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Contract

## **Mobile Hardware Device Refresh and provision of related Services.**

XC TRAINS LIMITED

F06: Contract award notice – utilities

Notice identifier: 2026/S 000-003545

Procurement identifier (OCID): ocds-h6vhtk-04dc6d

Published 15 January 2026, 2:30pm

### **Section I: Contracting entity**

#### **I.1) Name and addresses**

XC TRAINS LIMITED

C/O Arriva Plc 1 Admiral Way

Business Park

SR33XP

#### **Contact**

Haider Ali

#### **Email**

[haider.ali@crosscountrytrains.co.uk](mailto:haider.ali@crosscountrytrains.co.uk)

#### **Country**

United Kingdom

#### **Region code**

UK - United Kingdom

**Companies House**

04402048

**Internet address(es)**

Main address

<https://www.crosscountrytrains.co.uk/>

**I.6) Main activity**

Railway services

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**Section II: Object**

**II.1) Scope of the procurement**

**II.1.1) Title**

Mobile Hardware Device Refresh and provision of related Services.

**II.1.2) Main CPV code**

- 32250000 - Mobile telephones

**II.1.3) Type of contract**

Supplies

**II.1.4) Short description**

The requirement is for the procurement of replacement mobile phone handsets, tablets and accessories together with the roll out service associated with the device refresh. XC will also require an ongoing service that will consist of staging devices and the management of repair, replacements and beyond repair services.

**II.1.6) Information about lots**

This contract is divided into lots: No

**II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £1,615,553

## **II.2) Description**

### **II.2.3) Place of performance**

NUTS codes

- UKC - North East (England)
- UKD - North West (England)
- UKE - Yorkshire and the Humber
- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England
- UKK - South West (England)
- UKL - Wales
- UKM - Scotland

Main site or place of performance

Performance is required at the following XC Trains locations:

Birmingham, Bournemouth, Bristol, Cambridge, Derby, Edinburgh, Leeds, Leicester, Manchester, Newcastle, Plymouth, Reading

### **II.2.4) Description of the procurement**

XC Trains Limited (XC) conducted a competitive tender under the Utilities Contracts Regulations 2016 for the purchase of mobile telephones and portable computer tablets together with associated accessories as a refresh/upgrade project for all devices currently used at XC Trains Limited.

The tender included the requirement for the Supplier to develop and test XC Trains Limited device "Gold" build, the staging of the devices and the implementation and roll out services for the purchased hardware.

Ongoing, the successful Supplier will be required to manage and maintain the devices and will be responsible for continued staging services and repair, replacement and beyond repair services.

Approximate numbers of devices:

- 1500 Android mobile telephones with 6.8 inch display
- 800 computer tablets with 8 inch display
- 150 computer tablets with 10 inch display
- 20 iOS mobile telephones 6.3 inch display.

Where an operating system has been specified this is a requirement due to interoperability with XC Trains Limited's applications that are to run on those devices and no alternative operating system can be accepted i.e. where Android is stated only devices with an Android operating system will be accepted.

Note this tender is NOT for Mobile Voice and Data Services.

#### **II.2.5) Award criteria**

Quality criterion - Name: Managed Service Requirements / Weighting: 25

Quality criterion - Name: Roll-Out / Weighting: 20

Quality criterion - Name: Support and SLAs / Weighting: 5

Quality criterion - Name: Device Requirements / Weighting: 30

Quality criterion - Name: Terms and Conditions / Weighting: 5

Price - Weighting: 15

#### **II.2.11) Information about options**

Options: No

## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Negotiated procedure with prior call for competition

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: No

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2025/S 000-004040](#)

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## **Section V. Award of contract**

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

21 October 2025

#### **V.2.2) Information about tenders**

The contract has been awarded to a group of economic operators: No

#### **V.2.3) Name and address of the contractor**

TECHNOLOGY RECOVERY GROUP UK LIMITED

Bristol

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

06975522

The contractor is an SME

No

#### **V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £1,615,553

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## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

XC Trains Limited

Birmingham

B46BS

Country

United Kingdom