



◀ BUILDING CROSSRAIL SUPPLIER GUIDE



Linda Miller
Project Manager at
Connaught Tunnel

MOVING LONDON FORWARD

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FOREWORD ▶

Our aim is to build a world class railway for London and the South East and to build it on time and on budget whilst adhering to the very highest standards of safety.

When completed, Crossrail will transform transport in the capital, reducing travel times, increasing rail capacity by 10 per cent and bringing an extra one and a half million people to within 45 minutes of central London.

But we are doing more than just building a railway - we are shaping the construction industry by setting new, higher standards; we are training a new generation of tunnellers whose skills will be put to use well beyond the lifetime of Crossrail; we are paving the way for at least 2.5 million square feet of office retail and residential space and helping to regenerate large parts of the capital.

Crucially too we're creating business opportunities and supporting jobs as companies of all shapes and sizes from all over the country are winning work connected to the project. Around three in five companies winning work on Crossrail are based outside London and more than half are small or medium size enterprises (SMEs).

It is vital that companies from right around the UK continue to make the most of the tens of thousands of business opportunities that will arise over the course of the project.

This guide will provide suppliers with useful information about Crossrail and how they can play their part in helping to deliver Europe's biggest infrastructure project.

**Andrew Wolstenholme OBE,
Crossrail Chief Executive**



CROSSRAIL OVERVIEW

This document has been produced by Crossrail Limited (CRL) the delivery organisation responsible for the central section of the railway and the management of the works programme.

CRL is a wholly owned subsidiary of Transport for London. Crossrail is jointly sponsored by the Department for Transport and Transport for London. Other sections of Crossrail are being delivered by CRL's industry partners. Network Rail will deliver the upgrades required to the surface sections of the route which use existing railway networks to the

west and east of London. London Underground Ltd is responsible for the works on the existing underground stations linked to the Crossrail programme.

This supplier guide will help you find out more about the Crossrail programme and how to become part of the CRL supply chain.

The guide also provides some useful information about how suppliers can best prepare themselves to take advantage of the opportunities to win work on the central section of the programme.

Crossrail is the largest infrastructure project in Europe and forms a

major part of the Mayor of London's Transport Strategy.

The Crossrail route will run 118 kilometres from Maidenhead and Heathrow in the west, through new twin-bore 21 kilometre tunnels below central London to Shenfield and Abbey Wood in the east.

Using the Crossrail service will make travelling in the region easier and quicker, and help to reduce overcrowding on London's transport network.

A total of 28 existing Network Rail stations will connect to seven new stations in the central area, to be built at Paddington, Bond Street, Tottenham Court Road, Farringdon, Liverpool Street, Whitechapel and Canary Wharf.

Crossrail will increase London's rail-based transport capacity, cut journey times and support regeneration. Crossrail will provide 24 trains per hour through the central section

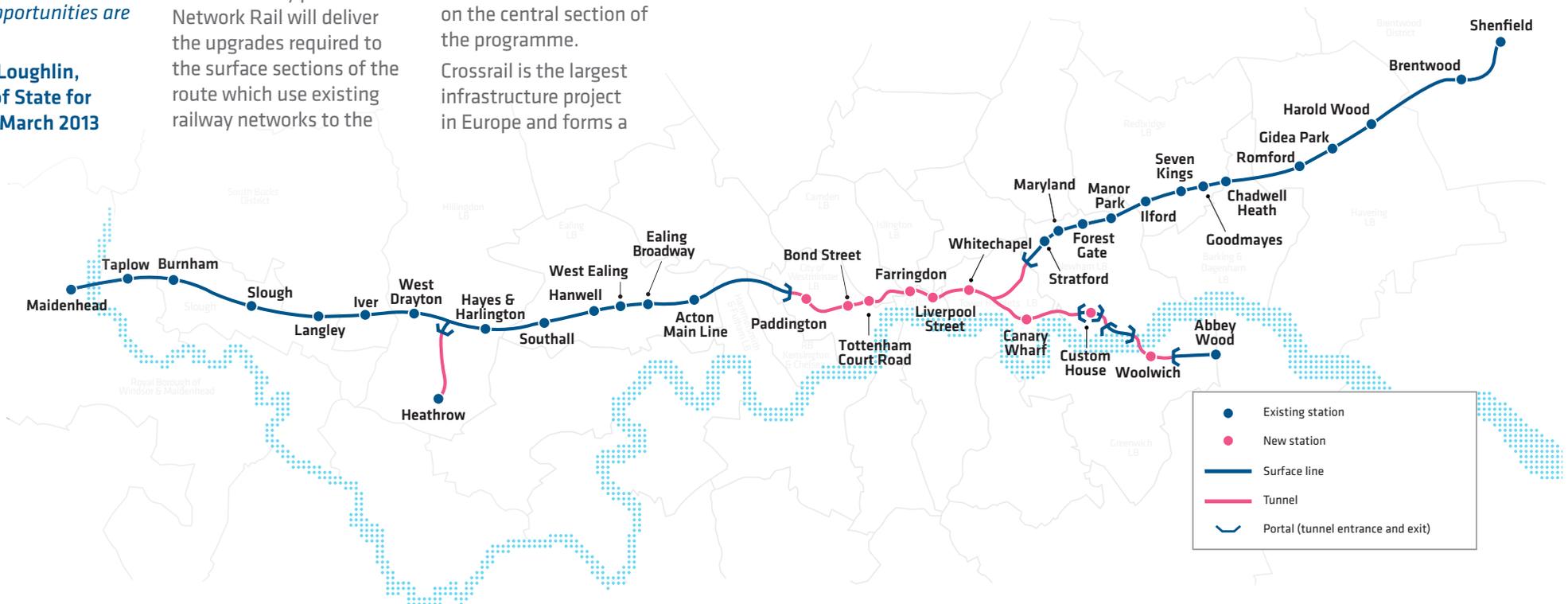
in each direction during peak hours.

