

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/008059-2024>

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

Tanja Odinsen

Email

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

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

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](#)

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)

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)

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)

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