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Tender

## **Provision of Service Quality Regime (SQR) Inspection Services**

XC TRAINS LIMITED

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

Notice identifier: 2025/S 000-063757

Procurement identifier (OCID): ocds-h6vhtk-05abb0

Published 9 October 2025, 2:17pm

### **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 XC's NRC. The NRC sets out the obligations that TOCs have to deliver to ensure compliance with the Contract, 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 PROJECT

This Procurement is undertaken by XC on behalf of itself, and a successor operator of the XC.

The key elements and strategic objectives of the Project are:

- Train Service Regime (TSR) inspections by inspectors;
- Customer Service Regime (CSR) inspections by mystery shoppers;
- Accessible Customer Service Regime (ACSR) inspections by mystery shoppers with additional accessible needs;
- Provision of mobile devices to the supplier inspectors and mystery shoppers for running inspection forms; and
- Inspection data quality assurance.

Further details of the requirements can be found within the associated documents.

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

- £1,300,000 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:

The Contract's duration is for three years. XC reserves the right to extend the Contract, in whole or in part, for up to two additional years, in increments determined at its sole discretion, subject to mutual agreement of the parties. Please see the associated

documents for further details.

## **Main procurement category**

Services

## **CPV classifications**

- 71630000 - Technical inspection and testing services
- 79212000 - Auditing services
- 79311200 - Survey conduction services

## **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

## **Participation**

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

Please see associated documents for further details.

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

Please see associated documents for further details.

### **Particular suitability**

Small and medium-sized enterprises (SME)

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## **Submission**

### **Enquiry deadline**

20 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**

Please submit both ITP and ITT documents to the following email address:

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

<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 associated documents for further details.

### **Award decision date (estimated)**

20 February 2026

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## Award criteria

<b>Name</b>	<b>Type</b>	<b>Weighting</b>
Technical	Quality	55%
Commercial	Price	40%
Legal	Quality	5%

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## Other information

### Payment terms

Please see associated documents for further details.

### Description of risks to contract performance

The Contract presents the following risks:

- (a) Change to the volume or proportional distribution of Inspections requested by the Department for Transport;
- (b) Change to the Service Quality Schedule requested by the Department for Transport;
- (c) Change to the supplementary guidance provided by the Department for Transport;
- (d) Change to XC's timetable of train services; and/or
- (e) Change to employment legislation.

XC considers that these risks may jeopardise the performance of the Contract but, due to the nature of the risks, the risks cannot be addressed in the contract as awarded. Therefore, XC reserves the right to modify the awarded contract to address the risks in accordance with Schedule 8 of the Act.

Please see associated documents for further details.

## **Conflicts assessment prepared/revised**

Yes

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## **Procedure**

### **Procedure type**

Competitive flexible procedure

### **Competitive flexible procedure description**

Invitation to Participate (ITP) stage

Short-listing of Bidders for ITT stage

Invitation to Tender (ITT) stage

Optional BAFO

Preferred Bidder stage

Please see associated documentation for further details

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## **Documents**

### **Associated tender documents**

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

Template 4.0 Master Umbrella Direct Agreement 8 JULY 2024

[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

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

Service Quality Regime Inspections ITP 2025

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

Service Quality Regime Inspections ITP 2025 PDF

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

Invitation To Tender (Competitive Flexible) SQR INSPECTIONS PDF

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

SQR Inspections - Supplier Response Template

[Inspections Coverage Template Response.xlsx](#)

Inspections Coverage Template Response

[Precedent XC Supply Agreement for Goods and Services 2025.docx](#)

Precedent XC Supply Agreement for Goods and Services 2025

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

SQR Inspections Bidder Clarification Questions Template

[Pricing Template - Inspections.xlsx](#)

Pricing Template - Inspections

[Invitation To Tender \(Competitive Flexible\) SQR INSPECTIONS.docx](#)

Invitation To Tender (Competitive Flexible) SQR INSPECTIONS

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

Region: UKC23 - Sunderland

Organisation type: Private utility