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Tender

## **Ground/on-board services for Eurostar Trains and Lounges**

EUROSTAR GROUP  
Eurostar International Limited  
THI Factory SA

F22: Social and other specific services – utilities  
Contract notice  
Notice identifier: 2024/S 000-036005  
Procurement identifier (OCID): ocds-h6vhtk-04b47f  
Published 6 November 2024, 6:04pm

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

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

EUROSTAR GROUP  
  
Place Marcel Broodthaers 4  
  
Brussels  
  
1050

#### **Contact**

Othmane EL JAMALI

#### **Email**

[Othmane.eljamali@eurostar.com](mailto:Othmane.eljamali@eurostar.com)

#### **Telephone**

+32 490529077

**Country**

Belgium

**Region code**

BE - Belgium

**BE 0541 696 005**

BE 0541 696 005

**Internet address(es)**

Main address

<http://www.eurostar.com>

Buyer's address

<https://www.publicprocurement.be>

**I.1) Name and addresses**

Eurostar International Limited

6th Floor, Kings Place, 90 York Way

London

N1 9AG

**Contact**

Othmane EL JAMALI

**Email**

[Othmane.eljamali@eurostar.com](mailto:Othmane.eljamali@eurostar.com)

**Telephone**

+32 490529077

**Country**

United Kingdom

**Region code**

UKI - London

**Companies House**

02462001

**Internet address(es)**

Main address

<http://www.eurostar.com>

Buyer's address

<https://www.publicprocurement.be>

**I.1) Name and addresses**

THI Factory SA

Place Marcel Broodthaers 4

Brussels

1050

**Contact**

Othmane EL JAMALI

**Email**

[Othmane.eljamali@eurostar.com](mailto:Othmane.eljamali@eurostar.com)

**Telephone**

+32 490529077

**Country**

Belgium

**Region code**

BE1 - Brussels Region

**Belgium**

BE 0541 696 005

**Internet address(es)**

Main address

<http://www.eurostar.com>

Buyer's address

<https://www.publicprocurement.be>

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

The contract involves joint procurement

In the case of joint procurement involving different countries, state applicable national procurement law

Belgian procurement law

**I.3) Communication**

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

<https://cloud.3p.eu/Downloads/1/1/27R/2024>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.publicprocurement.be>

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

Railway services

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## **Section II: Object**

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

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

Ground/on-board services for Eurostar Trains and Lounges

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

- 55321000 - Meal-preparation services

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

Services

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

The Eurostar Group is launching a procurement procedure to award its onboard and ground services contracts to serve Eurostar's ambition. Eurostar wishes to entrust the delivery of these services to suppliers with the finest expertise within a scope of 2 separate lots defined as follows:

- LOT 1: Food & Beverages offer, Onboard and Ground Services for all catering services on board Eurostar trains
- LOT 2: Hospitality & Catering services in all Eurostar Lounges

As part of the Onboard and Ground Services procurement for the Eurostar trains, and in the Pre-Qualifying Questionnaire (PQQ) phase, each candidate can receive the document "20240930\_EUROSTAR ONBOARD AND GROUND SERVICES TENDER\_PQQ\_OverviewLOT1&2" only if the NDA is signed. This overview is to present a summary of the specifications related to the provision of catering services for all EUROSTAR trains and Lounges.

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

Value excluding VAT: 1,486,000,000 EUR

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

This contract is divided into lots: Yes

Tenders may be submitted for maximum number of lots

2

Maximum number of lots that may be awarded to one tenderer: 2

## **II.2) Description**

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

Food & Beverages offer, Onboard and Ground Services for all catering services on board Eurostar trains

Lot No

1

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

- 55321000 - Meal-preparation services
- 55500000 - Canteen and catering services
- 79342300 - Customer services

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

NUTS codes

- UK - United Kingdom
- BE - Belgium
- DE - Germany
- FR - France
- NL - Netherlands

Main site or place of performance

Postal address: Rue de Maubeuge, 112

Town: Paris

Postcode: 75010

Country subdivision (NUTS): Arr. de Bruxelles-Capitale/Arr. Brussel-Hoofdstad (BE100)

Country: France

Additional information: FR

Postal address: Avenue Fonsny

Town: Bruxelles

Postcode: 1060

Country subdivision (NUTS): Arr. de Bruxelles-Capitale/Arr. Brussel-Hoofdstad (BE100)

Country: Belgium

Additional information: BE

Postal address: trankgasse 11

Town: Koln

Postcode: 50667

Country subdivision (NUTS): Arr. de Bruxelles-Capitale/Arr. Brussel-Hoofdstad (BE100)

