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Contract

## **Provision of Service Quality Regime (SQR) and Related Services**

Northern Trains Limited (NTL)  
London North Eastern Railway Limited  
TransPennine Trains Limited

F06: Contract award notice – utilities  
Notice identifier: 2025/S 000-005486  
Procurement identifier (OCID): ocids-h6vhtk-0452e5  
Published 17 February 2025, 7:05pm

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

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

Northern Trains Limited (NTL)  
  
George Stephenson House, Toft Green  
  
York  
  
YO1 6JT

#### **Contact**

Robin Horsman

#### **Email**

[Robin.Horsman@northernrailway.co.uk](mailto:Robin.Horsman@northernrailway.co.uk)

#### **Telephone**

+44 7827937566

**Country**

United Kingdom

**Region code**

UK - United Kingdom

**Internet address(es)**

Main address

[www.northernrailway.co.uk](http://www.northernrailway.co.uk)

**I.1) Name and addresses**

London North Eastern Railway Limited

West Offices, Station Rise

York

YO1 6GA

**Contact**

Annie Bradbury

**Email**

[Annie.Bradbury@lner.co.uk](mailto:Annie.Bradbury@lner.co.uk)

**Country**

United Kingdom

**Region code**

UK - United Kingdom

**National registration number**

04659712

**Internet address(es)**

Main address

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

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

TransPennine Trains Limited

Great Minster House,, 33 Horseferry Road,

London

SW1P 4DR

#### **Contact**

Cheri Falkner

#### **Email**

[cheri.falkner@tpexpress.co.uk](mailto:cheri.falkner@tpexpress.co.uk)

#### **Country**

United Kingdom

#### **Region code**

UK - United Kingdom

#### **National registration number**

12544930

#### **Internet address(es)**

Main address

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

### **I.2) Information about joint procurement**

The contract involves joint procurement

## **I.6) Main activity**

Railway services

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## **Section II: Object**

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

#### **II.1.1) Title**

Provision of Service Quality Regime (SQR) and Related Services

Reference number

PL-23-337

#### **II.1.2) Main CPV code**

- 79212000 - Auditing services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

London North Eastern Railway Limited (LNER) and Northern Trains Limited (NTL) have a requirement to deliver a Service Quality Regime (SQR) in support of their obligations to the Department of Transport (DfT). In order to deliver the above we are looking for a supplier or suppliers to provide independent inspections and mystery shopping across our networks with the requirement split into four lots to obtain the best solution. Bidders are free to bid for any combination of the following four lots: - 1.Service Quality Management System 2.Service Quality Register 3.Service Quality App/inspections software 4.Service Quality Inspections There will also be a requirement to deliver reporting and insights in order to ensure full compliance with the SQR. During the life of any agreement there may also be an opportunity for TransPennine Trains Limited (TPT) to join the arrangement with further details provided in the tender documents.

#### **II.1.6) Information about lots**

This contract is divided into lots: Yes

### **II.2) Description**

### **II.2.1) Title**

Service Quality Management System

Lot No

1

### **II.2.2) Additional CPV code(s)**

- 48610000 - Database systems

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

NUTS codes

- UK - United Kingdom

Main site or place of performance

UNITED KINGDOM

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

Provision of a Service Quality Management System (SQMS). delivering: An agnostic database capable of storing the data for the Service Quality Register (SQ Register), Inspections and Re-inspections (including internal evidencing) from multiple digital sources. "Instant" fault reporting while carrying out inspections through being able to link the SQMS to other systems (e.g., fleet and facilities management systems).

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

Options: No

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

## **II.2) Description**

### **II.2.1) Title**

Service Quality Register

Lot No

2

**II.2.2) Additional CPV code(s)**

- 48610000 - Database systems

**II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

Main site or place of performance

UNITED KINGDOM

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

The SQ Register will contain a detailed list of facilities and services for each SQ Area for every station and carriage type on trains (LNER do not require train carriage inspections). This is to be a live repository with the ability for NTL's and LNER's employees (or facilities contractors) to update assets therein in accordance with our respective asset management processes for updating, adding or removing assets. The SQ Register shall include as a minimum the following content:-

- description, purpose and quantity of each facility or service
- photographic evidence of each facility or service
- details of the applicable Service Quality Indicators against which the facility or service will be measured and reported against

**II.2.11) Information about options**

Options: No

**II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

**II.2) Description****II.2.1) Title**

Service Quality App/inspections software

Lot No

3

**II.2.2) Additional CPV code(s)**

- 48611000 - Database software package

**II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

Main site or place of performance

UNITED KINGDOM

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

Provision of software with which the chosen Inspections provider will use to carry out the inspections. This must be capable of recording performance against all of the elements of the SQ Register to allow both inspections and re-inspections to be carried out. It is essential that this software allows the user carrying out an inspection to clearly mark 'pass', 'fail' or 'N/A' for Indicators/assets, and that changes can easily be made to the assessment criteria should these change in time.

**II.2.11) Information about options**

Options: No

**II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

**II.2) Description****II.2.1) Title**

Service Quality Inspections

Lot No

4

**II.2.2) Additional CPV code(s)**

- 71315400 - Building-inspection services
- 71631000 - Technical inspection services

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

NUTS codes

- UK - United Kingdom

Main site or place of performance

UNITED KINGDOM

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

Monitoring of the quality of our delivery with a programme of inspections across our network on stations, trains and for customer service elements at all times of the day and week to provide a representative measure of the experience our customers have. Users carrying out inspections will need to refer to and measure against the criteria set out in the Service Quality Schedules, but also taking account of the Supplementary Guidance that may be agreed between the DfT and NTL/LNER (and any other Operators) from time-to-time.

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

Options: No

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No



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## **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: Yes

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

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

Notice number: [2024/S 000-012449](#)

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

A contract/lot is awarded: No

### **V.1) Information on non-award**

The contract/lot is not awarded

Other reasons (discontinuation of procedure)

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## **Section VI. Complementary information**

### **VI.3) Additional information**

Discontinuation of procedure as LNER and NTL have received instructions from the Department of Transport that the requirements regarding service quality have changed significantly and therefore the specification issued with this ITN is no longer reflective of the service delivery expectations.

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=926522494>

GO Reference: GO-2025217-PRO-29463671

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

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

Department for Transport

, Great Minster House,, 33 Horseferry Road

London

SW1P 4DR

Country

United Kingdom