

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/021132-2026>

Planning

Service Quality Regime

SE TRAINS LIMITED

UK3: Planned procurement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-021132

Procurement identifier (OCID): ocds-h6vhtk-0665d7

Published 10 March 2026, 8:25am

Scope

Description

Lot 1 - Provision of auditors (people) to conduct service quality audits in line with the Service Quality criteria provided by SET, marking clearly when a 'failure' has occurred ensuring accurate reporting and supporting evidence such as images and video. Additionally, as part of the onboarding, in conjunction with Lot 2, the auditors would be expected to log each individual asset to populate and maintain an asset register.

Lot 2 - The provision of an auditing app, which auditors can use to effectively report the performance of stations and trains, providing them with the ability to mark failures against the set criteria. Additionally, provide a service quality management system which can process all the data received and report the required scoring mechanisms as set out by SET, as well as providing robust dashboards allowing SET to effectively review and interpret the data. Lastly, hosting a detailed asset register, which splits each station into zones, provides a unique reference number for each asset, and has a photo and location on a map. This would involve working with the supplier of Lot 1.

Total value (estimated)

- £1,032,000 excluding VAT
- £1,238,400 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 April 2027 to 31 March 2030
- Possible extension to 31 March 2031
- 4 years

Description of possible extension:

Extensions will be guided on the GBR collaborative requirements

Options

The right to additional purchases while the contract is valid.

Extensions will be guided on the GBR collaborative requirements

Main procurement category

Services

CPV classifications

- 72225000 - System quality assurance assessment and review services

Contract locations

- UKJ4 - Kent

Lot constraints

Maximum number of lots a supplier can bid for: 1

Maximum number of lots a supplier can be awarded: 1

Lot 1. Provision of Auditors (People)

Description

Provision of auditors (people) to conduct service quality audits in line with the Service Quality criteria provided by SET, marking clearly when a 'failure' has occurred ensuring accurate reporting and supporting evidence such as images and video. Additionally, as part of the onboarding, in conjunction with Lot 2, the auditors would be expected to log each individual asset to populate and maintain an asset register

Lot value (estimated)

- £912,000 excluding VAT
- £1,094,400 including VAT

Same for all lots

CPV classifications, contract locations, contract dates and options are shown in the Scope

section, because they are the same for all lots.

Lot 2. Provision of an Auditing App

Description

The provision of an auditing app, which auditors can use to effectively report the performance of stations and trains, providing them with the ability to mark failures against the set criteria. Additionally, provide a service quality management system which can process all the data received and report the required scoring mechanisms as set out by SET, as well as providing robust dashboards allowing SET to effectively review and interpret the data. Lastly, hosting a detailed asset register, which splits each station into zones, provides a unique reference number for each asset, and has a photo and location on a map. This would involve working with the supplier of Lot 1.

Lot value (estimated)

- £120,000 excluding VAT
- £144,000 including VAT

Same for all lots

CPV classifications, contract locations, contract dates and options are shown in the Scope section, because they are the same for all lots.

Participation

Particular suitability

Lot 1. Provision of Auditors (People)

Lot 2. Provision of an Auditing App

- Small and medium-sized enterprises (SME)
 - Voluntary, community and social enterprises (VCSE)
-

Submission

Publication date of tender notice (estimated)

11 March 2026

Submission type

Requests to participate

Tender submission deadline

31 July 2026, 5:00pm

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

1 November 2026

Procedure

Procedure type

Competitive flexible procedure

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)