With Crossrail, Heathrow will be a journey of 40 minutes from Canary Wharf, Paddington to Liverpool Street will be nine minutes and Bond Street to Stratford will be 15 minutes.

Each Crossrail train will be around 200 metres long and be able to accommodate up to 1,500 passengers. Around 200 million passengers will travel on Crossrail each year.

"Crossrail is not only transforming London's travel system, it is delivering benefits for the entire country and the wider business opportunities are enormous"

Patrick McLoughlin, Secretary of State for Transport, March 2013



CROSSRAIL PROGRAMME PROGRESS ▶

“Crossrail is the type of project that will help the UK build a stronger economy by improving our infrastructure and creating jobs across the country this is now the time for the UK’s small and medium companies to capitalise.”

The Rt Hon Dr Vincent Cable MP, Secretary of State for Business, March 2013.

Royal Assent was given to the Crossrail Act in 2008 providing CRL with the authority to build the railway. Preliminary works, including enabling works and demolition commenced during 2009. Main construction started in 2010 and the procurement of further major works contracts will progress throughout 2013 and beyond. The first tunnelling works began in 2012.

CRL has let some of the largest value contracts in

recent UK construction history – providing a much needed boost to UK industry and creating major employment opportunities.

During the construction phase alone, Crossrail will generate thousands of jobs, drawing upon the services of manufacturers and other suppliers based throughout the UK.

The estimated benefit of Crossrail to the UK economy is at least £42 billion over a 60 year period.



Ray Kruhul
BFK
Tunnel Boring Machine
Mechanical Foreman

CROSSRAIL MISSION AND VALUES ▶

Our mission is to deliver a world class railway that fast-tracks the progress of London.

Every individual and organisation working on the Crossrail project shares common values and are working towards the same goals.

CRL’s values are: safety, inspiration, collaboration, integrity and respect. These values are more than just words and the whole organisation and supply chain must put them into practice every day so that Crossrail is delivered safely, affordably and successfully.

We have one vision, that together we are MOVING LONDON FORWARD

OUR VALUES

VALUE	WHAT IT MEANS
SAFETY	We put safety first
INSPIRATION	It’s in our power to change things for the better
COLLABORATION	We are stronger together
INTEGRITY	We keep our promises
RESPECT	We treat people as we’d like to be treated

SUSTAINABILITY ►

The CRL approach to sustainability is built around 18 Key Sustainability Initiatives that deliver the requirements of each of our seven Sustainability Themes. These themes can be mapped against the UK Government Sustainability Strategy and the TfL Sustainability Framework and in doing so, meet the high level requirements of the projects sponsors.

CROSSRAIL SUSTAINABILITY THEMES:

1. Maximise competitiveness and productivity of the economy
2. Sustainable consumption and production
3. Address climate change and energy
4. Natural resource protection and environmental enhancement
5. Improve health, well-being and happiness
6. Protect people's safety, security and health
7. Promote greater equality of opportunity and social inclusion

UK GOVERNMENT SUSTAINABILITY STRATEGY:

- Achieving a sustainable economy
- Living within environmental limits
- Ensuring a healthy and just society
- Promoting good governance
- Using sound science

TfL SUSTAINABILITY FRAMEWORK:

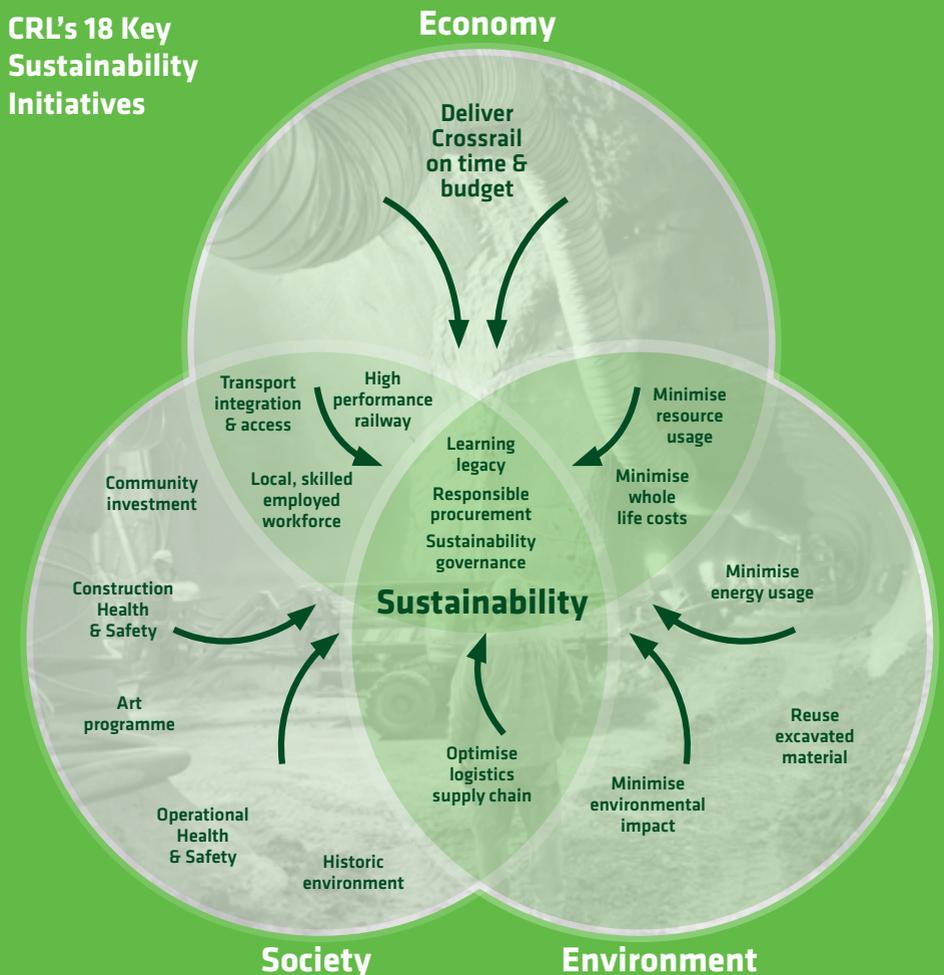
- Economic progress
- Climate change
- The physical environment
- Health and well-being
- Safety and security
- Equality and inclusion

