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Tender

Soft Facilities Management (FM) Services

THE CHILTERN RAILWAY COMPANY LIMITED

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

Notice identifier: 2025/S 000-020093

Procurement identifier (OCID): ocds-h6vhtk-050f0a

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Scope

Description

Procurement of Soft Facilities Management (FM) Services to include daily cleaning of railway stations, depots and offices, and periodic deep cleans at stations and depots, waste removal, and pest control across the Chiltern Railway network, including East West Railway.

Total value (estimated)

- £11,215,142 excluding VAT
- £13,458,171 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 September 2025 to 1 May 2028
- Possible extension to 1 May 2030
- 4 years, 8 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

- 45452000 - Exterior cleaning work for buildings
- 90900000 - Cleaning and sanitation services

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

15 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)

1 September 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 shortlist suitably qualified suppliers off the

dynamic market 'RISQS' using Product Code H.G.2.1 Contract Cleaning Services (Office, Station & Depot) who will be invited to tender using Chilterns e-Sourcing portal Market Dojo.

The tender award criteria 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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Organisation type: Private utility