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Contract

## **Provision of Train Catering Services (Avanti and TransPennine Express)**

FIRST RAIL HOLDINGS LIMITED

F06: Contract award notice – utilities

Notice identifier: 2024/S 000-008059

Procurement identifier (OCID): ocds-h6vhtk-0365fe

Published 13 March 2024, 3:25pm

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

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

FIRST RAIL HOLDINGS LIMITED

8th Floor, The Point, 37 North Wharf Road

LONDON

W21AF

#### **Contact**

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#### **Email**

[FRH-procurement.indirects@firstrail.com](mailto:FRH-procurement.indirects@firstrail.com)

#### **Country**

United Kingdom

#### **Region code**

UKI32 - Westminster

**Companies House**

05154485

**Internet address(es)**

Main address

<https://www.firstgroupplc.com>

**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 Train Catering Services (Avanti and TransPennine Express)

**II.1.2) Main CPV code**

- 55522000 - Catering services for transport enterprises
  - UA01 - Food products
  - UA02 - Beverages

**II.1.3) Type of contract**

Services

**II.1.4) Short description**

First Rail Holdings (FRH) tender for On-Train Catering Services on behalf of Avanti West Coast (Avanti) and Transpennine Express (TPE) for the provision of end to end Catering Services including; New Product Development (NPD)/ Product Procurement & Delivery and associated Supply Chain Management, Final Mile Logistics (from receipt of Goods into Service Centre through to delivery to trainside) and Outsourced On-Train Retail Trolley

Services (TPE only).

On-Train Catering Services relate to the provision of food products suitable for either retail or complimentary purposes on board train services in First Class, Standard Premium (Avanti only) or Standard Class to ensure rail passenger access to refreshments during their journey either via trolley services or dedicated onboard sales outlets. NB This requirement also includes the provision of products to First Class lounge facilities at specific stations, special

events and some HQ Office locations.

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

This contract is divided into lots: Yes

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

#### **II.2.1) Title**

Avanti West Coast Final Mile Logistics (incl. overall governance responsibility for Lot 2)

Lot No

1

#### **II.2.2) Additional CPV code(s)**

- 55520000 - Catering services

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

NUTS codes

- UK - United Kingdom

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

The successful tenderer will be accountable for all processes and staffing requirements relating to the safe and efficient management of catering goods from the point they enter their specified premises, through delivery to the train and then reverse logistics for goods coming back. Key activities include:

\* Professional, safe and efficient warehouse management, including relevant IT systems.

\* Maximising availability, whilst minimising waste

\* Product order and delivery to trains, lounges etc in accordance with forecasting provided by Avanti.

\* Maintenance of Avanti premises and assets.

\* Robust safety and food safety systems to ensure that all safety risks are managed, monitored and minimised.

\* Engagement and management of the supplier staff, minimising sickness and turnover.

\* NB for the avoidance of doubt, staffing onboard Avanti trains is OUT of scope, as this is conducted in-house by Avanti.

\* TUPE applies for incumbent Supplier staff (c 211 individuals)

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

Options: No

## **II.2) Description**

### **II.2.1) Title**

Avanti West Coast New Product Development/Procurement & Delivery and associated Supply Chain Management

Lot No

2

### **II.2.2) Additional CPV code(s)**

- 15000000 - Food, beverages, tobacco and related products
  - UA01 - Food products
  - UA02 - Beverages

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

NUTS codes

- UK - United Kingdom

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

The successful tenderers will be accountable for the processes and staffing required to deliver services through lead all processes from New Product Development/Product Specification through to delivery to specified premises of the final mile logistics (i.e., Service Centre locations as detailed in the PQQ documentation). Key activities include:

