

# The Tide

Welcome to Xoserve's monthly Project Trident newsletter, **The Tide**, providing a summary of our progress, sharing updates and upcoming work as we work through our UK Link modernisation project together.

To ensure you can access the latest information, we are maintaining our [Project Trident homepage](#) with all the latest materials.

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## Trident's top three: Headlines for the month

1. Customer Advisor Engagement Review – survey closing soon
2. Find out how Procurement 1 & 2 are progressing
3. Project Trident overview provided within the Statement of Planning Principles for BP27

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### 1. Customer Advisor Engagement Review – survey closing soon

Thank you to everyone who has already completed the Project Trident Steering Committee Customer Advisor Engagement Survey. We have had responses from across the industry, and it has been interesting to hear different perspectives and experiences.

We appreciate you taking the time to share your feedback as this will play a key part in informing future engagement activities. The Customer Advisors' roles are there to represent the voice of the Customer within the Project Trident Steering Committee and as Project Trident progresses through the next stages of delivery, your shared insights will directly help shape how they engage with Customers.

If you have not yet completed the survey, there is still time to take part before it closes on **31 July 2026**. The survey takes no more than 10 minutes to complete, and we encourage all DSC Contract Managers and their nominated Engagement Representatives who have received it to share their views.

If you believe you should have received the survey but have not, or if you have any questions, please contact the Project Trident Engagement and Communications team [communications@xoserve.com](mailto:communications@xoserve.com).

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## **2. Find out how Procurement 1 & 2 are progressing**

We are pleased to share an update on procurement. Procurement 1 for a Transformation Partner is continuing and we are currently down-selecting to a preferred bidder for Tranche A.

Tranche A will outline our detailed requirements, objectives, and evaluation criteria for our Transformation Partner, which will help set the foundation and processes for Xoserve's Transformation including its Technology Roadmap which incorporates aspects of Project Trident replacement of the UK Link core. We expect to share the outcome of this process in the next few months.

We remain on track to publish Procurement 2's Request for Proposal (RFP) for a Core Service Partner in the second half of 2026, in line with the timeframe previously shared with Customers. As part of our commitment to being open and transparent, we wanted to let you know that following the last Project Trident Steering Committee, the decision has been taken to hold back the publication of RFP2 slightly from Q3 to Q4 of 2026, which we had been working towards as a team.

This decision reflects Project Trident's ongoing approach to delivering the modernisation of UK Link in the most robust and low-risk way possible. We regularly review key decisions to ensure they support the best outcomes for Customers and help ensure successful delivery.

There is no change to the overall programme timeline, and this update does not affect any actions or plans for Customers. A revised publication date has not yet been agreed, but we continue to target publication in the second half of 2026 and will provide regular updates to Customers as this work progresses.

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## **3. Project Trident overview provided within the Statement of Planning Principles for BP27**

On Tuesday 30 June, Xoserve's draft Statement of Planning Principles (SPP) for Business Plan 2027–30 (BP27) was published. The SPP sets out the strategic framework and guiding

principles that will shape the development of BP27.

This provides an overview of Project Trident's progress to-date, our vision for the progress that we plan to make over the next 12 months, and the key focus for the financial Year 27/28.

Customers had the opportunity to hear about, and share their thoughts on, the SPP and Project Trident during the consultation period and at the BP27 webinar held earlier this month (10 July).

You can read the full SPP document, see the timelines for BP27 and get involved with consultation periods by visiting the dedicated Business Plan [portal](#).

Please note that the final version of the SPP will be published on 31 July 2026.

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## Stay in touch

If you have any feedback on the newsletter, its content or what you'd like to see next, please email us via [communications@xoserve.com](mailto:communications@xoserve.com). Otherwise stay tuned for more updates and thank you for your continued support.

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