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Tender

## **Provision of Service Quality Regime (SQR) System**

XC TRAINS LIMITED

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-062909

Procurement identifier (OCID): ocds-h6vhtk-05a9a1

Published 7 October 2025, 2:37pm

### **Scope**

### **Description**

XC Trains Limited (XC) operates passenger rail services over those routes listed within Appendix 2 of the ITP document. XC is a unique operation in that it runs from the Southwest in England to the North of Scotland and is the most extensive rail franchise in Britain, calling at more than 100 stations. XC serves 7 of the 10 largest UK cities with 7 routes radiating from a central hub in Birmingham.

The Service Quality Regime (SQR) was set up by the Department for Transport (DfT) to incentivise Train Operating Companies (TOCs) to ensure customer experience standards across the railway network are maintained and improved. The regime is defined in the National Rail Contracts (NRCs) that exist between TOCs and the DfT, including in XC's NRC. The NRC sets out the obligations that TOCs have to deliver to ensure compliance with the SQR, and the repercussions if they are not.

XC's SQR has been in place since late 2021 and has seen a few changes since it first started. XC is also proud to have helped the DfT trial changes to SQR during this time to pave the way for other TOCs following in the future.

The key elements and strategic objectives of the Project are:

- A cloud-based database for all SQR-related data, including an SQ Register, reference

data, inspection data and rectification evidence data and provision of inspection forms to be used by third party inspectors;

- An inspection forms system that will be used by third-party inspectors and Mystery Shoppers on their mobile devices to undertake and submit inspection data and provision of inspection-related notifications;
- A web-based Back-office System for XC users and inspections supplier quality controllers to view and work with inspection data including the recording of rectification evidence, and creation and maintenance of application programming interfaces (APIs);
- System functionality to generate email notifications in response to triggers linked to data being created or modified within the database;
- APIs to enable the system to integrate with other systems; and
- Reporting both on a regular cycle and as required.
- The purpose of the Procurement is to select a supplier to provide a Service Quality Regime System.

### **Total value (estimated)**

- £360,000 including VAT

Above the relevant threshold

### **Contract dates (estimated)**

- 20 February 2026 to 20 February 2029
- Possible extension to 20 February 2031
- 5 years, 1 day

Description of possible extension:

Details of this will be shared in the main tender

document.

## **Options**

The right to additional purchases while the contract is valid.

Details of this will be shared in the main tender

document.

## **Main procurement category**

Goods

## **CPV classifications**

- 48000000 - Software package and information systems

## **Contract locations**

- UKC - North East (England)
- UKD - North West (England)
- UKE - Yorkshire and the Humber
- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England
- UKI - London
- UKJ - South East (England)

- UKK - South West (England)
- UKL - Wales
- UKM - Scotland

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## **Participation**

### **Legal and financial capacity conditions of participation**

Please see associated documents for information

### **Technical ability conditions of participation**

Please see associated documents for information

### **Particular suitability**

Small and medium-sized enterprises (SME)

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## **Submission**

### **Enquiry deadline**

17 October 2025, 5:00pm

## **Submission type**

Requests to participate

## **Deadline for requests to participate**

3 November 2025, 5:00pm

## **Submission address and any special instructions**

All requests to participate and tender submissions should be sent to [sqrsystem.admin@crosscountrytrains.co.uk](mailto:sqrsystem.admin@crosscountrytrains.co.uk) by the deadlines listed within the associated documentation

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

## **Tenders may be submitted electronically**

Yes

## **Languages that may be used for submission**

English

## **Suppliers to be invited to tender**

Maximum 4 suppliers

Selection criteria:

Please see ITP document for more information

**Award decision date (estimated)**

20 February 2026

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**Award criteria**

<b>Name</b>	<b>Description</b>	<b>Type</b>	<b>Weighting</b>
Technical	Please see associated documents for more information	Quality	55%
Commercial	Please see associated documents for more information	Price	40%
Legal	Please see associated documents for more information	Quality	5%

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**Other information****Payment terms**

Please see associated documents for more information

**Description of risks to contract performance**

Please see associated documents for more information

**Conflicts assessment prepared/revised**

Yes

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## **Procedure**

### **Procedure type**

Competitive flexible procedure

### **Competitive flexible procedure description**

Procurement Specific Questionnaire/ Invitation to Participate

Down Selection

Invitation to Tender Stage

BAFO option

Preferred Bidder Stage

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## **Documents**

### **Associated tender documents**

[Service Quality Regime System ITP 2025 Final.pdf](#)

Service Quality Regime System ITP 2025 Final

[Invitation To Tender ITT \(Competitive Flexible\) SQR System.pdf](#)

Invitation To Tender ITT (Competitive Flexible) SQR System

[Service Quality Regime System ITP 2025 Final.docx](#)

Service Quality Regime System ITP 2025 Final Word

[TERM SUPPLY AGREEMENT FOR SERVICES AND OR SOFTWARE.docx](#)

TERM SUPPLY AGREEMENT FOR SERVICES AND OR SOFTWARE

[SQR System - Supplier Response Template.xlsx](#)

SQR System - Supplier Response Template

[Pricing Template - System.xlsx](#)

Pricing Template - System

[External Guidance Note - Umbrella Direct Agreement Template 4.0 8 JULY 2024.pdf](#)

External Guidance Note - Umbrella Direct Agreement Template 4.0 8 JULY 2024

[Template 4.0 Master Umbrella Direct Agreement 8 JULY 2024.DOCX](#)

Template 4.0 Master Umbrella Direct Agreement 8 JULY 2024

[Invitation To Tender ITT \(Competitive Flexible\) SQR System Word.docx](#)

Invitation To Tender ITT (Competitive Flexible) SQR System Word

[2025-26 XC TSR CSR DfT SQR Scoring Spreadsheet v5 \(1\).xlsx](#)

2025-26 XC TSR CSR DfT SQR Scoring Spreadsheet v5

[2025-26 XC ACSR DfT SQR Scoring Spreadsheet v3 \(1\).xlsx](#)

2025-26 XC ACSR DfT SQR Scoring Spreadsheet v3

[SQR System Bidder Clarification Questions Template.docx](#)

SQR System Bidder Clarification Questions Template, please use this document for any clarifications in both the ITP and ITT stages.

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## **Contracting authority**

### **XC TRAINS LIMITED**

- Companies House: 04402048
- Public Procurement Organisation Number: PMZG-5533-GPWG

C/O Arriva Plc 1 Admiral Way

Business Park

SR3 3XP

United Kingdom

Email: [sqrsystem.admin@crosscountrytrains.co.uk](mailto:sqrsystem.admin@crosscountrytrains.co.uk)

Region: UKC23 - Sunderland

Organisation type: Private utility