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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): ocids-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](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.co.uk](http://www.proactis.co.uk)

Additional information can be obtained from the above-mentioned address

**I.6) Main activity**

Railway services

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**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

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## **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

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## **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