

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/011780-2025>

Not applicable

Mobile Hardware Device Refresh and provision of related Services.

XC TRAINS LIMITED

F14: Notice for changes or additional information

Notice identifier: 2025/S 000-011780

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

Published 28 March 2025, 1:55pm

Section I: Contracting authority/entity

I.1) Name and addresses

XC TRAINS LIMITED

Admiral Way

SUNDERLAND

SR33XP

Contact

ANNIE WRIGHT

Email

IT012025.mobiledevicerefresh@crosscountrytrains.co.uk

Country

United Kingdom

Region code

UKC23 - Sunderland

Companies House

04402048

Internet address(es)

Main address

www.crosscountrytrains.co.uk

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.

Section VI. Complementary information

VI.6) Original notice reference

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

Section VII. Changes

VII.1) Information to be changed or added

VII.2) Other additional information

Descriptions of mobile devices in the market can be misleading for example a "10 inch computer tablet" could actually have more than one screen size. For clarity, this procurement will allow the following screen sizes as proposed options for the mobile device hardware:

- 1500 Android mobile telephones with a 6.7 to 6.8 screen size
- 800 computer tablets with a minimum 8 inch, to a maximum 8.5 screen size
- 150 computer tablets with 10 inch to a maximum of a 11.2 screen size
- 20 iOS mobile telephones with 6.3 inch display that includes a 120hz refresh rate.