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Tender

Train Fleet Cleaning Services

THE CHILTERN RAILWAY COMPANY LIMITED

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

Notice identifier: 2025/S 000-080368

Procurement identifier (OCID): ocds-h6vhtk-05f033

Published 5 December 2025, 5:43pm

Scope

Description

Train fleet cleaning services, including berth cleaning, turn-around cleaning, and exterior cleaning, more fully described in the Draft Contract, across Chiltern Railways' fleet, specifically class 165, 168, and 196 diesel multiple units, and mark 5A loco hauled by class 68 loco. The Services shall be performed at the following locations:

- Aylesbury Depot
- Aylesbury South Sidings
- Banbury Depot
- Birmingham Moor Street Station
- Marylebone Station
- Oxford Station
- Stourbridge Depot
- Wembley Depot

The Supplier shall ensure trains are maintained in a safe, hygienic, and passenger ready condition in accordance with the performance standards set out in the Draft Contract.

The Supplier is responsible for providing train cleaning operatives for the cleaning in a variety of ways a minimum of 263 rail carriages and ensuring adaptability to new rolling stock as required.

Total value (estimated)

- £12,500,000 excluding VAT
- £15,000,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 April 2026 to 31 March 2029
- Possible extension to 31 March 2031
- 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

- 63711000 - Support services for railway transport
- 90917000 - Cleaning services of transport equipment

Contract locations

- UKG3 - West Midlands
- UKI3 - Inner London - West
- UKI7 - Outer London - West and North West
- UKJ1 - Berkshire, Buckinghamshire and Oxfordshire

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.

Have, or can commit to obtain, prior to the award of the contract, the following levels of insurance cover:

- (a) Employer's (Compulsory) Liability Insurance = £10m
- (b) Public Liability Insurance = £10m
- (c) Professional Indemnity Insurance = £5m
- (d) Product Liability Insurance = £10m

Comply with the Arriva Code of Conduct.

Please see ITP for further details.

Technical ability conditions of participation

Please confirm that you hold the following qualifications and standards:

ISO 9001, ISO 45001 or ISO 14001

If you do not hold any of the qualifications/standards listed above then please provide details of other equivalent standards that equal or exceed what has been requested.

If you are in the process of gaining these accreditations, please provide evidence. If you are awarded the contract, this accreditation will need to be gained before the contract is awarded.

It is a requirement that the Bidder can demonstrate their experience by providing details of where they have successfully implemented train cleaning services for an organisation of a similar size and with a Specification to those detailed in this ITP.

The Bidder us to demonstrate with evidence how they approached Health and Safety and Occupational Health when carrying out services of a similar size, scope, nature and complexity as detailed in the draft Contract.

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Submission type

Requests to participate

Deadline for requests to participate

5 January 2026, 12:00pm

Submission address and any special instructions

Access to the procurement documents is restricted. Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge. To access the Procurement Documents:

- 1) Follow this link <https://chilternrailways.marketdojo.com/events/174024>
- 2) Complete and/or change any mandatory registration fields.
- 3) You will then be taken to the Invite screen where you can choose to Accept or Decline the Event or to send a message if you need more information.
- 4) Await acceptance by CRCL to allow you to view the full Event details. Tenders or requests to participate must be submitted electronically via the above-mentioned link.

NOTE: If you already have an account, you can use the invite code on your 'Manage Invite' screen. Invitation Code: F28A9CCDE7.

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Suppliers to be invited to tender

3 to 5 suppliers

Selection criteria:

Please see Invitation to Participate for details.

Award decision date (estimated)

2 March 2026

Award criteria

Name	Description	Type	Weighting
Price	Refer to the draft Invitation to Tender for details.	Price	50%
Technical	Refer to the draft Invitation to Tender for details.	Quality	40%
Legal	Refer to the draft Invitation to Tender for details.	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 - Best and Final Offers

Stage 4 - Contract Award.

Contracting authority

THE CHILTERN RAILWAY COMPANY LIMITED

- Companies House: 03007939
- Public Procurement Organisation Number: PNPV-7838-DRMN

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Sunderland

SR3 3XP

United Kingdom

Contact name: Iain Alexander

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Region: UKC23 - Sunderland

Organisation type: Private utility