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Pipeline

Total Facilities Management

NORTHERN TRAINS LIMITED

UK1: Pipeline notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-024338

Procurement identifier (OCID): ocds-h6vhtk-051c23

Published 21 May 2025, 5:54pm

Scope

Description

NTL will be going to market for the procurement of Total Facilities Management (FM) Services across our Network of Stations, Engineering Depots and Beneficiary locations. This contract reflects our commitment to providing customer-focused, professionally managed, and high-quality service across our network that will support our long-term maintenance objectives.

The scope of services will be delivered with the goal of meeting the performance and customer satisfaction requirements while ensuring compliance with all relevant statutory and mandatory legislation. The FM Contractor will apply Best Industry Practice techniques, alongside their expertise and experience, to meet the following key objectives:

- Delivering innovative and effective operational services that achieve high-quality standards and demonstrate value for money.
- Offering flexible service delivery tailored to the specific needs of each location.
- Achieving optimum building performance and customer satisfaction.
- Creating a safe and comfortable environment for all service users.

- Maintaining assets in line with current statutory and regulatory legislation, as well as manufacturer's guidance, to ensure maximum longevity.

Scope of Services:

The services covered under this contract will include, but are not limited to:

- Mobilisation
- Contract Management
- Business Continuity and Disaster Recovery
- General Service Requirements
- CAFM System
- Helpdesk Services
- Planned and Reactive Maintenance
- Strategic Asset Management Planning
- Grounds Maintenance
- Cleaning (Planned, Periodic, Reactive, and Specialist)
- Pest Control
- Poster Campaigns
- Events Management
- Additional Services

This contract will mark a significant milestone in our ongoing efforts to enhance service delivery and ensure the highest standards of operational excellence across all locations. We look forward to a productive and successful partnership with our selected FM Contractor following the conclusion of this process.

Northern's current FM contract expires 30/09/2025, however, it has an option to extend for 2 further 12 month periods (until 30/09/2027). The timelines detailed in this notice may be subject to change based on Northern's decision to exercise those options.

Contract dates (estimated)

- 1 October 2026 to 1 October 2029
- Possible extension to 1 October 2033
- 7 years, 1 day

Main category

Services

CPV classifications

- 79993000 - Building and facilities management services

Contract locations

- UKC - North East (England)
- UKD - North West (England)
- UKE - Yorkshire and the Humber
- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England
- UKI - London
- UKJ - South East (England)
- UKK - South West (England)

Submission

Publication date of tender notice (estimated)

1 September 2025

Procedure

Special regime

Utilities

Contracting authority

NORTHERN TRAINS LIMITED

- Companies House: 03076444
- Public Procurement Organisation Number: PZCJ-2164-HJQZ

George Stephenson House

York

YO1 6JT

United Kingdom

Email: procurement@northernrailway.co.uk

Region: UKE21 - York

Organisation type: Public authority - central government