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Tender

Specialist Soft Facilities Management (FM) Rail Cleaning Services

THE CHILTERN RAILWAY COMPANY LIMITED

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-048158

Procurement identifier (OCID): ocids-h6vhtk-058678

Published 12 August 2025, 4:11pm

Scope

Description

CHILTERN is conducting this Procurement to select a supplier for the provision of Specialist Soft Facilities Management (FM) Rail Cleaning Services at railway stations, rail depots and rail offices, including deep cleans, carpark litter picking, washroom services, vegetation clearance, waste management, and pest control across the CHILTERN network from its central London terminus at London Marylebone along the M40 corridor to destinations in Buckinghamshire, Oxfordshire and Warwickshire. This Procurement also covers East West Railway from Oxford to Bletchley.

Total value (estimated)

- £11,250,000 excluding VAT
- £13,500,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 December 2025 to 30 November 2028
- Possible extension to 30 November 2030
- 5 years

Description of possible extension:

Extensions will be granted dependent on the suppliers performance throughout the contract, including service level criteria.

Main procurement category

Services

CPV classifications

- 45452000 - Exterior cleaning work for buildings
- 63711000 - Support services for railway transport
- 90900000 - Cleaning and sanitation services

Contract locations

- UKG1 - Herefordshire, Worcestershire and Warwickshire
 - UKI3 - Inner London - West
 - UKI7 - Outer London - West and North West
 - UKJ1 - Berkshire, Buckinghamshire and Oxfordshire
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Participation

Legal and financial capacity conditions of participation

CHILTERN is entitled to terminate the Contract in full by giving not less than 3 months written notice.

TUPE applies and any transfer of staff will be dealt with in accordance with TUPE.

The Supplier shall have or demonstrate they can obtain the following insurances with a reputable insurer:

Employer's liability insurance £10m

Public liability insurance £10m

Professional indemnity insurance £1m.

Comply with the Arriva Code of Conduct.

Please see ITP for further details.

Technical ability conditions of participation

The Supplier is to hold the following qualifications and standards.

ISO 9001, ISO 45001 and ISO 14001.

The Supplier is to be registered and verified with RISQS for the following RICCLE Railway Industry Commodity Classification List code: H.G.2.1 Contract Cleaning Services (Office, Station & Depot).

Please see ITP for further details.

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Submission type

Requests to participate

Deadline for requests to participate

9 September 2025, 12:00pm

Submission address and any special instructions

<https://marketdojo.com/market-doj-sign-up/>

Chiltern use Market Dojo e-sourcing portal for the purposes of this Procurement.

Use Invitation Code: 833FDAE503 to access the tender documents.

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Suppliers to be invited to tender

Maximum 5 suppliers

Selection criteria:

CHILTERN intends that 5 Bidders will be invited to participate in Stage 2. See ITP for further details.

Award decision date (estimated)

1 December 2025

Award criteria

Name	Description	Type	Weighting
Technical	Please refer to the Invitation to Tender (DRAFT)	Quality	60%
Commercial	Please refer to the Invitation to Tender (DRAFT)	Price	30%
Legal	Please refer to the Invitation to Tender (DRAFT)	Quality	10%

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Special regime

Utilities

Competitive flexible procedure description

This procurement will consist of 4 Stages.

Stage 1 - Invitation to Participate (ITP) which includes a procurement specific questionnaire (PSQ). Bidders who are successfully shortlisted in Stage 1 will be invited to participate in Stage 2.

Stage 2 - Invitation to Submit Final Tenders (ISFT).

Stage 3 - Preferred Bidder Stage.

Stage 4 - Contract Award.

Contracting authority

THE CHILTERN RAILWAY COMPANY LIMITED

- Companies House: 03007939

- Public Procurement Organisation Number: PNPV-7838-DRMN

1 Admiral Way

Sunderland

SR3 3XP

United Kingdom

Contact name: Iain Alexander

Email: iain.alexander@chilternrailways.co.uk

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

Region: UKC23 - Sunderland

Organisation type: Private utility