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Tender

Combined Fleet and Station Presentation

London North Eastern Railway Ltd.

F05: Contract notice – utilities

Notice identifier: 2024/S 000-007530

Procurement identifier (OCID): ocds-h6vhtk-0425a4

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Section I: Contracting entity

I.1) Name and addresses

London North Eastern Railway Ltd.

West Offices, Station Rise

York

YO1 6GA

Contact

Annie Bradbury

Email

annie.bradbury@lner.co.uk

Telephone

+44 7715428247

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

www.lner.co.uk

Buyer's address

www.lner.co.uk

I.3) Communication

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

www.proactisplaza.com

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

www.proactisplaza.com

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

DN2596

II.1.2) Main CPV code

- 90910000 - Cleaning services

II.1.3) Type of contract

Services

II.1.4) Short description

London North Eastern Railway Limited (LNER) are looking for a Perfect Presentation Partner to deliver station cleaning, train cleaning and in-service across our route to enhance our customer proposition. We want a supplier who can deliver on promises and put the heart into everyone's journey, we are looking for a partner who can nail the basics using innovation and

demonstrate a true open book approach for our business. LNER place a great deal of priority in the Customer Journey and the major part that not only LNER impact upon that but where our presentation partner will also have a key part to play in its delivery, management, and success. The presentation partner will be encouraged to play a leading part in this customer journey and identify where value can be added which will increase our customer experience

London North Eastern Railway Limited (LNER) began operating on the 24th June 2018 as a publicly owned company. The East Coast Franchise has enjoyed a long history of being a highly successful long-distance operation, consistently outperforming industry average for customer satisfaction (92% compared to an average of 86% in the long-distance sector)

LNER are an innovative and commercially minded Train Operating Company (TOC), and we always place the customer at the heart of our business to ensure passenger growth while delivering an excellent customer proposition. LNER is the brand name of London North Eastern Railway Ltd, which is owned by the Department of Transport (DfT). LNER

began operating services on 24 June 2018, serving key UK cities including London, Peterborough,

Doncaster, Leeds, York, Newcastle, Edinburgh, Aberdeen, and Inverness

To access the tender documents please go to
<https://supplierlive.proactisp2p.com/Account/Login>

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

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
- Office cleaning services
- Planned deep clean services

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

This contract will have the option to extend for a further two periods of 12 months following the initial term

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

Envisaged number of candidates: 4

Objective criteria for choosing the limited number of candidates:

As detailed in the Pre Qualification Questionnaire (PQQ) and contract documentation

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

London North Eastern Railway Limited (LNER) began operating on the 24.6.2018 as a publicly owned company. The East Coast Franchise has enjoyed a long history of being a highly successful long-distance operation, consistently outperforming industry average for customer satisfaction (92 % compared to an average of 86 % in the long-distance sector) and with revenue growth currently ahead of the sector average reflecting our innovative and commercial approach to running our business. LNER will be going through a period of significant change as we and our industry partners invest in transforming the route for the future to deliver increased capacity and an improved experience for our customers. This will culminate in the forming of the East Coast Partnership, where the DfT have set out a vision for rail in general, but specifically for the East Coast Mainline, this includes a new way of operating train and track and incorporating changes to the franchising system. LNER is a long-distance rail operator based in the UK operating on the ECML and currently runs 157 services per day Monday–Thursday, 158 services Friday, 151 services Saturday and 118 services Sunday and carrying over 24 000 000 customers a year between London King's Cross, Peterborough, Doncaster, Leeds, York, Newcastle, Edinburgh and Glasgow with some services extending to Inverness, Aberdeen, Hull, Harrogate, Bradford and Skipton. 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 East Coast House in central York. LNER's new fleet of Azuma trains will be 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,
- office cleaning services,
- planned deep clean services.

The operational and financial relationship shall be based on a partnering approach, fostering trust, transparency and mutual benefit (open book concept), which encompassing 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. To access these documents please register at <https://supplierlive.proactisp2p.com/Account/Login>

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

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) or will be registered by contract award stage. 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

III.2) Conditions related to the contract

III.2.3) Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

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.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-036805](#)

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

Date

24 May 2024

Local time

1:00pm

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

8 March 2024

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.3) Additional information

All additional information can be found within the tender documentation which can be found at <https://supplierlive.proactisp2p.com/Account/Login>

VI.4) Procedures for review

VI.4.1) Review body

London North Eastern Railway Limited

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York

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