

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/064112-2025>

Planning

## Total Facilities Management

NORTHERN TRAINS LIMITED

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-064112

Procurement identifier (OCID): ocds-h6vhtk-051c23 ([view related notices](#))

Published 10 October 2025, 11:50am

### Scope

#### Description

Northern Trains Limited (NTL) will be going to market for the procurement of Total Facilities Management (FM) Services across our network of 471 train stations, 33 engineering locations and 30 beneficiary locations. This contract reflects our commitment to providing customer-focused, professionally managed, and high-quality service across our network that will support our long-term maintenance objectives.

The scope of services will be delivered with the goal of meeting the performance and customer satisfaction requirements while ensuring compliance with all relevant statutory and mandatory legislation. The FM Contractor will apply Best Industry Practice techniques, alongside their expertise and experience, to meet the following key objectives:

- Delivering innovative and effective operational services that achieve high-quality standards and demonstrate value for money.
- Offering flexible service delivery tailored to the specific needs of each location.
- Achieving optimum building performance and customer satisfaction.

- Creating a safe and comfortable environment for all service users.
- Maintaining assets in line with current statutory and regulatory legislation, as well as manufacturer's guidance, to ensure maximum longevity.

#### Scope of Services:

The services covered under this contract will include, but are not limited to:

- Mobilisation
- Contract Management
- Business Continuity and Disaster Recovery
- General Service Requirements
- CAFM System
- Helpdesk Services
- Planned and Reactive Maintenance
- Strategic Asset Management Planning
- Grounds Maintenance
- Cleaning (Planned, Periodic, Reactive, and Specialist)
- Pest Control
- Poster Campaigns
- Events Management
- Additional Services

NTL are also exploring the options to include Minor Works within the scope of this contract including, but not limited to: painting, platform marking, electrical works and minor building repairs.

This contract will mark a significant milestone in our ongoing efforts to enhance service delivery and ensure the highest standards of operational excellence across all locations.

We look forward to a productive and successful partnership with our selected FM Contractor following the conclusion of this process.

### **Contract dates (estimated)**

- 1 October 2027 to 1 October 2032
- 5 years, 1 day

### **Main procurement category**

Services

### **CPV classifications**

- 79993000 - Building and facilities management services

### **Contract locations**

- UKC - North East (England)
- UKD - North West (England)
- UKE - Yorkshire and the Humber

---

## **Engagement**

### **Engagement deadline**

23 October 2025

## **Engagement process description**

Northern Trains Limited (NTL) is preparing to procure a Total Facilities Management (TFM) contract and is seeking early market engagement with interested suppliers.

Through this procurement, in addition to engaging with Tier 1 suppliers, NTL is equally keen to engage with potential suppliers of all sizes, including SMEs. NTL are currently exploring the idea of a simple brokerage service to aid this aspiration which we will look for further feedback on in due course.

A virtual Pre Market Engagement session will take place on the 23rd of October 2025 at 10:00am via Microsoft Teams. This session will include a presentation from the Project Manager and Procurement Team, outlining the scope of the upcoming procurement and key requirements.

The session will provide insight into the following areas:

- Proposed Service Provisions
- Locations
- Reporting Requirements
- Procurement Timelines

NTL will also ask for an engagement from the market on the following topics:

- Potential inclusion of Additional Services (Minor Works & Winterisation services)
- Potential Lotting Structure
- Pricing Structure
- Key Performance Indicators
- Contract Term
- Commercial Terms

Following the session, attending suppliers will receive a short questionnaire to gather feedback on the proposed approach.

Following the event, NTL proposes to invite selected participants to provide further information by way of one-to-one meetings to be held in Manchester or on MS Teams in November 2025.

The purpose of these meetings is to allow NTL to gather further feedback on the proposed contract, commercial terms and the tender process, as well as discuss any key issues raised by participants.

Attendees may be invited to provide further information at NTL's sole discretion.

To express interest in attending the Pre-Market Engagement session, please email:

- Sarah Nixon ([sarah.nixon@northernrailway.co.uk](mailto:sarah.nixon@northernrailway.co.uk)) and
- Paul Schofield ([paul.schofield@northernrailway.co.uk](mailto:paul.schofield@northernrailway.co.uk))

Please include your organisation's name, contact details and the name of attendees. A calendar invitation with joining details will follow.

Suppliers should note that there is no obligation to take part in this preliminary market engagement exercise and that if they do not take part, it will not preclude them from the subsequent related procurement process. Engaging suppliers will not receive preferential treatment in any procurement tender process, and this is in no way an indication of the selection of any organisation or a guarantee of future work.

---

## Submission

### Publication date of tender notice (estimated)

13 May 2026

---

## Procedure

## Special regime

Utilities

---

## Contracting authority

### **NORTHERN TRAINS LIMITED**

- Companies House: 03076444
- Public Procurement Organisation Number: PZCJ-2164-HJQZ

George Stephenson House

York

YO1 6JT

United Kingdom

Email: [procurement@northernrailway.co.uk](mailto:procurement@northernrailway.co.uk)

Region: UKE21 - York

Organisation type: Public authority - central government