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Tender

Provision of an end-to-end Catering Services including product sourcing & procurement with associated supply chain management into service centres and final mile logistics (from receipt of goods into service centre through to delivery to train side).

FIRST TRENITALIA WEST COAST RAIL LIMITED

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

Notice identifier: 2025/S 000-048484

Procurement identifier (OCID): ocds-h6vhtk-05873b

Published 13 August 2025, 3:38pm

Scope

Description

Procurement of Catering services to include:

1) New Product Development and Procurement for AWC Catering

Sourcing and Management: Identify and procure food, drink, consumables, and equipment at the best value for money, ensuring competitiveness throughout the product lifecycle, and value chain.

Supplier Assurance: Maintain a safe and responsible supplier base.

Supplier Management: Oversee lower-tier food and product suppliers, whether sourced by the supplier or designated by AWC.

Product Specification and Supply: Specify, order, and supply food and ancillary catering

products. This includes creating documentation such as calorific and allergen information and maintaining the bill of materials.

Inventory Accountability: Ensure the correct level of food and catering products are available for order and/or distribution to the final mile logistics supplier.

2) Logistics End-to-End Last Mile Delivery of Produce to Trains

Warehouse Management: Ensure professional, safe, and efficient warehouse operations, including the use of relevant IT systems, ensuring 'best in class inventory management

Availability and Waste Management: Maximise product availability while minimising waste.

Delivery Coordination: Deliver products to trains, lounges, and other locations as per AWC's forecasts and orders.

Premises and Asset Maintenance: Maintain AWC premises and assets.

Safety Systems: Implement robust safety and food safety systems to manage, monitor, and minimize all safety risks.

Supplier Staff Management: Engage and manage supplier staff to minimise sickness and turnover

Note: TUPE applies for incumbent Supplier staff to the provision of Catering Services.

Details on the T&Cs and the extent/nature of dialogue/negotiation during the process will be provided to down-selected bidders only during the ITN stage.

Total value (estimated)

- £259,800,000 excluding VAT
- £311,760,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 July 2026 to 30 June 2031
- Possible extension to 30 June 2033
- 7 years

Description of possible extension:

The contract length is anticipated to be five (5) years with an option to extend for another 2 years (as a 1+1 option).

The estimated contract value stated above is for the total term i.e. 7 years (5+2).

Estimated Value below;

26/27 £34.3M

27/28 £35.7M

28/29 £36.2M

29/30 £37.3M

30/31 £38.0M

31/32 £38.8M

32/33 £39.6M

The spend indicated within this tender process is not fully committed as the actual annual budgets will be subject to approval by Department for Transport from time to time, usually annually. Please note, we would reserve the right to reduce or increase the budgets as necessary at any point in time.

Main procurement category

Services

CPV classifications

- 55522000 - Catering services for transport enterprises

Contract locations

- UK - United Kingdom

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Submission type

Requests to participate

Deadline for requests to participate

13 September 2025, 12:00pm

Submission address and any special instructions

<http://redirect.transaxions.com/events/1O0sY>

Gaining Access to the PQQ Documentation

- Please go to the Wax Portal using the web address above and click on the expression of interest submission button.
- We also require an NDA to be completed prior to releasing the PQQ documents. Please either:
 1. Provide evidence that a suitable NDA is already in existence between our companies, OR
 2. Download, complete, sign and return the attached NDA within the Wax Portal (which can be found in the "Attachments Section" of this EoI), to the Procurement Lead, Ruchiie Sehdev, at ruchiie.sehdev@avantiwestcoast.co.uk.
- The PQQ documents will be released to you once the expression of interest has been submitted and the NDA documentation had been received by the Procurement Lead.
- Once you gain access to the PQQ documents, please begin your review, and if you intend to participate, please submit your PQQ response in line with the published PQQ submission timetable. Alternatively, if you decide not to participate please decline the invite and provide a reason.
- The deadline for expression of interest is 13th September 2025 (12:00).

