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Tender

## **Provision of On Train Catering Services (Avanti and TransPennine Express)**

FIRST RAIL HOLDINGS LIMITED  
First Trenitalia West Coast Rail Limited  
First Transpennine Express Limited

F05: Contract notice – utilities

Notice identifier: 2022/S 000-024868

Procurement identifier (OCID): ocds-h6vhtk-0365fe

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### **Section I: Contracting entity**

#### **I.1) Name and addresses**

FIRST RAIL HOLDINGS LIMITED

8th Floor, The Point, 37 North Wharf Road

LONDON

W21AF

#### **Contact**

Claire Painter

#### **Email**

[FRH-procurement.indirects@firstrail.com](mailto:FRH-procurement.indirects@firstrail.com)

#### **Country**

United Kingdom

**Region code**

UK - United Kingdom

**Companies House**

05154485

**Internet address(es)**

Main address

<https://www.firstgroupplc.com/about-firstgroup/uk-rail.aspx>

**I.1) Name and addresses**

First Trenitalia West Coast Rail Limited

8th Floor The Point, 37 North Wharf Road

London

W2 1AF

**Contact**

Claire Painter

**Email**

[FRH-Procurement.Indirects@firstrail.com](mailto:FRH-Procurement.Indirects@firstrail.com)

**Country**

United Kingdom

**Region code**

UK - United Kingdom

**Companies House**

10349442

**Internet address(es)**

Main address

<https://www.avantiwestcoast.co.uk/>

### **I.1) Name and addresses**

First Transpennine Express Limited

8th Floor The Point, 37 North Wharf Road

London

W2 1AF

#### **Contact**

Claire Painter

#### **Email**

[FRH-Procurement.Indirects@firstrail.com](mailto:FRH-Procurement.Indirects@firstrail.com)

#### **Country**

United Kingdom

#### **Region code**

UK - United Kingdom

#### **Companies House**

09111801

#### **Internet address(es)**

Main address

<https://www.tpexpress.co.uk/>

### **I.2) Information about joint procurement**

The contract involves joint procurement

### **I.3) Communication**

Access to the procurement documents is restricted. Further information can be obtained at

<http://redirect.transaxions.com/events/68AXq>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<http://redirect.transaxions.com/events/68AXq>

### **I.6) Main activity**

Railway services

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Provision of On Train Catering Services (Avanti and TransPennine Express)

#### **II.1.2) Main CPV code**

- 55522000 - Catering services for transport enterprises
  - UA01 - Food products
  - UA02 - Beverages

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

First Rail Holdings (FRH) tender for On-Train Catering Services on behalf of Avanti West Coast (Avanti) and Transpennine Express (TPE) for the provision of end to end Catering Services including; New Product Development (NPD)/ Product Procurement & Delivery and associated Supply Chain Management, Final Mile Logistics (from receipt of Goods into Service Centre through to delivery to trainside) and Outsourced On-Train Retail

Trolley Services (TPE only).

On-Train Catering Services relate to the provision of food products suitable for either retail or complimentary purposes on board train services in First Class, Standard Premium (Avanti only) or Standard Class to ensure rail passenger access to refreshments during their journey either via trolley services or dedicated onboard sales outlets. NB This requirement also includes the provision of products to First Class lounge facilities at specific stations, special events and some HQ Office locations.

#### **II.1.5) Estimated total value**

Value excluding VAT: £119,600,000

#### **II.1.6) Information about lots**

This contract is divided into lots: Yes

Tenders may be submitted for all lots

### **II.2) Description**

#### **II.2.1) Title**

Avanti West Coast Final Mile Logistics (including overall governance responsibility for Lot 2)

Lot No

1

#### **II.2.2) Additional CPV code(s)**

- 55520000 - Catering services

#### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

Main site or place of performance

Specific Service Centre locations as detailed in the PQQ document.

#### **II.2.4) Description of the procurement**

The successful tenderer will be accountable for all processes and staffing requirements relating to the safe and efficient management of catering goods from the point they enter their specified premises, through delivery to the train, and then reverse logistics for goods coming back. Key activities include:

- Professional, safe and efficient warehouse management, including relevant IT systems,
- Maximising availability, whilst minimising waste
- Product order and delivery to trains, lounges etc in accordance with forecasting provided by Avanti
- Maintenance of Avanti premises and assets,
- Robust safety and food safety systems to ensure that all safety risks are managed, monitored and minimised,
- Engagement and management of the supplier staff, minimising sickness and turnover.
- NB For the avoidance of doubt, staffing onboard Avanti trains is OUT of scope, as this is conducted inhouse by Avanti.
- TUPE applies for incumbent Supplier staff (c 211 individuals).

#### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

#### **II.2.6) Estimated value**

Value excluding VAT: £36,800,000

#### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

Option to extend the contract for a period up to 24 months.

