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Planning

Cleaning and Presentation (PIN only)

London North Eastern Railway Ltd.

F04: Periodic indicative notice – utilities

Periodic indicative notice only

Notice identifier: 2023/S 000-036805

Procurement identifier (OCID): ocds-h6vhtk-0425a4

Published 14 December 2023, 1:55pm

Section I: Contracting entity

I.1) Name and addresses

London North Eastern Railway Ltd.

West offices station rise

York

YO1 6GA

Contact

annie.bradbury@lner.co.uk

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.co.uk

Additional information can be obtained from the above-mentioned address

I.6) Main activity

Railway services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Cleaning and Presentation (PIN only)

Reference number

DN2581

II.1.2) Main CPV code

- 90910000 - Cleaning services

II.1.3) Type of contract

Services

II.1.4) Short description

London North Eastern Railway Limited (LNER) are looking for a Perfect Presentation Partner to deliver station cleaning, train cleaning and in-service across our route to enhance our customer proposition. We want a supplier who can deliver on promises and put the heart into everyone's journey, we are looking for a partner who can nail the basics using innovation and demonstrate a true open book approach for our business. LNER place a great deal of priority in the Customer Journey and the major part that not only LNER impact upon that but where our presentation partner will also have a key part to play in its delivery, management, and success. The presentation partner will be encouraged to play a leading part in this customer journey and identify where value can be added which will increase our customer experience

London North Eastern Railway Limited (LNER) began operating on the 24th June 2018 as a publicly owned company. The East Coast Franchise has enjoyed a long history of being a highly successful long-distance operation, consistently outperforming industry average for customer satisfaction (92% compared to an average of 86% in the long-distance sector) LNER are an innovative and commercially minded Train Operating Company (TOC), and we always place the customer at the heart of our business to ensure passenger growth while delivering an excellent customer proposition. LNER is the brand name of London North Eastern Railway Ltd, which is owned by the Department of Transport (DfT). LNER began operating services on 24 June 2018, serving key UK cities including London, Peterborough, Doncaster, Leeds, York, Newcastle, Edinburgh, Aberdeen, and Inverness.

II.1.5) Estimated total value

Value excluding VAT: £36,600,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

LNER have elected to run a tender process for Train and Station Cleaning Services covering the LNER operation. These are defined as the following:

Train - Turnaround services

- In transit services
- Overnight services
- Heavy clean services
- Office cleaning services

Stations - General station cleaning services

- Toilet cleaning services
- Window cleaning services
- Office cleaning services
- Planned deep clean services

II.2.6) Estimated value

Value excluding VAT: £36,600,000

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

This contract is subject to renewal

Yes

Description of renewals

Contract will be let for a period of 36 months with the option to extend for a further 2 periods of 12 months

II.2.14) Additional information

Please register on Proactis <https://supplierlive.proactisp2p.com/Account/Login>

This is a free service, search for Cleaning and Presentation opportunity, fill in and submit the form.

II.3) Estimated date of publication of contract notice

12 February 2024

Section IV. Procedure

IV.1) Description

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 expressions of interest

Date

31 January 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.3) Additional information

Please register on Proactis to gain access to this opportunity and register your interest.

Please note there is a pre market engagement day to be held on 7th February 2024 in York, further details can be found within the detail in the opportunity issued in Proactis