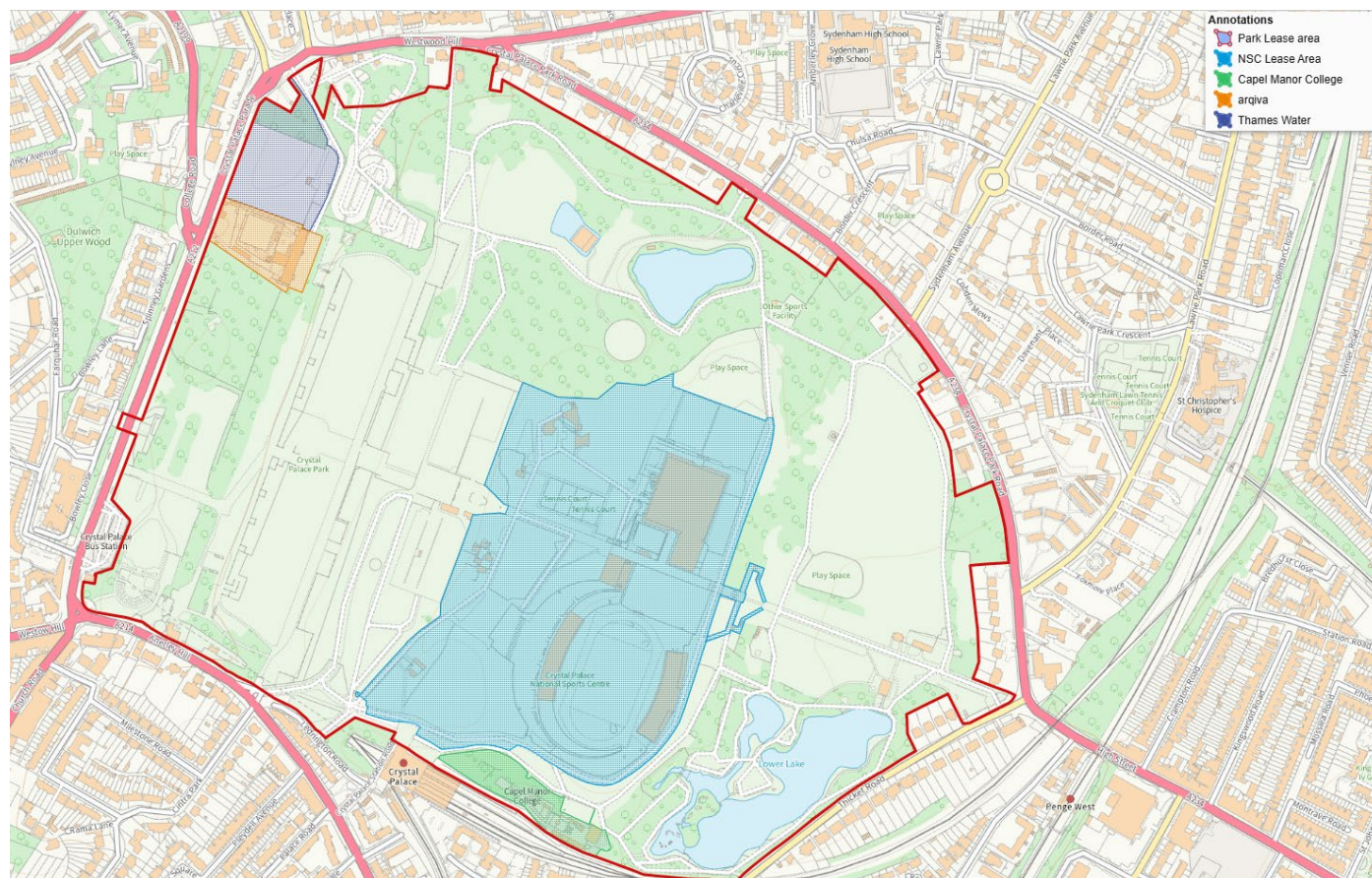
3.7 Buildings and Built Heritage

The Trust is responsible for many buildings and historic structures in the park. Security personnel must make themselves familiar with each location and include visiting them as part of their patrol.

Other buildings are leased to third parties and no direct action is required under this agreement beyond reporting any issue to the tenant via the Trust if noticed whilst on patrol or calling emergency services if there is a crime taking place, a fire underway in the tenant's absence, or any other emergency situation requiring immediate attention.

3.8 Location

Patrols should cover the whole park; the areas leased to others are identified below.



4 Key Service Information

4.1 Key Holding

The provider will hold sets of keys for the park and many of the buildings and locked areas within it. The Provider must keep any keys issued to it securely and ensure that all keys issued to it can be fully always accounted for.

The loss of any keys must be reported immediately to the Trust's Authorised Officer who will decide the most appropriate course of action. The provider will be responsible for all costs associated with the replacement and/or rekeying/replacement of locks required as result of the loss reported. duplication of keys will not be permitted without prior written permission of the Trust.

4.2 Welfare

Security personnel on patrol in the park will have space inside one of the Trust's buildings for the purposes of welfare provision and report updating. This provision is likely to be shared with another service or the Trust's staff and will not be exclusively for this agreement. The location of this space will vary during the contract term as buildings are used as venues for different types of activity. The provider will be kept informed of any changes as required.

