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Tender

## **Provision of Facilities Management Services**

XC TRAINS LIMITED

F05: Contract notice – utilities

Notice identifier: 2025/S 000-006160

Procurement identifier (OCID): ocds-h6vhtk-04e4d9

Published 20 February 2025, 12:22pm

### **Section I: Contracting entity**

#### **I.1) Name and addresses**

XC TRAINS LIMITED

Admiral Way

SUNDERLAND

SR33XP

#### **Contact**

adrian jones

#### **Email**

[FMtender.admin@crosscountrytrains.co.uk](mailto:FMtender.admin@crosscountrytrains.co.uk)

#### **Country**

United Kingdom

#### **Region code**

UKC23 - Sunderland

**Companies House**

04402048

**Internet address(es)**

Main address

[www.crosscountrytrains.co.uk](http://www.crosscountrytrains.co.uk)

**I.3) Communication**

Access to the procurement documents is restricted. Further information can be obtained at

[www.crosscountrytrains.co.uk](http://www.crosscountrytrains.co.uk)

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted to the above-mentioned address

**I.6) Main activity**

Railway services

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Provision of Facilities Management Services

#### **II.1.2) Main CPV code**

- 79993100 - Facilities management services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

XC Trains Limited (XC) will be conducting a tender for the provision of a Facilities Management (FM) services.

XC requires comprehensive FM service, covering 24 sites nationwide, from Plymouth in the South West to Edinburgh. A partnership approach is required to ensure a seamless operation, safety, and efficiency of these locations through a combination of hard and soft FM services, dedicated personnel, and tailored solutions to meet our evolving needs.

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.3) Place of performance**

NUTS codes

- UKC - North East (England)
- UKD - North West (England)
- UKE - Yorkshire and the Humber
- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England

- UKK - South West (England)
- UKL - Wales
- UKM - Scotland

Main site or place of performance

All XC locations across the UK.

#### **II.2.4) Description of the procurement**

XC Trains Limited (XC) requires comprehensive Facilities Management (FM) service, covering 24 sites nationwide. A partnership approach is required to ensure a seamless operation, safety, and efficiency of these locations through a combination of hard and soft FM services, dedicated personnel, and tailored solutions to meet our evolving needs.

##### Scope of Services

##### 1. Facilities Management - 24 Sites

XC requires FM management across 24 XC sites, ensuring all buildings, assets, and services function optimally. This includes:

- Planned Preventative Maintenance (PPM) and reactive repairs.
- Asset management, compliance tracking, and statutory maintenance.
- Health & Safety oversight, including risk assessments and emergency preparedness.
- Management of all site-specific Health & Safety requirements, including Risk Assessments and Method Statements (RAMS).
- Energy and sustainability initiatives to improve efficiency and reduce costs.
- Contractor and supplier coordination for specialist services.

##### 2. Soft Services

At 8 key locations tailored soft services to enhance the workplace experience, including:

- Cleaning and janitorial services.
- Waste management and recycling initiatives.

- Security coordination and access control.
- Grounds maintenance and landscaping.

### 3. Health & Safety Management, Including RAMS

- End-to-end Health & Safety management across all sites.
- Risk Assessments and Method Statements (RAMS) for all FM activities, ensuring compliance and workplace safety.
- Coordination of statutory inspections, audits, and reporting.
- Implementation of safe working practices for all contractors and staff.
- Regular training and compliance tracking to meet industry regulations.

### 4. Management of Birmingham Engineer & Engineer Reporting

- Dedicated Birmingham-based engineer under FM management, ensuring rapid response to maintenance needs and site-specific technical support.
- Engineer reports provided regularly, detailing completed works, asset conditions, and any outstanding maintenance requirements.

### 5. Dedicated Account Management & Additional Services

- Dedicated Account Manager as the single point of contact for all FM-related queries and service requests.
- Coordination of ad hoc requests such as:
  - o Concierge services for staff and visitors.
  - o Meeting room management, including setup and AV support.
  - o Food delivery and hospitality services for business functions.
  - o Event planning and support for company-wide initiatives.

### Commitment to Excellence

XC requires an FM company that is committed to delivering exceptional service quality, cost efficiency, compliance, and workplace safety while proactively identifying

improvements that enhance the overall FM experience for XC. We require a partnership to ensure seamless day-to-day operations, strategic planning for future needs and a high standard of service delivery across all managed sites.

#### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

#### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

Details of this will be shared in the main tender document.

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **II.2.11) Information about options**

Options: No

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions

Bidders are expected to have ISO 9001, ISO 45001 and ISO 14001 accreditation and will be required to demonstrate this through the SSQ process.

#### **III.1.2) Economic and financial standing**

List and brief description of selection criteria

Bidders will be expected to have an annual Turnover of £20million as a minimum and will be required to demonstrate this through the SSQ process.

#### **III.1.3) Technical and professional ability**

List and brief description of selection criteria

Rapid Engineering Support - Within an Hour

Bidders will be required to confirm in the SSQ process that they are able to provide self-delivered local engineer support at any XC location within one hour, ensuring minimal disruption to operations and quick resolutions to any facility-related issues.

Direct Out-of-Hours Support

Bidders will be required to confirm in the SSQ process that they can provide an in-house out-of-hours support solution.

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Negotiated procedure with prior call for competition

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: No

### **IV.2) Administrative information**

#### **IV.2.2) Time limit for receipt of tenders or requests to participate**

Date

24 March 2025

Local time

12:00pm

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English



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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

XC Trains Limited

Birmingham

Country

United Kingdom