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Tender

Employee Assistance Program & Counselling Services (Lot 1) and Musculoskeletal Support and Treatment Services (Lot 2)

LONDON NORTH EASTERN RAILWAY LIMITED

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

Notice identifier: 2025/S 000-078597

Procurement identifier (OCID): ocids-h6vhtk-05ec34

Published 1 December 2025, 3:52pm

Scope

Description

Lot 1: Employee Assistance Programme (EAP) and Counselling Services:

Provide confidential support to employees for personal or work-related challenges, including emotional wellbeing, financial advice, family matters, bereavement, and psychological support. This includes services such as Cognitive Behavioral Therapy (CBT), trauma counselling, and other psychological treatments to help employees manage mental health challenges, particularly those caused by stress, trauma, or role-related psychological concerns. The EAP should be accessible to all LNER employees, including remote workers, across the LNER route.

Trauma Counselling: A key component of the Counselling should include access to trauma-specific counselling, delivered by professionals with experience in dealing with workplace trauma, ideally including rail-related incidents.

Lot 2: Musculoskeletal (MSK) Support and Treatment Services:

Provide expert physiotherapy support to all employees, including remote workers, across

the LNER route.

LNER has 3,975 employees

Total value (estimated)

- £2,236,278 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 July 2026 to 30 June 2029
- Possible extension to 30 June 2031
- 5 years

Description of possible extension:

Initial contract length 1st July 2026 to 30th June 2029 with the option to extend for a further 1 + 1 years. Contract will include a termination for convenience clause.

Main procurement category

Services

CPV classifications

- 85100000 - Health services

Contract locations

- UK - United Kingdom

Lot 1. Employee Assistance Program & Counselling Services

Description

Employee Assistance Program & Counselling Services

Provide confidential support to employees for personal or work-related challenges, including emotional wellbeing, financial advice, family matters, bereavement, and psychological support. This includes services such as Cognitive Behavioral Therapy (CBT), trauma counselling, and other psychological treatments to help employees manage mental health challenges, particularly those caused by stress, trauma, or role-related psychological concerns. The EAP should be accessible to all LNER employees, including remote workers, across the LNER route.

Trauma Counselling: A key component of the Counselling should include access to trauma-specific counselling, delivered by professionals with experience in dealing with workplace trauma, ideally including rail-related incidents.

Lot value (estimated)

- £1,744,278 including VAT

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 2. Musculoskeletal Support and Treatment Services

Description

Provide expert physiotherapy support to all employees, including remote workers, across the LNER route.

Lot value (estimated)

- £492,000 including VAT

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Submission

Enquiry deadline

2 January 2026, 5:00pm

Submission type

Requests to participate

Deadline for requests to participate

9 January 2026, 12:00pm

Submission address and any special instructions

To Request to Participate in this tender please register on LNER's supplier portal - Oracle Fusion.

For new suppliers registering for this tender, please follow the link and register below:

<https://tinyurl.com/LNERFusionRegistration>

If you already have an account registered, please email Procurement@lner.co.uk to request to be added to the tender project area. You will not be able to register a new account with the same company details.

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

24 April 2026

Award criteria

| Name | Type | Weighting |
|--------------|-------------|------------------|
| Technical | Quality | 60% |
| Price | Price | 30% |
| Social Value | Quality | 10% |

Other information

Payment terms

Undisputed invoices shall be paid within 30 days and Invoices should all be submitted electronically with a valid Purchase Order number quoted.

Description of risks to contract performance

Additional Information:

Where used throughout this notice, the meaning of Train Operating Companies includes all and any of those train operating companies who, currently or in the future, provide services for the carriage of passengers by railway:

- a) under a franchise agreement with the Secretary of State within the meaning of section 23(3) of the Railways Act 1993 or
- b) under, or secured under, the Secretary of State's duty in section 30(1) of the Railways Act 1993; or
- c) in accordance with legislation which supersedes or amends the powers referred to in a) and b), including where such powers are transferred from the Secretary of State to another body.

The list of current providers of services for the carriage of passengers by railway under these provisions can be found at <https://www.gov.uk/guidance/public-register-of-rail-passenger-contracts>.

Novation or Assignment:

The contract may be novated or assigned by London North Eastern Railway to Train Operating Companies, or to DFT Operator Limited (company number: 07141122) or any successor parent company to a Train Operating Company, following a corporate restructuring or similar circumstance.

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Special regime

Utilities

Competitive flexible procedure description

1. Intent to Participate Stage
2. Invitation to Tender Stage (invited Candidates only)
3. Presentation Stage (invited Candidates only)

Contracting authority

LONDON NORTH EASTERN RAILWAY LIMITED

- Companies House: 04659712

- Public Procurement Organisation Number: PQZP-5496-ZTHY

West Offices

York

YO1 6GA

United Kingdom

Email: procurement@lner.co.uk

Region: UKE21 - York

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