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Tender

## **Station Security**

London North Eastern Railway Ltd.

F05: Contract notice – utilities

Notice identifier: 2024/S 000-029280

Procurement identifier (OCID): ocds-h6vhtk-0485dd

Published 12 September 2024, 4:15pm

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

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

London North Eastern Railway Ltd.

West Offices, Station Rise

York

YO1 6GA

#### **Contact**

Annie Bradbury

#### **Email**

[annie.bradbury@lner.co.uk](mailto:annie.bradbury@lner.co.uk)

#### **Country**

United Kingdom

#### **Region code**

UK - United Kingdom

**Internet address(es)**

Main address

[www.lner.co.uk](http://www.lner.co.uk)

**I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

[www.proactis.com](http://www.proactis.com)

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

[www.proactis.com](http://www.proactis.com)

**I.6) Main activity**

Railway services

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## **Section II: Object**

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

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

Station Security

Reference number

DN2660

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

- 79710000 - Security services

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

Services

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

LNER (London North Eastern Railway) was first launched in 2018 and is a leading brand within the long-distance rail sector. serving key UK cities including London, Peterborough, Doncaster, Leeds, York, Newcastle, Edinburgh, Aberdeen, and Inverness.

LNER prides itself on delivering an exceptional customer experience at every customer touch point, from the moment a customer thinks about travelling by train to their destination and beyond. We believe that our customers, environment and Industry partners matter and make a difference.

Our business plan sets out our ambition to transform the future of Rail Travel in the UK, helping create a simpler better railway for everyone. A future vision created for and with our customers delivered by us in collaboration with our industry partners

To deliver this ambition, we will be working to create an East Coast Partnership under the LNER brand that brings together all parts of the railway operation to deliver significant benefits for our customers, people, partners and stakeholders. Ultimately this will make full use of the skills, resources and expertise of the private and public sectors and significantly improve the resilience of our service, both in terms of performance and service levels.

Our security arrangements currently cover work at Berwick Upon Tweed, Newcastle, Durham, Darlington, York, Wakefield Westgate, Doncaster, Retford and Peterborough.

The predominant use of the security teams is to provide an exceptional and robust level of customer focused support to our station teams. This includes at smaller stations the support of lone working staff during evening shifts and as they complete the end of shift close-down procedures.

Proactively demonstrate risk awareness, in a confident and professional manner to support station teams and customers travelling through our stations. Actively provide a visual deterrent against anti-social behavior and support station safety policies such as emergency evacuation procedures and crowd control plans.

LNER are committed to tackling the effects of crime and general anti-social behaviour effectively across the route over which we operate. Tackling anti-social behaviour is a priority, particularly in terms of increasing customer and employee reassurance and perceptions of their personal safety and security.

Any bidder for our security provision contract must be an SIA approved contractor with the ability to provide security operatives and operational support in all eight locations as outlined within Table one above. As an SIA Approved Contractor, you must have adequate premises, procedures, and equipment to sustain your business within the relevant industry sector. As an SIA Approved Contractor you must be able to demonstrate that you develop and implement plans to ensure your people are suitably trained and cared for.

Your security operatives will form an integral part of our teams; they will be working in a fast-paced station operational environment and as all LNER Teams working within the operational theatre the highest standards of safety, customer service and personal behavior's are expected. We have strict criteria in relation to time at work in order to improve employee health & wellbeing and reduce fatigue. It is expected that your security operatives follow the rail industry guidelines.

To partake in this tender process - please go to Proactis link below and register for a free account, if you are already registered you will be able to source this tender via Proactis, this will be the portal used for this tender

<https://supplierlive.proactisp2p.com/Account/Login>

#### **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**

Lot No

1

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

- 79713000 - Guard services

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

NUTS codes

- UK - United Kingdom

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

To cover the whole route as detailed and will include lots 2&3 (not including Lot 4 (NRSP) details of Lot 4 can be found below

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

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

### **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

The potential to extend for a further two periods of 12 months

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

Variants will be accepted: No

### **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

## **II.2) Description**

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

Lot No

2

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

- 79713000 - Guard services

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

NUTS codes

- UK - United Kingdom

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

To cover Customer facing duties between Berwick, Newcastle, Durham and Darlington stations

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

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

### **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

The potential to extend for a further two periods of 12 months

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

Variants will be accepted: No

### **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

## **II.2) Description**

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

Lot No

3

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

- 79713000 - Guard services

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

NUTS codes

- UK - United Kingdom

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

To Cover York, Doncaster, Retford, Wakefield West Gate, Retford and Peterborough Stations (does not cover York NRSP see Lot 4)

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

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

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

Duration in months

This contract is subject to renewal

Yes

Description of renewals

The potential to extend for a further two periods of 12 months

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

Variants will be accepted: No

#### **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

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

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

Lot No

4

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

- 79713000 - Guard services

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

NUTS codes

- UK - United Kingdom

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

To cover York NRSP only

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

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

### **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

The potential to extend for a further two periods of 12 months

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

Variants will be accepted: No

### **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

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## **Section IV. Procedure**

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

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

Restricted 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 000-023738](#)

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

Date

14 October 2024

Local time

1:00pm

#### **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**

London North Eastern Railway Limited

York

Country

United Kingdom