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Contract

Le Shuttle Catering Tender

Eurotunnel Staff Catering Tender

F03: Contract award notice

Notice identifier: 2025/S 000-022420

Procurement identifier (OCID): ocds-h6vhtk-0445ea

Published 18 May 2025, 2:37pm

Section I: Contracting authority

I.1) Name and addresses

Eurotunnel Staff Catering Tender

Eurotunnel UK Terminal

Folkestone

CT18 8XY

Contact

Procurement Team

Email

info@cohesionconsulting.co.uk

Country

United Kingdom

NUTS code

UKJ44 - East Kent

Internet address(es)

Main address

www.cohesionconsulting.co.uk

Buyer's address

<https://in-tendhost.co.uk/cohesionconsulting.aspx/Home>

I.4) Type of the contracting authority

Other type

Private Business

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Le Shuttle Catering Tender

Reference number

CCL_021

II.1.2) Main CPV code

- 55500000 - Canteen and catering services

II.1.3) Type of contract

Services

II.1.4) Short description

Le Shuttle is an internationally renowned part of Getlink, formerly Eurotunnel. Le Shuttle's international transport hub in Folkestone operations 24/7 every day of the year. There is scope for the successful contractor to develop both the service concepts and the facilities themselves on site. The current contract with ISS has reached its maximum tenure and Le Shuttle are tendering their services with a specific view to find an innovative trading partner to help develop both the facilities and the staff catering and vending services in the two restaurants and buildings on site. A high quality offer is essential, as is the ability to deliver parity of service with their sister operation in France at Calais. Le Shuttle are launching a market engagement exercise to discuss potential service styles, design options and the future partnership with prospective bidders on the 20th of March 2024. The 'Meet the Buyer' event will be held at the Folkestone terminal. The deadline for submitting

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £570,000

II.2) Description

II.2.2) Additional CPV code(s)

- 55500000 - Canteen and catering services
- 55510000 - Canteen services
- 42933000 - Vending machines

II.2.3) Place of performance

NUTS codes

- UKJ44 - East Kent

Main site or place of performance

Eurotunnel UK Terminal / Folkestone, Kent CT18 8XY / United Kingdom

II.2.4) Description of the procurement

Le Shuttle is an internationally renowned part of Getlink, formerly Eurotunnel. Le Shuttle's international transport hub in Folkestone operations 24/7 every day of the year. There is scope for the successful contractor to develop both the service concepts and the facilities themselves on site. The current contract with ISS has reached its maximum tenure and Le Shuttle are tendering their services with a specific view to find an innovative trading partner to help develop both the facilities and the staff catering and vending services in the two restaurants and buildings on site. A high quality offer is essential, as is the ability to deliver parity of service with their sister operation in France at Calais. Le Shuttle are launching a market engagement exercise to discuss potential service styles, design options and the future partnership with prospective bidders on the 20th of March 2024. The 'Meet the Buyer' event will be held at the Folkestone terminal. The deadline for submitting interest in attending the event is 1pm on the 18th of March. Following the engagement exercise, an Open Tender process will commence on the 2nd of April 2024 with a tender return date of 9th May 2024. The contract start date is 1st August 2024 and is for an initial three-year term ending on 31st July 2027. There is a requirement for regular performance reviews and a break clause to support both parties should the relationship not prosper. There is an option for a further two years of tenure beyond this date by mutual agreement and the extension is based on qualitative and financial performance. The process is being managed by Andrew Etherington, Principal Consultant and Founder of Andrew Etherington Associates; Andrew is working with Cohesion Consulting in this process. The tender will be fully managed via in-tend; to register interest in the opportunity, please register via this link: <https://in-tendhost.co.uk/cohesionconsulting.aspx/Home.The> projected turnover for the five-year contract is expected to be circa £1,000,000

II.2.5) Award criteria

Cost criterion - Name: cost / 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

Open procedure

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: [2024/S 000-007146](#)

Section V. Award of contract

Contract No

CCL_021

Title

Eurotunnel Catering Services Award

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

18 January 2025

V.2.2) Information about tenders

Number of tenders received: 2

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 2

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

OCS

New Century House, The Havens

Ipswich

IP3 9SJ

Country

United Kingdom

NUTS code

- UKH14 - Suffolk

Internet address

<https://ocs.com/uk/>

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £500,000

Total value of the contract/lot: £570,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Cohesion Consulting Ltd

16 Mount Pleasant

Royal Tunbridge Wells

TN11QU

Email

info@Cohesionconsulting.co.uk

Country

United Kingdom

Internet address

www.Cohesionconsulting.co.uk