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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

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

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

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

www.proactis.com

I.6) Main activity

Railway services

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

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

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

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

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