The CRL Key Sustainability Initiatives also fit into the triple bottom line model of three interlinked circles depicting social, economic and environmental sustainability.

The delivery of a sustainable Crossrail in terms of the way that it is procured, constructed and operated is integral to the way that we do business. This is driven through our Sustainability Strategy.

CRL measures, monitors and reports at an executive level across the triple bottom line and produces an annual sustainability report which can be accessed via our website.

CRL's 18 Key Sustainability Initiatives



WHAT OUR SUSTAINABILITY STRATEGY MEANS TO SUPPLIERS

We expect our tier 1 contractors to perform in accordance with our Sustainability Strategy. In many cases our themes align with the sustainability agendas of our tier 1 contractors but they must cascade these themes down their supply chains by asking their subcontractors and suppliers how they intend to contribute.

The requirements may vary depending on the nature of the procurement. For SMEs this could simply be demonstrating commitment through a policy statement. We also look for evidence of continuous improvement and that the policy is not just paying lip service to these issues.

What we will not do is suggest that any organisation be removed from a supply chain because it is unable to demonstrate full compliance with these requirements. Instead we would encourage our tier 1 contractors and their supply chains to demonstrate incremental improvement.

Check the online resources at Supply Chain Sustainability School.

www.supplychainschool.co.uk to find out more about how your organisation can improve its sustainability performance.

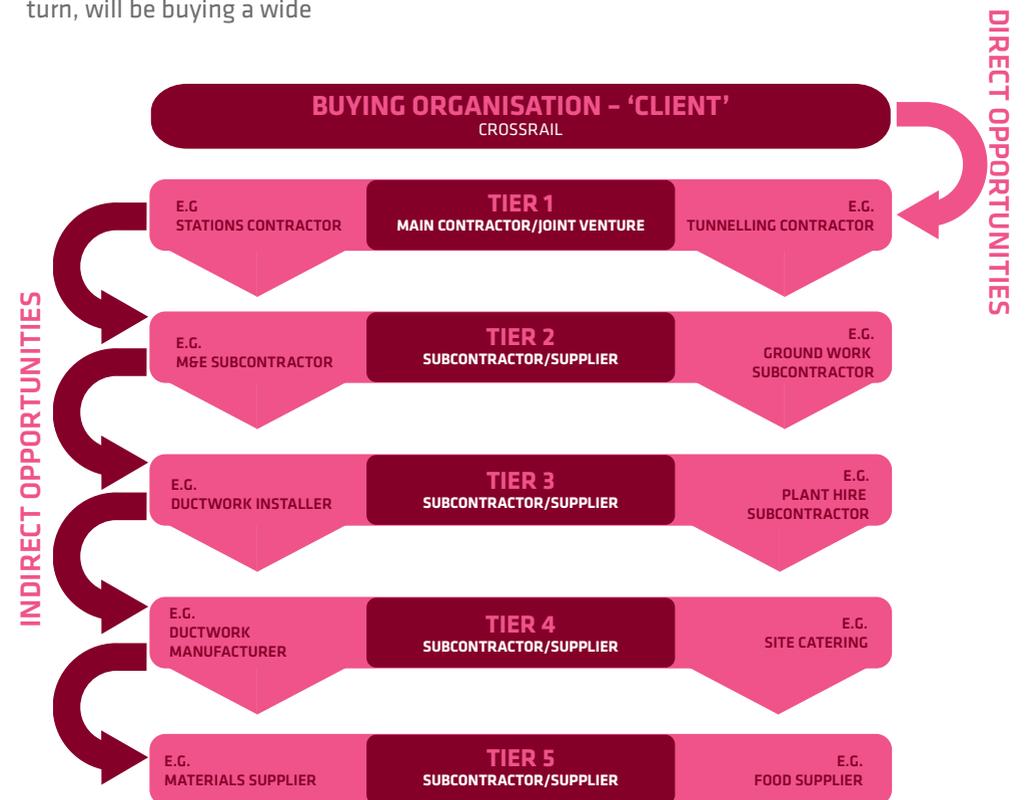
CROSSRAIL SUPPLY CHAIN STRUCTURE ▶

On a large and complex programme like Crossrail, we expect there to be opportunities for all sizes and types of supplier.

