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Tender

## Combined Fleet and Station Presentation

LONDON NORTH EASTERN RAILWAY LIMITED

F05: Contract notice – utilities

Notice identifier: 2025/S 000-006311

Procurement identifier (OCID): ocds-h6vhtk-04e53a

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### Section I: Contracting entity

#### I.1) Name and addresses

LONDON NORTH EASTERN RAILWAY LIMITED

West Office

YORK

YO16GA

#### Contact

Annie Bradbury

#### Email

[annie.bradbury@lner.co.uk](mailto:annie.bradbury@lner.co.uk)

#### Telephone

+44 7715428247

#### Country

United Kingdom

**Region code**

UKE21 - York

**Companies House**

04659712

**Internet address(es)**

Main address

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

Buyer's address

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

**I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://tinyurl.com/LNEROracleFusion>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://tinyurl.com/LNEROracleFusion>

**I.6) Main activity**

Railway services

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## **Section II: Object**

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

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

Combined Fleet and Station Presentation

Reference number

RFQ000012

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

- 90910000 - Cleaning services

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

Services

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

The key objective of the LNER Train and Station Cleaning Services contract is to identify a partner who is able to deliver and continue to improve on the high standards, utilising efficiency, flexibility and innovation in line with the needs of our customers and our business. LNER seek to support an innovative and dynamic Service Partner who provides a customer and facilities centric presentation services solution, whilst optimising performance, achieving robust resource management and efficiency in a continuous improvement and evolving environment. One of the key requirements of this process is the combination of both the fleet and station aspects and LNER are looking for the bidders to utilise resource across both areas therefore increasing the efficiency of the proposed workforce. This will be a key aspect in LNER selecting a Presentation Partner to work with going forward.

#### **II.1.5) Estimated total value**

Value excluding VAT: £36,600,000

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

This contract is divided into lots: No

## **II.2) Description**

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

NUTS codes

- UK - United Kingdom

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

The Rail industry is going through a period of significant change. The Passenger Railway Services (Public Ownership) Bill received Royal Assent on 28th November 2024 and will be followed by legislation to create Great British Railways (GBR). The objective of these is to bring track and train closer together, improve performance and provide the best service and experience for the customer.

As the inaugural DfTO TOC, LNER was joined by Northern Trains, TransPennine Trains and Southeastern Trains, with plans for three further TOC's to join in 2025.

LNER is committed to the objectives set out above and is forging ahead with a transformational timetable change in December 2025. The East Coast Velocity timetable utilises the improved performance of our Azuma trains to increase capacity across our network and deliver the very best for our customers.

LNER is a long-distance rail operator based in the UK operating on the ECML and currently runs 181 services per day Monday - Friday, 154 services Saturday and 132 services Sunday) and this will increase in December 2025 with the introduction of East Coast Velocity to 199 services per day Monday - Friday 191 services Saturday and 164 services Sunday. The timetable is normally revised twice a year in May and December but please note that Network Rail may introduce a third timetable change in September and this, if introduced, will give LNER the ability to update the timetable if required to enhance or increase its services. The LNER stations portfolio consists of 11 stations where LNER are Station Facilities Owner (SFO). There is also the company HQ based at West Offices in central York. LNER's fleet of Azuma trains are fundamental in enabling us to deliver the greatest change to the timetable since electrification delivering faster journey times, increased frequency and more direct services to our communities on and around the East Coast Mainline. Azuma's will help us retain a market-leading competitive position with more seats, greater reliability, plus a better on-board environment and enhanced levels of service.

LNER have elected to run a tender process for Train and Station Cleaning Services covering the LNER operation. These are defined as the following:

Train - Turnaround services

- In transit services

- Overnight services

- Heavy clean services
- Office cleaning services

Stations - General station cleaning services

- Toilet cleaning services
- Window cleaning services
- Planned deep clean services

The operational and financial relationship shall be based on an open book approach, fostering trust, transparency and mutual benefit (open book concept), which encompasses partnering principles with the Service Partner having ultimate responsibility for successful delivery. The Service Partner shall have full responsibility for the delivery of any cleaning activities and services whether performed by directly employed or sub-contracted personnel. LNER retains the right to audit the Service Partner's performance, which shall also include rights for LNER to audit against and apply any aspects to any of the LNER policies supplied.

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

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

#### **II.2.6) Estimated value**

Value excluding VAT: £36,600,000

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

Two separate optional periods of 12 months following the initial term

#### **II.2.9) Information about the limits on the number of candidates to be invited**

Envisaged minimum number: 3

Maximum number: 6

Objective criteria for choosing the limited number of candidates:

As detailed in the Selection questionnaire

#### **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

It is a pre-requisite that in order to participate within this procurement activity, interested parties should be accredited with the Railway Industry Supplier Qualification Scheme (RISQS)

Further information available via [www.risqs.org](http://www.risqs.org)

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

Selection criteria as stated in the procurement documents

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

Selection criteria as stated in the procurement documents

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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: Yes

### IV.2) Administrative information

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

Date

21 March 2025

Local time

1:00pm

#### IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates

14 April 2025

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

English

#### IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 6 (from the date stated for receipt of tender)

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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

London North Eastern Railway Limited

West Offices, Station Rise

York

YO1 6DH

Email

[Procurement@lner.co.uk](mailto:Procurement@lner.co.uk)

Country

United Kingdom