NB The estimated contract value specified in II.2.6 is for the initial 3 year term. The estimated value of the 2 year extension value is estimated at £25,700,000. Therefore the total estimated contract value is £62,500,000 for the full 5 year term.

### **II.2.10) Information about variants**

Variants will be accepted: No

### **II.2.11) Information about options**

Options: No

## **II.2) Description**

### **II.2.1) Title**

Avanti West Coast New Product Development/Product Procurement & Delivery and associated Supply Chain Management

Lot No

2

### **II.2.2) Additional CPV code(s)**

- 15000000 - Food, beverages, tobacco and related products
  - UA01 - Food products
  - UA02 - Beverages

### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

### **II.2.4) Description of the procurement**

The successful tenderers will be accountable for the processes and staffing required to deliver services through lead all processes from New Product Development/Product Specification through to delivery to specified premises of the final mile logistics (i.e. Service Centre locations as detailed in the PQQ documentation). Key activities include:

- NPD activities: Avanti provide a brief, the passenger forecast and the budget. The supplier must provide a specification against this to meet the brief.

Sourcing products at the best value for money price, and then actively managing this to ensure we stay competitive through the product lifecycle.

- Ensuring our Supplier base is safe, and responsible.
- Management of lower tier (subcontracted third party) food and product suppliers either sourced by the supplier or designated by Avanti.
- Specification, order and supply of food and ancillary catering product. This includes creation of documentation such as calorific and allergen advice, maintenance of a 'bill of materials'.
- Accountable for ensuring the correct level of food and catering product is available for order and/or push to the final mile logistics supplier.
- Sense check of orders to minimise waste due to error and/or system fault.
- Invoicing Avanti for the goods procured, with appropriate backup such that it is clear that goods were received.
- TUPE applies for incumbent Supplier staff (c 6 individuals).

#### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

#### **II.2.6) Estimated value**

Value excluding VAT: £62,700,000

#### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

Option to extend the contract for a period up to 24 months.

NB The estimated contract value stated in II.2.6 is for the initial 3 year term of the agreement. The estimated value of the 2 year extension value is £44,000,000. Therefore the total estimated contract value is £106,700,000 for the full 5 year term.

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **II.2.11) Information about options**

Options: No

### **II.2) Description**

#### **II.2.1) Title**

TransPennine Express Wholly Outsourced On-Train Catering Services

Lot No

3

#### **II.2.2) Additional CPV code(s)**

- 55522000 - Catering services for transport enterprises
  - UA01 - Food products
  - UA02 - Beverages

#### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

Main site or place of performance

Specific Service Centre locations as detailed in the PQQ documentation.

#### **II.2.4) Description of the procurement**

The successful tenderer will be accountable for the processes and staffing required to lead all processes from New Product Development/Product Specification through to

delivery to specified premises for final mile logistics, together with all processes relating to the safe and efficient management of catering goods from the point they enter their specified premises, through delivery to the train, and then reverse logistics for goods coming back. In addition, the successful tenderer will be accountable for all processes and staffing required to deliver on-train catering retail Services for rail customers to purchase food and beverage on board specified TPE train services.

Key activities include:

Professional, safe and efficient warehouse management, including relevant IT systems,

Maximising availability, whilst minimising waste

Product order and delivery to trains etc in accordance with forecasting provided by TPE

Maintenance of TPE premises and assets,

Robust safety and food safety systems to ensure that all safety risks are managed, monitored and minimised,

Engagement and management of the supplier staff, minimising sickness and turnover.

NPD activities: TPE provide a brief, the passenger forecast and the budget. The supplier must provide a specification against this to meet the brief.

Sourcing products at the best value for money price, and then actively managing this to ensure we stay competitive through the product lifecycle.

Ensuring our Supplier base is safe, and responsible.

Management of lower tier (subcontracted third party) food and product suppliers either sourced by the supplier or designated by TPE.

Specification, order and supply of food and ancillary catering product. This includes creation of documentation such as calorific and allergen advice, maintenance of a 'bill of materials'.

Accountable for ensuring the correct level of food and catering product is available for order and/or push to the final mile logistics supplier.

Sense check of orders to minimise waste due to error and/or system fault.

Providing open book management information to demonstrate performance against the agreed P&L account.

NB For the avoidance of doubt, staffing onboard TPE trains is IN scope for this Lot.

- TUPE applies for incumbent Supplier staff (c 145 individuals).

#### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

#### **II.2.6) Estimated value**

Value excluding VAT: £20,100,000

#### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

Option to extend the contract for a period up to 24 months.

NB The estimated contract value stated in II.2.6 is for the initial 3 year term of the agreement. The estimated value of the 2 year extension is £13,400,000. Therefore the total estimated contract value is £33,500,000 for the full 5 year term.

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **II.2.11) Information about options**

Options: No

## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Negotiated procedure with prior call for competition

#### **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.2.2) Time limit for receipt of tenders or requests to participate**

Date

6 October 2022

Local time

7:00pm

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

First Rail Holdings

London

Country

United Kingdom