CRL will be directly buying and managing a relatively small number of high value contracts with tier 1 contractors. They, in turn, will be buying a wide

variety of goods, works and services from a much larger number of smaller suppliers and contractors which form the supply chain for delivery.

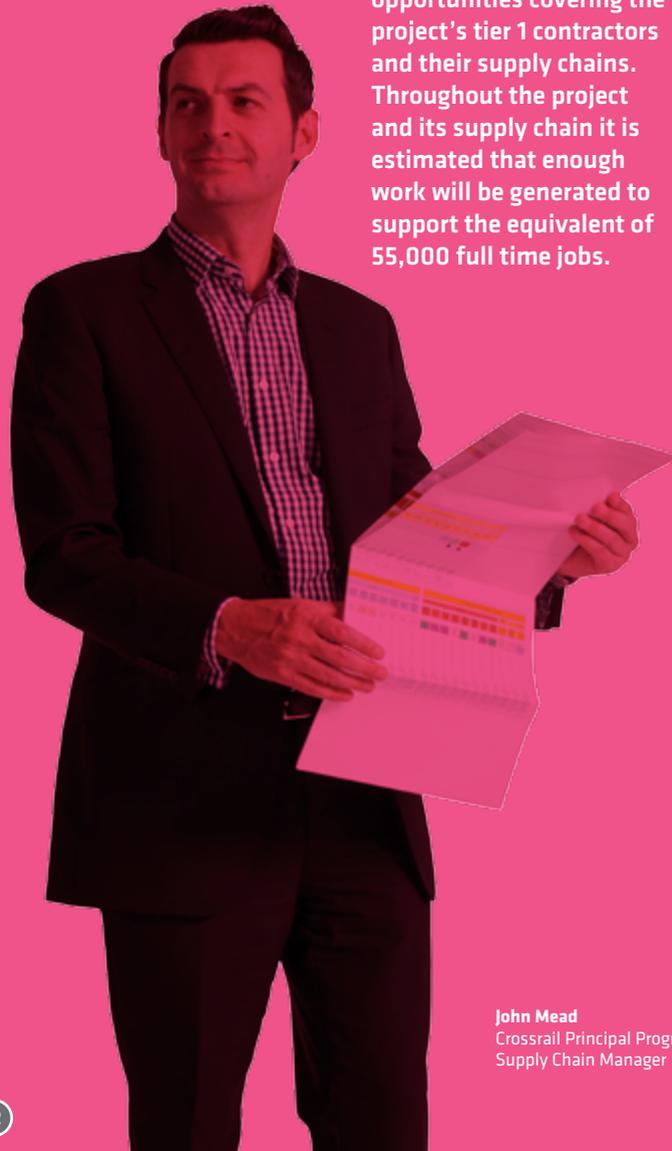
The diagram shown below highlights how these opportunities flow through the supply chain.



SUPPLY CHAIN OPPORTUNITIES ON CROSSRAIL ▶

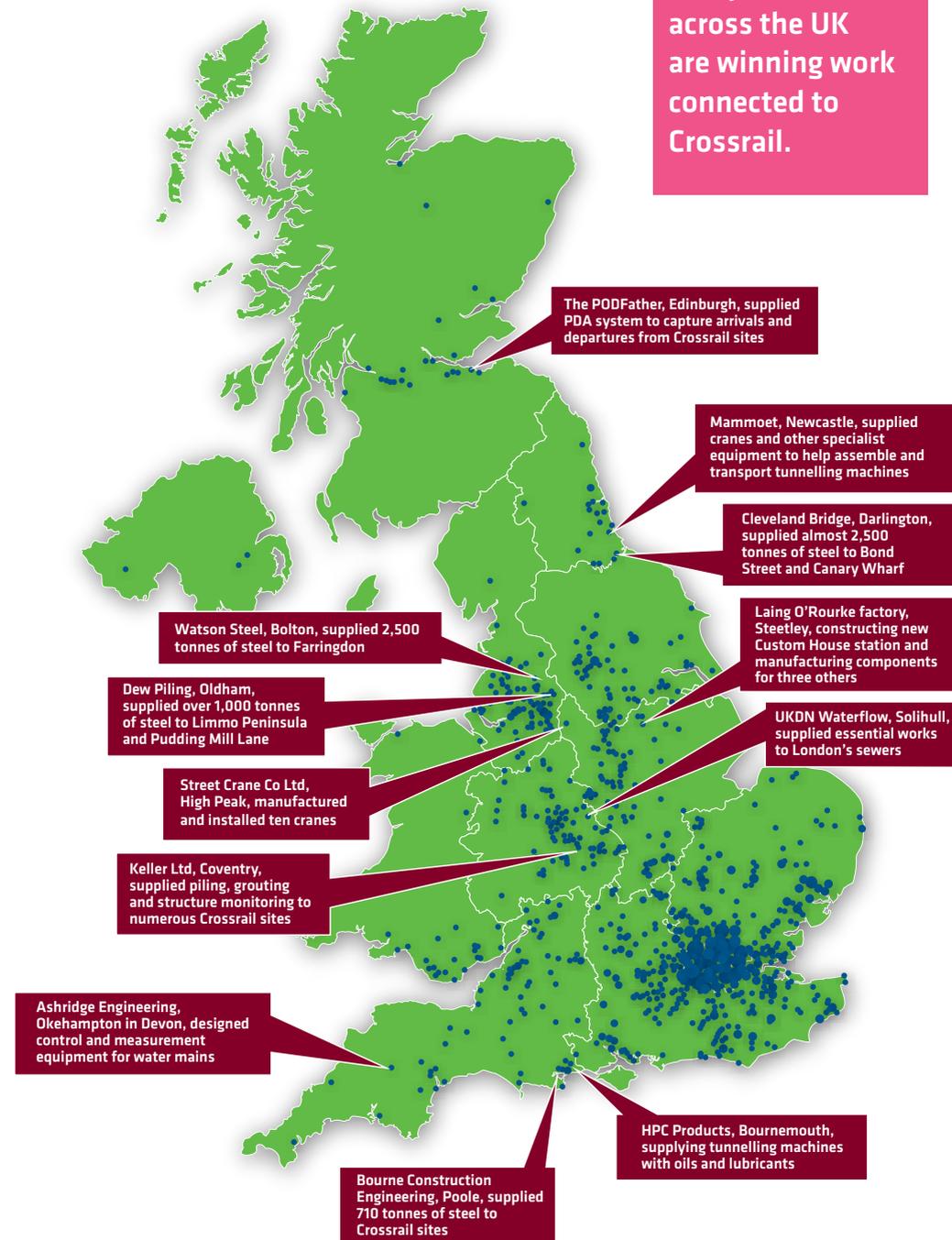
Crossrail will lead to the creation of at least 75,000 business opportunities covering the project's tier 1 contractors and their supply chains. Throughout the project and its supply chain it is estimated that enough work will be generated to support the equivalent of 55,000 full time jobs.