4.3 Contract administration

The Provider will participate in a regular operational stakeholder security meeting to monitor crime and incident trends and adopt a problem-solving approach to resolving root causes of incidents. This may be attended by other park stakeholders including but not limited to event security, representatives from the Met Police or the National Sports Centre. These meetings will be at least monthly with a higher frequency during peak periods. Meetings will be used to report on the progress and content on patrol summaries and incident reports from the previous month, monitor trends and look at problem solving requirements to assist the service going forward. The service key performance indicators (KPIs) will also be covered at this meeting. Other additional meetings will occur as needed.

4.4 Sustainability and Social Value

The provider must demonstrate the following: Commitment to local employment (local counts as within the London Borough of Bromley or any of the other Local Authority areas that border the park; Lewisham, Southwark, Lambeth or Croydon.) Apprenticeship opportunities, London Living Wage paid as a minimum to staff, diversity and inclusion and have a policy to cover this, commitment to carbon reduction.

4.5 Health Safety and Compliance

The provider must comply with all applicable legislation including but not limited to the Private Security Industry Act, Health and Safety at Work act, the Equality Act, GDPR, Safeguarding requirements, and other relevant British Standards and industry codes.

4.6 Car Park Gate closing times

Month	Opening time	Closing time
January	07:30	17:00
February	07:30	18:00
March (GMT)	07:30	18:30
March (BST)	07:30	20:00
April	07:30	20:30
May	07:30	21:00
June	07:30	21:30
July	07:30	21:30
August	07:30	21:00
September	07:30	20:00
October (BST)	07:30	19:00
October (GMT)	07:30	17:00
November	07:30	17:00
December	07:30	16:30

5 Performance Management

5.1 Key Performance Indicators

KPI	Target
Patrol completion	98%
Patrol checkpoint compliance	98%
Daily reports submitted	100%
Monthly reports submitted	100%
Management inspections completed	100%
Evidence requests fulfilled	100%
Contract meetings attended	100%
CSAS and SIA accreditation maintained	100%

5.2 Due Diligence Requirements

The successful provider will be required to provide evidence of:

- Public Liability Insurance (£5m minimum)
- Employers Liability Insurance (£5m minimum)
- Health & Safety Policy
- Equality and diversity policy
- GDPR compliance

- Relevant references
- SIA and CSAS Accreditation

The Trust reserves the right to conduct financial and operational due diligence prior to appointment.

6 Tender Return

6.1 Quality Questions

Question 1 – Service Delivery Methodology (20%)

Describe how your organisation will deliver a safe, effective and visible security service across a 200-acre public park.

Please tell us about your business; Where are you based? What is your experience, especially working in parks or other similar locations? How long have you been an SIA accredited supplier?

Please provide examples of your experience on other contracts and performance indicators used. Include references for each of these.

Outline the level of service you will provide on an annual basis.

How will you provide the required service coverage and quality within the budget available? Please tell us what you would do differently to achieve the best outcome.

Maximum Response: 3,000 words

Question 2 – Crime Reduction and Intelligence-Led Deployment (8%)

Describe how you will use intelligence, data and partnership working to reduce crime and anti-social behaviour.

Maximum Response: 1,500 words

Question 3 – Staffing, Training, CSAS Accreditation and Administration (12%)

Describe your staffing model, training programme and approach to maintaining CSAS accreditation.

What is your back-office process for dealing with fixed penalty notices? How do you ensure identity verification and payment of the notices? What is your process for dealing with complaints about staff and ensuring these are minimised through providing good customer care?

How do you train your staff to gain and maintain their CSAS and SIA accreditation?

The trust will be hosting a range of events of different sizes at different times of the year and may need security support to deliver these safely. How do you approach event support? What sort of timescales do you need to deploy appropriate teams as needed?

Confirmation that staff will have DBS clearance for working with children and adults at risk.

Maximum Response: 2,000 words

Question 4 – Reporting and Technology (12%)

Describe the systems and technology you will use to deliver the service required.

Provide details of the radio system you will deploy, and the facilities needed on site to ensure parkwide coverage.

Maximum Response: 2,000 words

Question 5 – Mobilisation and Contract Management (8%)

Provide a mobilisation plan and contract management arrangements.

Maximum Response: 1,500 words

EVALUATION CRITERIA

Criterion	Weighting
Quality	60%
Price	40%

Scoring Scale

0 = Unacceptable

1 = Poor

2 = Fair

3 = Good

4 = Very Good

5 = Excellent

6.2 Pricing Schedule – Please also fill out separate pricing schedule

Core Service

Annual Fixed Price

Year 1 £_____

Additional Services

SIA Security Officer (per hour) £_____

Supervisor (per hour) £_____

SIA Event Security Officer (per hour) £_____

Event Supervisor (per hour) £_____

Emergency Call-Out £_____

Additional CCTV Monitoring £_____

Additional Enforcement Activity £_____

Mobilisation Requirements

The successful contractor shall provide a mobilisation plan covering:

- Recruitment
- Named contract manager
- Vetting
- Training
- Uniform issue
- Equipment deployment
- Radio integration
- Reporting systems
- Stakeholder introductions
- Site familiarisation

Mobilisation period anticipated: 4 weeks.



Contract Management Framework

Monthly operational meeting

Quarterly strategic review

Annual performance review

The contractor shall nominate:

- Contract Manager
- Operations Manager
- Day-to-day Supervisor

The Trust shall nominate:

- Contract Owner
- Contract Manager



Form of Tender

We hereby offer to provide the Crystal Palace Park Security Service in accordance with the requirements of the Invitation to Tender and Specification.

Authorised Signatory:

Position:

Organisation:

Date:

Crystal Palace Park Trust

GLL College,

Ledrington Road

London

SE19 2BB

www.crystalpalaceparktrust.org

Registered Charity Number 1193331