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Contract

Retail Incident and Fraud Management Services

SE TRAINS LIMITED

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-014623

Procurement identifier (OCID): ocds-h6vhtk-05f07b ([view related notices](#))

Published 18 February 2026, 10:26am

Scope

Description

Retail Incident and Fraud Management Services comprising:

1st & 2nd Line Retail Incident Management (RIM)

E-commerce Fraud Prevention (eFP)

Account Management

Contract 1. Retail Incident and Fraud Management Services

Supplier

- GO-AHEAD HOLDING LIMITED

Contract value

- £2,023,391 excluding VAT
- £2,428,069 including VAT

Above the relevant threshold

Date signed

7 January 2026

Contract dates

- 9 January 2026 to 15 October 2028
- 2 years, 9 months, 7 days

Main procurement category

Services

CPV classifications

- 72253000 - Helpdesk and support services

Contract locations

- UK - United Kingdom

Key performance indicators

Name	Description	Reporting frequency
Response Time	99% of priority 1 incidents to be resolved in one hour 99% of priority 2 incidents to be resolved in two hours 95% of priority 3 incidents to be resolved within three hours	1 months

Contract 2. Retail Incident and Fraud Management Services

Supplier

- GO-AHEAD HOLDING LIMITED

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Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Direct award

Special regime

Utilities

Direct award justification

Single supplier - technical reasons

Compatibility with existing systems and technical environment.

A redesign and/or replacement would result in operational risk and disruption.

Supplier

GO-AHEAD HOLDING LIMITED

- Public Procurement Organisation Number: PNMT-5678-QNCM

Second Floor 55 Degrees North

Newcastle Upon Tyne

NE1 6BL

United Kingdom

Email: mark.dale@go-ahead.com

Region: UKC22 - Tyneside

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. Retail Incident and Fraud Management Services

Contract 2. Retail Incident and Fraud Management Services

Contracting authority

SE TRAINS LIMITED

- Companies House: 03266762
- Public Procurement Organisation Number: PWRR-2348-DXXP

Second Floor

London

SE1 2AU

United Kingdom

Email: procurement@southeasternrailway.co.uk

Region: UKI44 - Lewisham and Southwark

Organisation type: Public undertaking (commercial organisation subject to public authority oversight)