CRL has completed the procurement of almost all of its main tier 1 construction contracts. However, the supply chain contracts that will form the bulk of the delivery will continue to emerge throughout the lifecycle of the programme. The UK map opposite highlights the extent of Crossrail's supply chain as of spring 2013. Many thousands of supply chain opportunities are yet to emerge.

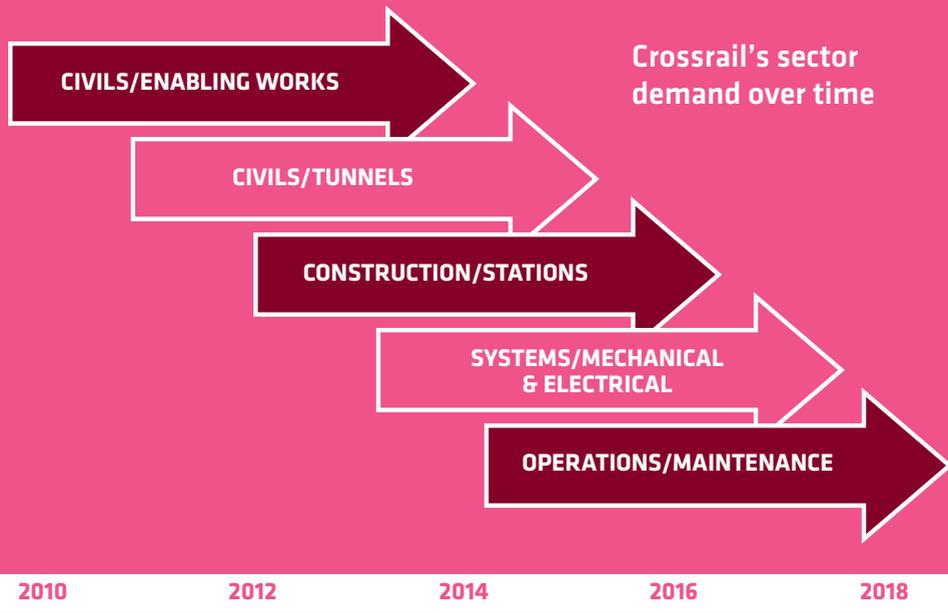


John Mead
Crossrail Principal Programme
Supply Chain Manager

Companies from across the UK are winning work connected to Crossrail.



Crossrail's sector demand over time



Business opportunities will arise in a whole range of sectors as tier 1 contractors will need support services and activities to deliver major construction and railway systems contracts.

Opportunities will arise in sectors including civils, construction and systems. There will also be further opportunities relating to the operation and maintenance of the railway and the stations (including retail) later in the

programme. In addition, CRL will have various requirements for the day-to-day management and running of its business.

Claire Carr
Costain Skanska Joint Venture
Project Manager at Bond Street



CASE STUDY ▶

Middlesex based **J. Coffey Construction Ltd** was alerted to the opportunity to win a **£2.5m contract on Crossrail through their registration on CompeteFor.**

The contract includes structural alterations to the Connaught Tunnel, a disused Victorian railway tunnel in East London. The work will help to rejuvenate the tunnel and bring it back into service. The tunnel

is perhaps the largest recycling job on Crossrail. Winning the Crossrail contract has helped the company grow. Five new staff members have been recruited since the contract began and the win has also enabled investment into new technology that will assist further expansion in the future. The company is also exploring work with other Crossrail contractors.

"Crossrail is a prestigious project and places J. Coffey in an area where we are recognised for our experience and expertise. Working on the Crossrail project has positively impacted the profile of our business. We highly value our Crossrail work and are using it as a best practise case study to win future jobs."

