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Award

Avanti West Coast, Service Quality Regime (SQR) procurement - 2025

FIRST TRENITALIA WEST COAST RAIL LIMITED

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-084803

Procurement identifier (OCID): ocds-h6vhtk-0501bb ([view related notices](#))

Published 19 December 2025, 11:26am

Scope

Reference

FX1204

Description

As part of the continuation of DfT's Service Quality Regime, we are looking to retender contracts associated with the audit, mystery shopping and data handling requirements of the regime. The specification is the same as the existing specification for SQRs by the DfT and will cover:

- Station inspections
- Train inspections
- Customer Service mystery shopping
- Re-inspections for failures to confirm improvement

In order to deliver the above we are looking for a supplier to provide independent inspections and mystery shopping across our network.

- o Service Quality Register
- o Service Quality App/Inspections Software
- o Service Quality Inspections and Re-inspection

Contract 1

Supplier

- Mystery Shoppers Limited

Contract value

- £607,500 excluding VAT
- £729,000 including VAT

Above the relevant threshold

Award decision date

19 December 2025

Date assessment summaries were sent to tenderers

19 December 2025

Standstill period

- End: 5 January 2026
- 8 working days

Earliest date the contract will be signed

16 February 2026

Contract dates (estimated)

- 1 April 2026 to 31 March 2029
- 3 years

Main procurement category

Services

CPV classifications

- 72250000 - System and support services
- 79212000 - Auditing 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

Information about tenders

- 3 tenders received
- 3 tenders assessed in the final stage:
 - 2 submitted by small and medium-sized enterprises (SME)
 - 0 submitted by voluntary, community and social enterprises (VCSE)
- 1 supplier awarded contracts
- 2 suppliers unsuccessful (details included for contracts over £5 million)

Submission

Submission type

Requests to participate

Procedure

Procedure type

Competitive flexible procedure

Special regime

Utilities

Supplier

Mystery Shoppers Limited

- Companies House: 2654347
- Public Procurement Organisation Number: PQPW-7527-MTNZ

Dalton House, 60 Windsor Avenue

London

SW19 2RR

United Kingdom

Email: enquires@mystery-shoppers.co.uk

Website: <https://www.mystery-shoppers.co.uk/>

Region: UKI63 - Merton, Kingston upon Thames and Sutton

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1

Contracting authority

FIRST TRENITALIA WEST COAST RAIL LIMITED

- Companies House: 10349442
- Public Procurement Organisation Number: PGLQ-8629-CMPG

8th Floor The Point

London

W2 1AF

United Kingdom

Email: procurement@avantiwestcoast.co.uk

Region: UKI32 - Westminster

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