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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): ocds-h6vhtk-0452e5
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Section I: Contracting entity

I.1) Name and addresses

Northern Trains Limited (NTL)

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Region code

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Internet address(es)

Main address

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I.1) Name and addresses

London North Eastern Railway Limited

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Contact

Annie Bradbury

Email

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Region code

UK - United Kingdom

National registration number

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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

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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

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

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](#)

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)

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

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SW1P 4DR

Country

United Kingdom