Country: Germany

Additional information: DE

Postal address: Stationplein, 1012

Town: Amsterdam

Postcode: ABAMSTERDAM

Country subdivision (NUTS): Arr. de Bruxelles-Capitale/Arr. Brussel-Hoofdstad (BE100)

Country: Netherlands

Additional information: NL

Postal address: Euston Road

Town: London

Postcode: N1C4QP

Country subdivision (NUTS): Arr. de Bruxelles-Capitale/Arr. Brussel-Hoofdstad (BE100)

Country: United Kingdom

Additional information: UK

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

The Eurostar Group is launching a procurement procedure to award its onboard and ground services contracts to serve Eurostar's ambition. Eurostar wishes to entrust the delivery of these services to suppliers with the finest expertise within a scope of 2 separate lots defined as follows:

- LOT 1: Food & Beverages offer, Onboard and Ground Services for all catering services on board Eurostar trains
- LOT 2: Hospitality & Catering services in all Eurostar Lounges

As part of the Onboard and Ground Services procurement for the Eurostar trains, and in the Pre-Qualifying Questionnaire (PQQ) phase, each candidate can receive the document "20240930\_EUROSTAR ONBOARD AND GROUND SERVICES TENDER\_PQQ\_OverviewLOT1&2" only if the NDA is signed. This overview is to present a summary of the specifications related to the provision of catering services for all EUROSTAR trains and Lounges.

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

Value excluding VAT: 1,395,000,000 EUR

#### **II.2.7) Duration of the contract or the framework agreement**

Duration in months

60

#### **II.2.14) Additional information**

Maximum renewals: 3



The buyer reserves the right for additional purchases from the contractor, as described here: Three 12 month extensions.

## **II.2) Description**

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

LOT 2 : Hospitality & Catering services in all Eurostar Lounges

Lot No

2

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

- 55321000 - Meal-preparation services
- 55500000 - Canteen and catering services
- 79342300 - Customer services

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

NUTS codes

- UK - United Kingdom
- BE - Belgium
- DE - Germany
- FR - France
- NL - Netherlands

Main site or place of performance

Postal address: Rue de Maubeuge, 112

Town: Paris

Postcode: 75010

Country subdivision (NUTS): Arr. de Bruxelles-Capitale/Arr. Brussel-Hoofdstad (BE100)

Country: France

Additional information: FR

Postal address: Avenue Fonsny

Town: Bruxelles

Postcode: 1060

Country subdivision (NUTS): Arr. de Bruxelles-Capitale/Arr. Brussel-Hoofdstad (BE100)

Country: Belgium

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Country subdivision (NUTS): Arr. de Bruxelles-Capitale/Arr. Brussel-Hoofdstad (BE100)

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Country subdivision (NUTS): Arr. de Bruxelles-Capitale/Arr. Brussel-Hoofdstad (BE100)

Country: Netherlands

Additional information: NL

Postal address: Euston Road

Town: London

Postcode: N1C4QP

Country subdivision (NUTS): Arr. de Bruxelles-Capitale/Arr. Brussel-Hoofdstad (BE100)

Country: United Kingdom

Additional information: UK

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

The Eurostar Group is launching a procurement procedure to award its onboard and ground services contracts to serve Eurostar's ambition. Eurostar wishes to entrust the delivery of these services suppliers with the finest expertise within a scope of 2 separate lots defined as follows:

- LOT 1: Food & Beverages offer, Onboard and Ground Services for all catering services on board Eurostar trains
- LOT 2: Hospitality & Catering services in all Eurostar Lounges

As part of the Onboard and Ground Services procurement for the Eurostar trains, and in the Pre-Qualifying Questionnaire (PQQ) phase, each candidate can receive the document "20240930\_EUROSTAR ONBOARD AND GROUND SERVICES TENDER\_PQQ\_OverviewLOT1&2" only if the NDA is signed. This overview is to present a summary of the specifications related to the provision of catering services for all EUROSTAR trains and Lounges.

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

Value excluding VAT: 91,000,000 EUR

#### **II.2.7) Duration of the contract or the framework agreement**

Duration in months

60

#### **II.2.14) Additional information**

Maximum renewals: 3

The buyer reserves the right for additional purchases from the contractor, as described here: Three 12 month extensions.

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.4) Objective rules and criteria for participation**

List and brief description of rules and criteria

Selection criteria as stated in the procurement documents

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## **Section IV. Procedure**

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

#### **IV.1.11) Main features of the award procedure**

Negotiated procedure with prior call for competition.