Jim Moore, Director, J.Coffey Construction Ltd



CROSSRAIL BUYING PROCESS ▶

As part of the TfL family, CRL is a publicly-owned company that seeks to achieve value for money in its agreements with suppliers and contractors.

For all CRL direct opportunities, interested suppliers will be required to register and tender via our eSourcing Portal: www.crossrail.bravosolution.co.uk

In some cases CRL may source some suppliers through existing Transport for London (TfL) and/or other Government frameworks.

OJEU opportunities will be advertised on CompeteFor as a 'notice only' posting with a link through to the Crossrail eSourcing Portal.

Most of the stages in the procurement process will

then take place and be managed electronically including the submission of documents, updates on the process, day to day communication and the evaluation of tenders.

The table below highlights the procurement route for the various expenditure thresholds of opportunities.

EXPENDITURE AMOUNTS REQUIRED	CROSSRAIL PROCUREMENT ROUTE
Up to £10k	Up to three quotation documents sought through existing frameworks or advertised on www.competefor.com
£10k up to EU limits	Competitive tenders, up to five bids sought, tendering with appropriate pre-qualification and tender procedure or use of existing frameworks available to CRL and advertised on www.competefor.com
EU thresholds and above	Full OJEU compliant procedure or use of existing frameworks available to CRL and posted as a notice only on www.competefor.com

Notes: Where the estimated value of a contract is expected to exceed the relevant EU threshold, CRL will advertise it in the Official Journal of the European Union (OJEU), an online publication. The EU thresholds are regularly reviewed and details of the

limits can be found at www.ojec.com/thresholds.aspx

The Utilities Contracts Regulations apply to CRL. The regulations establish rules which promote transparent and non-discriminatory practices in the procurement process. They also set

minimum periods of time to allow for suppliers to respond to advertisements and prepare submissions.

For further information about how the European Union directives and UK law interact visit: www.ojec.com/directives.aspx

STEPS TO PROCUREMENT ▶

FOR DIRECT (TIER 1) OPPORTUNITIES

Many tier 1 opportunities will be valued above European Union thresholds. This section focuses on those opportunities, although a small number will fall below EU thresholds, and will be advertised on CompeteFor at www.competefor.com

STEP ONE Finding an opportunity, registering and expressing an interest

It is strongly recommended that suppliers regularly check the Tenders Electronic Daily (TED) website for new CRL related OJEU opportunities. Opportunities can be viewed at www.ted.europa.eu. In addition,

OJEU opportunities will normally be published on CompeteFor with a link to the corresponding page on the OJEU website.

Suppliers or contractors interested in direct CRL opportunities should register to view opportunities in more detail through our eSourcing Portal www.crossrail.bravosolution.co.uk.

Crossrail's eSourcing Portal is a simple, secure and efficient means of managing tendering activities and having registered once, suppliers do not need to register again.

For tier 1 contracts CRL operates a pre-qualification process. It is essential

that suppliers wishing to be considered for opportunities make an expression of interest by completing and submitting a pre-qualification questionnaire (PQQ). The PQQ is used to assess their application on a range of criteria including economic and financial capacity, legal and governance matters, and technical and professional ability for each opportunity. The PQQ document is available via the Crossrail eSourcing Portal and suppliers must be registered to access this. Once registered on the eSourcing Portal the steps for submitting a PQQ is detailed at the relevant opportunity links.

STEP TWO

Selection of tenderers

PQQ applications are evaluated to ensure they meet CRL requirements on economic and financial capacity and technical or professional ability. CRL will use selection criteria and procedures appropriate to the size of the contract and its associated risks.

Companies that successfully meet the necessary minimum standards will be considered 'fit to compete' for that specific CRL procurement opportunity. CRL uses objective rules and criteria to shortlist the companies onto tender lists.

On completion of the PQQ evaluation process, CRL will invite tenders from the suppliers or contractors that have been successful. The number invited to tender will depend upon the contract value and other factors including the number of companies that are considered fit to compete for the opportunity.

STEP THREE

Submitting a tender

If you are invited to submit a tender you will be provided with the tender documents which will include submission requirements and a timetable of the procurement process. The majority of the procurement process will be managed through CRL's eSourcing Portal.

STEP FOUR

Evaluation approach and feedback

The evaluation process will be transparent and treat all tenderers equally and in a non-discriminatory way. The award criteria will reflect the requirements of the contract and will be aligned with our value for money criteria. Unsuccessful bidders will receive feedback from CRL.

Details of tender lists and awarded contracts can be found on the current opportunities page of the Crossrail website: www.crossrail.co.uk/suppliers

FOR INDIRECT (TIER 2 AND BELOW) OPPORTUNITIES

Businesses looking for Crossrail work below tier 1 are advised to follow Crossrail's 'three point plan'

1. Sign up to the CompeteFor website, which automatically matches suppliers to opportunities that suit them and allows them to express interest in relevant contracts quickly and easily.
2. Go to the supplier's section of the Crossrail website where they can see the latest summary of all the direct contracts awarded which includes tier 1 contact email addresses.
3. Get in touch with their recognised trade association, many of which are in contact with Crossrail about the opportunities available for the sectors that they represent.

CompeteFor

CompeteFor is a website that allows businesses to access opportunities generated by major public and private sector buyers. It acts as an electronic brokerage service, matching buyers with potential suppliers throughout the supply chain.

