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Awarded contract

Facilities Management for the Luton DART

London Luton Airport Ltd.

F03: Contract award notice

Notice reference: 2021/S 000-020934

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Section I: Contracting authority

I.1) Name and addresses

London Luton Airport Ltd.

Hart House Business Centre, Kimpton Road

Luton

LU2 0LA

Contact

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Telephone

+44 7511900035

Country

United Kingdom

NUTS code

UKH21 - Luton

Internet address(es)

Main address

<http://www.luton.gov.uk>

Buyer's address

<http://www.luton.gov.uk>

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Other activity

Airport related services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Facilities Management for the Luton DART

Reference number

DN527552

II.1.2) Main CPV code

- 79993000 - Building and facilities management services

II.1.3) Type of contract

Services

II.1.4) Short description

Facilities management and maintenance of the station premises forming part of the Luton DART passenger transit system, including building and platform and vehicle cleaning, customer-facing personnel, ticket enforcement, inspection and maintenance of the system route infrastructure, passenger welfare and supporting LLAL in their passenger growth ambitions.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description**II.2.2) Additional CPV code(s)**

- 72514100 - Facilities management services involving computer operation
- 79342300 - Customer services
- 79342320 - Customer-care services
- 90600000 - Cleaning and sanitation services in urban or rural areas, and related services
- 90900000 - Cleaning and sanitation services

II.2.3) Place of performance

NUTS codes

- UKH21 - Luton

II.2.4) Description of the procurement

This procurement relates to facilities management and passenger services for the new 2.1 km Luton DART automated passenger transit system between London Luton Airport Parkway railway station and London Luton Airport Central Terminal. The Luton DART is a key piece of transport infrastructure encouraging the modal shift of passengers to rail as part of the

carbon reduction ambitions of LLAL. Services of the Luton DART are expected to be operational in early 2022. We are looking to procure a single facilities management provider of the following services:

- customer facing/hospitality (meet, greet and passenger assistance) personnel (with responsibility for ticket enforcement) within the station premises of the Luton DART passenger transit system;
- facilities management and maintenance of the station premises forming part of the Luton DART passenger transit system;
- civil structures inspection and maintenance for the system route infrastructure of the Luton DART passenger transit system.
- leading on passenger welfare including, but not limited to, immediate first aid response, evacuation, emergency services and other delivery partners liaison including temporary or contingency arrangements e.g. bus replacement service is required and provided but DART station and customer service team support delivery;
- customer experience generally, particularly with reference to supporting persons of reduced mobility;
- support LLAL in the delivery of passenger growth ambitions through delivery of excellent customer service and delivery of transport industry liaison.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70%

Price - Weighting: 30%

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

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Competitive procedure with negotiation

IV.1.6) Information about electronic auction

An electronic auction will be used

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: [2021/S 000-003327](#)

Section V. Award of contract

Title

Facilities Management for the Luton DART

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.4) Procedures for review

VI.4.1) Review body

HM Courts and Tribunal Service

The Strand

London

Country

United Kingdom

VI.4.4) Service from which information about the review procedure may be obtained

London Luton Airport Ltd.

Hart House

Luton

Country

United Kingdom