Information about reduction of the number of solutions or tenders during negotiation:  
Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated.

Minimum time frame during which the tenderer must maintain the tender: Duration in months: 24 (from the date stated for receipt of tender)

### **IV.2) Administrative information**

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

Date

5 December 2024

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

English

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## **Section VI. Complementary information**

### **VI.2) Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

### **VI.3) Additional information**

This procurement is being conducted as a single cross-border framework procurement by Eurostar Group on behalf of both THIF and EIL under Belgian procurement law transposing the Utilities Directive 2014/25/EU. An OJEU contract notice was published on 05/11/2024 (notice publication number 670598-2024). This parallel UK FTS contract notice is published to ensure potential suppliers interested in participating in this procurement are aware of the contract opportunity given it is envisaged that separate call-off contracts will be entered into by EIL in respect of each Lot.

The selection criteria are stated in the procurement documents. The award criteria for each Lot are stated in the OJEU contract notice.

The procurement is covered by the Government Procurement Agreement: BELGIUM

Access to documents is restricted: NDA IS AVAILABLE and MANDATORY. This NDA should be signed and sent via eProcurement to receive Appendix 2 "20240930\_EUROSTAR ONBOARD AND GROUND SERVICES TENDER\_PQQ\_OverviewLOT1&2".

Variants will be accepted for Lot 1. Two variants are foreseen for Lot 1: - VARIANT 1 (mandatory): Suppression of the catering services in Eurostar Plus on Channel routes - VARIANT 2 (facultative): A new logistics system.

Free variants are not allowed. The variants details will be specified in the tender rules and in the requirements.

Variants will not be accepted for Lot 2.

Here are some planning details:

- Invitation to tender sent to the selected candidates: End of January 2025.

- site visits: Mid-February 2025
- Award Period: March 2026
- Start of new contract: October 2026

These dates are indicative and subject to change.

For any questions relating to the application procedure, the applicant must contact the procurement person mentioned in Section I.1, via e procurement PLATFORM (messaging system). 1. Candidates must download, complete and submit the NDA to receive the Overview of the tender and send it to procurement person mentioned in Section I.1. 2. If questions, send them to procurement person mentioned in Section I.1. 3. To finalize its application, each candidate should send through the platform a. ESPD Document (DUME) + model bank declaration b. If applicable, requests for Lot 1. c. If applicable, requests for Lot 2 d. Each other relevant document. The consultation is carried out within the framework of the negotiated procedure with prior call for competition. Under this procedure, negotiation is not systematic. It is a possibility that may be implemented by the purchaser depending on the level of bids submitted. All electronic applications must be submitted on the eprocurement platform (see Section I of the notice) by a duly authorized representative of the applicant's representative. No e-mail submissions are permitted. Applicants must be able to provide proof of their representative's authority. Candidates must enclose the following documents and information with their application. In case of application with several companies, each of the following documents must be submitted by each member of the group: - Proof of each company's legal existence, including its registration number (Kbis or equivalent). - European Single Procurement Document (Formulaire DUME-ESPD) filled and signed by each legal representative company. - NDA before getting the document. "20240930\_EUROSTAR ONBOARD AND GROUND SERVICES TENDER\_PQQ\_OverviewLOT1&2" is attached on the platform 3P to present a summary of the specifications related to the provision of catering services for all EUROSTAR trains and Lounges. The application file must also include information demonstrating the administrative, financial and technical capacities mentioned above. The contracting entity reserves the right to reject any electronic application not complying with the above-mentioned formalities or sent to another address. After examining the documents, the contracting entity assesses the applicant's capacity and selects those suitable to submit a tender.

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

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

Conseil d'Etat

Wetenschapsstraat 33

Brussels

1000

Email

[info@raadvanstate.be](mailto:info@raadvanstate.be)

Telephone

+32 22349611

Country

Belgium

Internet address

<http://www.raadvst-consetat.be/>

#### **VI.4.3) Review procedure**

Precise information on deadline(s) for review procedures

Review Body

According to Articles 15 and 23 of the law of June 17, 2013, regarding motivation, information, and remedies in public procurement for certain works, supplies, services, and concessions, candidates or tenderers can file an application for suspension within 15 days of the communication of the procurement decisions before the competent review body. In accordance with Articles 14 and 23 of the aforementioned law, candidates or tenderers can also file an application for annulment within 60 days of the communication of the procurement decisions before the competent review body. If a candidate or tenderer decides to file such an action, the contracting authority kindly requests to be informed via email and registered mail within the specified deadlines.

Legal basis:

Directive 2014/25/EU