Tier 1 suppliers to Crossrail are required to advertise all appropriate contract opportunities on CompeteFor. Indirect suppliers through the supply chain are also encouraged to post their opportunities on CompeteFor.

Any business can register on CompeteFor. It's easy, free of charge, and only needs to be done once to access and apply for contract opportunities.



To register on CompeteFor visit www.competefor.com. You need to register some basic details of your business to create a user account. This will allow you to view opportunities and gain access to relevant business news and events.

To express interest in opportunities advertised on CompeteFor, you must complete and publish a full business profile. Once published, you will be matched and notified by email of relevant contract opportunities that you can express interest in quickly and easily. Completing your profile also allows you to manually search for opportunities, track and save your contract applications and search for suitable partners.

For assistance with the CompeteFor registration process contact the dedicated Helpdesk as noted on the CompeteFor website.

Crossrail's Website

In addition to using CompeteFor, it is advisable

to contact tier 1 contractors directly to understand what other opportunities are available with them. Details of CRL's tendering and awarded tier 1 contractors can be found on the Crossrail website: www.crossrail.co.uk/suppliers. From this link you can see what we are buying and the current procurement status including who has been invited to tender and awarded tier 1 contracts.

Trade Associations

Crossrail is in regular contact with recognised trade associations to inform them of upcoming work that may be of interest to their members. Businesses can get in touch with their recognised trade association who will help to signpost them to opportunities in the sectors in which they work.

POLICIES & PROCEDURES ▶

CRL policies are reviewed on an annual basis or as necessary to reflect any relevant developments. These can be found by on our website: www.crossrail.co.uk/suppliers/policies-procedures. A summary of the key policies are given below:

PROCUREMENT POLICY

CRL's Procurement Policy ensures that all procurement activities carried out by, or on behalf of CRL:

- Provide best affordable value.
- Are conducted in a fair, objective and transparent manner.
- Are compliant with the regulatory framework of all relevant legislation, the CRL governance and audit framework and delegated levels of authority.

- Use best practice in the application of ethical standards.
- Are aligned with the CRL vision and values.
- Adhere wherever appropriate to Government procurement policies and TfL / GLA Responsible Procurement Policy.

Health, Safety and Environment Policy

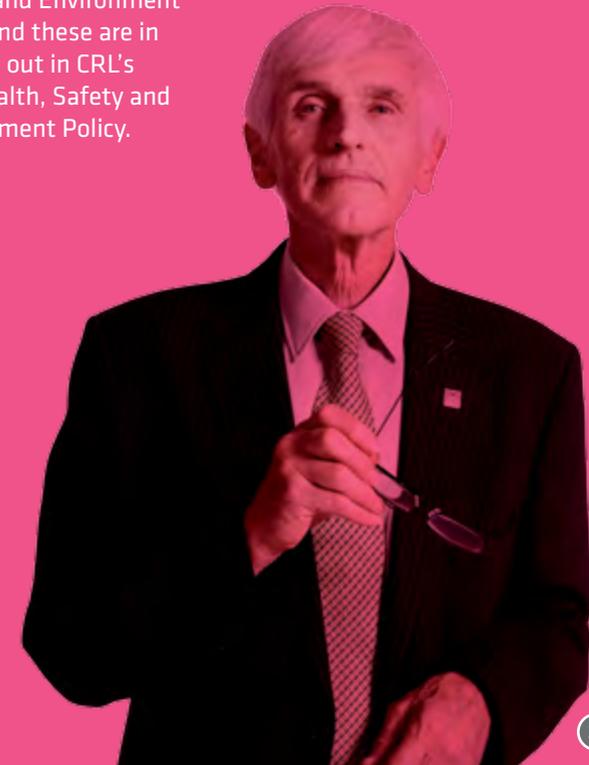
CRL is committed to implementing all the provisions in the TfL Health, Safety and Environment Policy and these are in turn set out in CRL's own Health, Safety and Environment Policy.

Quality Policy

The programme of work will be completed in accordance with a quality management system that ensures that the CRL Sponsors' and other defined requirements are met.

Whole Life Costing Policy

Crossrail recognises that the initial capital cost is only part of the total cost of the Crossrail Programme and will be actively considering Whole Life Cost as part of the design and delivery.



Patrick Griffin
Crossrail Freedom of Information
and Data Protection Manager

SUPPORT & USEFUL LINKS ▶

There are a number of websites that Crossrail and other public sector organisations use to advertise opportunities.

- For CRL Direct tier 1 opportunities visit: **www.ted.europa.eu** - Tenders Electronic Daily (TED) is the online version of the 'Supplement to the Official Journal of the European Union', dedicated to European public procurement. TED provides free access to business opportunities across the European Union, the European Economic Area and beyond.
- For details of Crossrail Direct opportunities, register on the CRL eSourcing portal: **www.crossrail.bravosolution.co.uk**

- For details of Crossrail opportunities as described in this guide visit: **www.competefor.com** - a free service that enables businesses to compete for contract opportunities linked to major public and private sector buying organisations.
- To find government services and information visit: **www.businesslink.co.uk**
- To search for information about contracts worth over £10,000 with the government and its agencies visit: **www.gov.uk/contracts-finder**

Information about Crossrail is available in a range of languages, audio, Easy Read and Braille. Please tick the relevant box to show the format you require. Include your name and address and return to Crossrail at the address below.

