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Planning

Lost Property and Baggage Storage

NETWORK RAIL INFRASTRUCTURE LIMITED

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-033436

Procurement identifier (OCID): ocds-h6vhtk-054f4b

Published 18 June 2025, 3:59pm

Scope

Reference

prj_43406

Description

The scope of this procurement is for Lost Property & Baggage Storage in a number of train stations. It includes the efficient management of lost property, secure and accessible baggage storage, high-quality customer service, compliance with regulations and security standards, technology integration for enhanced service delivery, and regular reporting for transparency and continuous improvement. The goal is to ensure the service operates efficiently, securely, and to the satisfaction of our customers.

The scope of this opportunity will be more fully described in the tender notice and associated tender documents. This is currently intended to include the Lost Property and Baggage storage units at stations operated by Network Rail from contract commencement but with mechanisms to allow for additional storage unit at other stations to be added.

As part of planned reforms to the rail industry, including the establishment of Great British Railways (GBR), it is possible that stations currently operated by train operators contracted by the Secretary of State for Transport may also come within the scope of such contract although the timing and volume of such opportunities is not yet known. The pre-market engagement will include exploring suitable mechanisms for modification of the contract in the future and incorporation of such services during the life of the contract.

In addition, the contract and procurement process will provide for potential transfer of either the procurement process or the resulting contract itself in the event that this is required due to the establishment of GBR, rail reform or other corporate restructuring.

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The Market Engagement (ME) Document and details of the Supplier ME day can be downloaded from Network Rail's BravoNR sourcing platform via this link.

<https://networkrail.bravosolution.co.uk/web/login.html>

From the welcome screen, access the 'Current Opportunities' link, scroll down and select:

#40853 - Lost Property & Baggage Storage

Total value (estimated)

- £100,000,000 excluding VAT

- £120,000,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 3 February 2027 to 2 February 2033
- Possible extension to 2 February 2037
- 10 years

Main procurement category

Services

CPV classifications

- 63112100 - Passenger baggage handling services
- 79713000 - Guard services

Contract locations

- UK - United Kingdom

Engagement

Engagement deadline

1 July 2025

Engagement process description

Market Engagaement Event on 04/07/2025

The topics listed below will be discussed during the market engagement event and are for the purpose of assisting Network Rail in developing the specification, as there are other potential opportunities that could be provided by these storage units. Network Rail is particularly interested in obtaining feedback from suppliers on how to enhance the utilisation and repatriation of the storage units for the benefit of customers.

The topics are as follows:

- 1, Suppliers' experience in the market and an overview of the broader market.
2. Current operational practices of suppliers in the lost property and baggage storage sectors.
3. The environments in which suppliers are currently operating.
4. Current and future technologies that could be considered for managing lost property and baggage storage.
5. What potential challenges and/or opportunities a Supplier can foresee in the event a Train Operating Companies (TOCs) come within the scope of the contract part way through the contract term? Specifically, we are interested in understanding how these challenges might impact service continuity, integration processes, and any additional costs or resources that may be required.
6. What other additional opportunities Suppliers believe could be made available at the storage units that could help enhance potential sales? We are particularly interested in any value-added services or innovative solutions that could attract more customers and increase revenue.
7. Suppliers' experience in increasing repatriation rates and some examples of how you've achieved this.
8. Suppliers' preferred commercial and contract models.

Participation

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Publication date of tender notice (estimated)

8 December 2025

Procedure

Special regime

Utilities

Contracting authority

NETWORK RAIL INFRASTRUCTURE LIMITED

- Public Procurement Organisation Number: PNZN-9524-VCQJ

Waterloo General Office

London

SE1 8SW

United Kingdom

Email: vicky.brown2@networkrail.co.uk

Website: <https://www.networkrail.co.uk/>

Region: UKI45 - Lambeth

Organisation type: Public authority - central government