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Tender

Interior Train Cleaning

THE CHILTERN RAILWAY COMPANY LIMITED

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-020090

Procurement identifier (OCID): ocds-h6vhtk-050fc7

Published 9 May 2025, 1:59pm

Scope

Description

The introduction of a new hybrid Train Presentation Service contract, where the Supplier provides cleaning operatives for Chiltern Railways fleet including East West Rail (EWR).

The scope of services includes Berth Cleaning, Heavy Cleaning, Carpet Cleaning, and Exterior Cleaning (hand bashing) for a minimum of 199 rail carriages, ensuring adaptability to new rolling stock as required.

Total value (estimated)

- £12,500,000 excluding VAT
- £15,000,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 October 2025 to 1 April 2028
- Possible extension to 1 May 2030
- 4 years, 7 months, 1 day

Description of possible extension:

Extensions will be granted dependent on meeting service level criteria and performance.

Main procurement category

Services

CPV classifications

- 63711000 - Support services for railway transport
- 90917000 - Cleaning services of transport equipment

Contract locations

- UKG - West Midlands (England)
- UKI - London
- UKJ1 - Berkshire, Buckinghamshire and Oxfordshire

Participation

Legal and financial capacity conditions of participation

The Client shall be entitled to terminate the Contract in full by giving not less than 3 months

written notice to the Contractor without incurring any liability to the Supplier other than to pay for Services already performed at the time of termination.

TUPE applies and any transfer of staff will be dealt with in accordance with TUPE.

The Supplier shall have or demonstrate they can obtain the following insurances with a reputable insurer:

employer's liability insurance or similar insurance(s) in the amount of at least £10,000,000

for any one occurrence or the amount required by Applicable Law, whichever is higher;

public liability insurance in the amount of at least £10,000,000 for any one occurrence;

product liability insurance in the amount of at least £1,000,000 for any one occurrence;
and

professional indemnity insurance in the amount of at least £1,000,000 for any one
occurrence.

Technical ability conditions of participation

Due to the environment Sentinel - PTS (Personal Track Safety) is required.

The Supplier shall pay no less than the Real Living Wage. The Supplier shall be a Recognised

Service Provider and work to the parameters set by the Living Wage Foundation.

The Supplier shall comply with the following policies of the Purchaser:

- Drugs and Alcohol Policy.
- Anti-Tax Evasion Policy.

- Tax Policy.
- Anti - Fraud Policy.
- Equality, Diversity and Inclusion Policy.
- Anti Bribery Policy.
- Health, Safety, Environment and Crime Policy.
- Code of Conduct for Business Partners.
- Social Media Policy.
- Acceptable Use Policy (IS).
- Responsible Procurement Policy.

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Submission type

Requests to participate

Tender submission deadline

10 July 2025, 11:59pm

Submission address and any special instructions

Chiltern will use their eSourcing portal called Market Dojo

<https://marketdojo.com/> and invite RISQS approved short listed suppliers to tender.

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

29 August 2025

Award criteria

Name	Description	Type	Weighting
Technical	This will look at experience and technical ability to deliver the services within a working railway environment as well as having ISO9001, 14001, 45001 (or equivalent) or working towards before the contract starts.	Quality	70%
Price		Price	30%

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Dynamic market being used

[RISQS](#)

Special regime

Utilities

Competitive flexible procedure description

Chiltern Railways will use the Rail Industry Supplier Qualification Scheme (RISQS) and as a 'pre-qual' stage to shortlist suitably qualified suppliers using Product Code E.J.2 Interior Train Cleaning.

Successful suppliers will be invited to tender from mid June using our eSourcing tool called Market Dojo.

The award criteria for the tender will be based on a combination of Price (30%), based on a schedule of rates/activities, Best and Final Offers, and Quality (70%), based on experience and ability to perform the services.

Chiltern Railways is seeking to appoint a single supplier

Contracting authority

THE CHILTERN RAILWAY COMPANY LIMITED

- Companies House: 03007939
- Public Procurement Organisation Number: PNPV-7838-DRMN

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Sunderland

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United Kingdom

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Organisation type: Private utility