Name: _____

Address: _____

Postcode: _____

Audio Braille Easy Read

Arabic
 يرجى ترك الحقول على معلومات عن الخطوط الحديدية الجديدة "كروس ريل" بعنايتك الخاصة، من فضلك.
 نكرم بوضع علامة في الخانة الموجودة على اليسار.
 أكتب اسمك وعنوانك، وأرسلها لنا على العنوان التالي أدناه. لا يلزم إصطاق طابع (مجاناً مدفوع سلفاً).

Bengali
 ক্রস রেল নামে জনস্বার্থে তথ্যাদেশ প্রদানের জন্য, আমাদের নাম এবং ঠিকানা সঠিকভাবে লিখুন।
 ক্রস রেল নামে জনস্বার্থে তথ্যাদেশ প্রদানের জন্য, আমাদের নাম এবং ঠিকানা সঠিকভাবে লিখুন।

Chinese Traditional
 若要獲得有關 Crossrail 的中文資訊，請在它左邊的方格內打勾，寫上您的姓名和地址，並寄至下面的地址。此信無需郵票。

Greek
 Για πληροφορίες σχετικά με το Crossrail στη γλώσσα σας, παρακαλούμε σημειώστε το κουτί στα αριστερά. Συμπληρώστε το όνομα και την διεύθυνση σας και ταχυδρομήστε το μας στην παρακάτω διεύθυνση. Δεν χρειάζεται γραμματόσημο.

Gujarati
 "ક્રોસરેલ" નામમાં કોન્ટ્રાક્ટની (Crossrail) માહિતી માટે, કૃપા કરી નમારો નામ અને સરનામામાં સમાવેશ કરી અભિલાષા મોકલવા નિશાની કરી અને તે અમને નીચેના સરનામે પોસ્ટ કરો. ટપાલચિટ્ટોની જરૂર નથી."

Hindi
 आपकी अपनी भाषा में क्रॉसरैल की जानकारी के लिये, कृपया बायीं ओर के बॉक्स में सही का निशान लगायें, अपना नाम और पता शामिल करें और नीचे दिये पते पर हमें इसे पोस्ट कर दें। स्टैप लगाने की आवश्यकता नहीं है।

Polish
 Aby otrzymać informacje od Crossrail w języku polskim, prosimy zaznaczyć znajdujące się po lewej stronie pole, wpisać Państwa imię, nazwisko oraz adres i wysłać formularz na podany poniżej adres Crossrail. Koperta nie wymaga znaczka pocztowego.

Punjabi
 ਤੁਹਾਡੀ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਕਰੌਸਰੇਲ ਦੀ ਜਾਣਕਾਰੀ ਲਈ, ਕਿਰਪਾ ਕਰਕੇ ਖੱਬੇ ਪਾਸੇ ਦੇ ਬਾਕਸ ਵਿੱਚ ਸਹੀ ਦਾ ਨਿਸ਼ਾਨ ਲਾਓ, ਆਪਣਾ ਨਾਮ ਅਤੇ ਪਤਾ ਸ਼ਾਮਲ ਕਰੋ ਅਤੇ ਖੇਤ ਵਿੱਚੋਂ ਖਤ ਤੇ ਸਾਡੇ ਚਿੱਠ ਪੇਸਟ ਕਰ ਦਿਓ। ਸਟੈਪ ਲਾਗੂ ਕਰਨ ਦੀ ਲੋੜ ਨਹੀਂ ਹੈ।

Somalian
 Si aad li hesho warbixno la xidhiidha Crossrail oo ku qoran luuqad- daada, fadlan sax sanduuga xagga bidixda, ku dar magacaaga iyo cinwaankaaga, nooguna soo dir cinwaanka hoos ku qoran. Istaambo/ farankaaboolo looma baahna.

Tamil
 க்ரஸ் ரைல் குறித்து தகவல்களைப் பெற விரும்பினால், கீழ்க்கண்ட இடத்தில் தேவையான தகவல்களை எழுதி, கீழ்க்கண்ட முகவரிக்கு அனுப்பவும்.

Turkish
 Kendi dilinizdeki Crossrail bilgileri için, lütfen sol taraftaki kutucuğu işaretleyin, adınızı ve adresinizi yazın ve aşağıdaki adresten bize gönderin. Pul göndermenize gerek yoktur.

Vietnamese
 Để biết thông tin về Crossrail bằng ngôn ngữ của bạn, hãy đánh dấu tích vào ô bên trái, bao gồm tên và địa chỉ của bạn và gửi bưu điện cho chúng tôi theo địa chỉ dưới đây. Không cần thiết phải dán tem.

Urdu
 کراس ریل (Crossrail) کے بارے میں معلومات اپنی زبان میں حاصل کرنے کے لیے براہ مہربانی بائیں طرف والی خانے کو ٹک کر پی اور اپنا نام اور پتہ لکھ کر اسے نیچے دیے ہوئے پتے پر ہمیں پوسٹ کر دیں۔ ٹکٹ لگانے کی ضرورت نہیں ہے۔

Please specify other language

Contact us:
 Telephone: 0345 602 3813
 (24-hours, 7-days a week)

Email:
 helpdesk@crossrail.co.uk

Website:
 www.crossrail.co.uk

Post: FREEPOST
 CROSSRAIL
 (no postage or address required)



www.crossrail.co.uk
MOVING LONDON FORWARD