- \* NPD activities: Avanti to provide a brief, the passenger forecast and the budget. The supplier must provide a specification against this to meet the brief.
- \* Sourcing products at the best value for money price, and then actively managing this to ensure we stay competitive through the product lifecycle.
- \* Ensuring our Supplier base is safe and responsible.
- \* Management of lower tier (subcontracted third party) food and product suppliers either sourced by the supplier or designated by Avanti.
- \* Specification, order and supply of food and ancillary catering product. This includes creation of documentation such as calorific and allergen advice, maintenance of a 'bill of materials'.
- \* Accountable for ensuring the correct level of food and catering product is available for order and/or push to the final mile logistics supplier.
- \* Sense check of orders to minimise waste due to error and/or system fault.
- \* Invoicing Avanti for the goods procured, with appropriate backup such that it is clear that goods were received.
- \* TUPE applied for incumbent Supplier staff (c 6 individuals)

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

Options: No

## **II.2) Description**

### **II.2.1) Title**

TransPennine Express Wholly Outsourced On-Train Catering Services

Lot No

3

### **II.2.2) Additional CPV code(s)**

- 55522000 - Catering services for transport enterprises
  - UA01 - Food products
  - UA02 - Beverages

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

NUTS codes

- UK - United Kingdom

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

The successful tenderer will be accountable for the processes and staffing required to lead all processes from New Product Development/Product Specification through to delivery to

specified premises for final mile logistics, together with all processes relating to the safe and efficient management of catering goods from the point they enter their specified premises,

through delivery to the train, and then reverse logistics for goods coming back. In addition, the successful tenderer will be accountable for all processes and staffing required to deliver

on-train catering retail Services for rail customers to purchase food and beverage on board specified TPE train services.

Key activities include:

Professional, safe and efficient warehouse management, including relevant IT systems,

Maximising availability, whilst minimising waste.

Product order and delivery to trains etc in accordance with forecasting provided by TPE

Maintenance of TPE premises and assets,

Robust safety and food safety systems to ensure that all safety risks are managed, monitored

and minimised,

Engagement and management of the supplier staff, minimising sickness and turnover.

NPD activities: TPE provide a brief, the passenger forecast and the budget. The supplier must provide a specification against this to meet the brief.

Sourcing products at the best value for money price, and then actively managing this to ensure we stay competitive through the product lifecycle.

Ensuring our Supplier base is safe, and responsible.

Management of lower tier (subcontracted third party) food and product suppliers either sourced by the supplier or designated by TPE.

Specification, order and supply of food and ancillary catering product. This includes creation

of documentation such as calorific and allergen advice, maintenance of a 'bill of materials'.

Accountable for ensuring the correct level of food and catering product is available for order

and/or push to the final mile logistics supplier.

Sense check of orders to minimise waste due to error and/or system fault.

Providing open book management information to demonstrate performance against the agreed P&L account.

NB For the avoidance of doubt, staffing onboard TPE trains is IN scope for this Lot.

- TUPE applies for incumbent Supplier staff (c 145 individuals).

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

Options: No

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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.2.1) Previous publication concerning this procedure**

Notice number: [2022/S 000-024868](#)

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## **Section V. Award of contract**

### **Lot No**

Lot 1

A contract/lot is awarded: No

### **V.1) Information on non-award**

The contract/lot is not awarded

Other reasons (discontinuation of procedure)



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## **Section V. Award of contract**

### **Lot No**

Lot 2

A contract/lot is awarded: No

### **V.1) Information on non-award**

The contract/lot is not awarded

Other reasons (discontinuation of procedure)

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## **Section V. Award of contract**

### **Lot No**

Lot 3

A contract/lot is awarded: No

### **V.1) Information on non-award**

The contract/lot is not awarded

Other reasons (discontinuation of procedure)

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## **Section VI. Complementary information**

### **VI.3) Additional information**

Due to a number of external factors within the Rail Industry and the resultant uncertainty as to the future requirement, we are in the position where we need to close down this tender process as it would not be feasible to contract with a third party as the longer-term requirement is under review.

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

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

First Rail Holdings

London

Country

United Kingdom