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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

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Country

United Kingdom

Region code

UKE21 - York

Companies House

04659712

Internet address(es)

Main address

www.lner.co.uk

Buyer's address

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

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

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

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

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)

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

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York

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Procurement@lner.co.uk

Country

United Kingdom