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

6 February 2026

Award criteria

Name	Description	Type	Weighting
Qualitative Weighting	1 Contract Objectives 3% 2 Management & Staffing 2% 3 Safety 4% 4 Contracts & Contract Management 4% 5 Sustainability 4% 6 Embracing Digital Transformation and Automation 4% 7 New Product and Menu Development 4% 8 Procurement 4% 9 Food Safety 4% 10 Supplier Management 1% 11 Inventory Management 6% 12 Infrastructure 3% 13 Deliveries To Final Destination (trains, lounges etc) 6% 14 Contingency 2% 15 Mobilisation 4%	Quality	55%

Name	Description	Type	Weighting
Commercial	1 Contract Objectives 3% 2 Management & Staffing 2% 3 Safety 4% 4 Contracts & Contract Management 4% 5 Sustainability 4% 6 Embracing Digital Transformation and Automation 4% 7 New Product and Menu Development 4% 8 Procurement 4% 9 Food Safety 4% 10 Supplier Management 1% 11 Inventory Management 6% 12 Infrastructure 3% 13 Deliveries To Final Destination (trains, lounges etc) 6% 14 Contingency 2% 15 Mobilisation 4%	Price	40%
Contract Evaluation	1 Contract Objectives 3% 2 Management & Staffing 2% 3 Safety 4% 4 Contracts & Contract Management 4% 5 Sustainability 4% 6 Embracing Digital Transformation and Automation 4% 7 New Product and Menu Development 4% 8 Procurement 4% 9 Food Safety 4% 10 Supplier Management 1% 11 Inventory Management 6% 12 Infrastructure 3% 13 Deliveries To Final Destination (trains, lounges etc) 6% 14 Contingency 2% 15 Mobilisation 4%	Quality	5%

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Special regime

Utilities

Competitive flexible procedure description

This will be a two-stage process with a Pre-Qualification Stage (PQQ) followed by down-selection of a limited number of Applicants to proceed to an Invitation to Negotiate (ITN) stage. AWC Procurement will manage the tender process, which will be carried out in accordance with the Procurement Act 2023. The process will not make use of an electronic auction.

The Client reserves the right at its absolute discretion throughout the procurement process:

1. to amend and refine the award criteria,
2. to amend and refine the proposed procurement procedure prior to issuing the ITN, and

3. not to proceed with a contract award.

Following the evaluation of the PQQ responses, the Client will shortlist the applicants it will invite to tender in accordance with the terms of the PQQ. The Client reserves the right to limit the number of applicants that are invited to tender to a maximum of four (4) applicants. Only applicants that score a "pass" for all non-qualitatively scored questions in the PQQ (outlined within tab 5 to 7 within the PQQ questionnaire) will be considered and Applicants will then be ranked in order of highest to lowest score. The Client reserves the right, in its absolute discretion, to invite more applicants into the ITN process if there is a tie in the scores between two (2) or more applicants for the final place.

Those tenderers shortlisted from the PQQ stage will be invited to submit a proposal based on the ITN. Submissions will be evaluated during the ITN stage, allowing internal teams to select the most advantageous tender (MAT) based on both qualitative and cost evaluations, including final contract negotiations. All tenderers will be taken to a presentation stage to demonstrate their confidence in delivery.

The procurement timeline will be published and aimed at appointing a new supplier by 1st April 2026 to allow for mobilisation, with the contract start date set for 1st July 2026.

The existing suite of First Group systems (e.g, WAX Portal) will support the process, ensuring full transparency and auditability in accordance with the new Procurement Act 2023.

Details on the T&Cs and the extent/nature of dialogue/negotiation during the process will be provided to down-selected bidders only during the ITN stage.

Documents

Associated tender documents

<http://redirect.transaxions.com/events/1O0sY>

Contracting authority

FIRST TRENITALIA WEST COAST RAIL LIMITED

- Companies House: 10349442
- Public Procurement Organisation Number: PGLQ-8629-CMPG

8th Floor The Point

London

W2 1AF

United Kingdom

Contact name: Ruchiie Sehdev

Telephone: +447773732843

Email: ruchiie.sehdev@avantiwestcoast.co.uk

Region: UKI32 - Westminster

Organisation type: Public undertaking (commercial organisation subject to public authority oversight)