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Contract

## **IT Software to Support the Management of Unplanned Disruption on Scotland's Rail Network**

ScotRail Trains Limited .

F06: Contract award notice – utilities

Notice identifier: 2026/S 000-000882

Procurement identifier (OCID): ocds-h6vhtk-04c07c

Published 7 January 2026, 8:45am

### **Section I: Contracting entity**

#### **I.1) Name and addresses**

ScotRail Trains Limited .

Atrium Court,, 50 Waterloo Street

Glasgow

G2 6HQ

#### **Contact**

Kathleen Gay

#### **Email**

[kathleen.gay@scotrail.co.uk](mailto:kathleen.gay@scotrail.co.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UKM - Scotland

**Internet address(es)**

Main address

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

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA30589](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA30589)

**I.6) Main activity**

Railway services

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**Section II: Object**

**II.1) Scope of the procurement**

**II.1.1) Title**

IT Software to Support the Management of Unplanned Disruption on Scotland's Rail Network

**II.1.2) Main CPV code**

- 48100000 - Industry specific software package

**II.1.3) Type of contract**

Supplies

**II.1.4) Short description**

ScotRail are awarding this contract for IT software and services which support the management of train services during times of unplanned disruption on Scotland's rail network. It is a critical system in supporting daily operations. A summary of the core functionality of the system is as follows:

- The ability to generate and update line of route disruption messages and distribute these messages to a pre-defined list of recipients

- The ability to view route disruption incidents being experienced by other rail operators on Scotland's rail network
- The ability to configure the system to automatically identify all stations and journeys affected by an incident which causes unplanned disruption
- The ability to automatically update 3rd party rail industry systems and journey planners to reflect changes to services as a consequence of unplanned disruption
- A mobile app for the use of frontline staff which will provide real-time advice of disruption incidents; frontline staff will have the ability to filter notifications specific to their business area
- A customer facing real-time view of how ScotRail train services are performing; customers will have the ability to receive alerts when services are disrupted on the line of route which they use

#### **II.1.6) Information about lots**

This contract is divided into lots: No

## **II.2) Description**

### **II.2.2) Additional CPV code(s)**

- 48100000 - Industry specific software package

### **II.2.3) Place of performance**

NUTS codes

- UKM - Scotland

### **II.2.4) Description of the procurement**

ScotRail is awarding this contract for IT software and services which support the management of train services during times of unplanned disruption on Scotland's rail network. It is a critical system in supporting daily operations. A summary of the core functionality of the system is as follows:

- The ability to generate and update line of route disruption messages and distribute these messages to a pre-defined list of recipients
- The ability to view route disruption incidents being experienced by other rail operators on Scotland's rail network

- The ability to configure the system to automatically identify all stations and journeys affected by an incident which causes unplanned disruption
- The ability to automatically update 3rd party rail industry systems and journey planners to reflect changes to services as a consequence of unplanned disruption
- A mobile app for the use of frontline staff which will provide real-time advice of disruption incidents; frontline staff will have the ability to filter notifications specific to their business area
- A customer facing real-time view of how ScotRail train services are performing; customers will have the ability to receive alerts when services are disrupted on the line of route which they use

#### **II.2.11) Information about options**

Options: No

#### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

On the basis of The Utilities Contracts (Scotland) Regulations 2016 in accordance with regulation 48.(1)(c)(ii) a utility may award a contract following a negotiated procedure without prior publication of a call for competition where the works, supplies or services can be supplied only by a particular economic operator due to competition being absent for technical reasons. This disruption management software is a critical system in supporting ScotRail's daily operation. It is an industry specific system with specific technical functionality which is unique to the supplier Nexus Alpha. Specifically, the software allows ScotRail to view line of route disruption for the other Train Operating Companies who operate within Scotland. This is critical for consistency of messaging and updating customers at ScotRail stations; it allows ScotRail to automatically identify stations and journeys impacted by disruption; the system can update 3rd party industry systems and journey planners to reflect changes to services as a consequence of unplanned disruption, keeping our customers and employees informed. ScotRail is not aware of any other system available on the market that can provide this functionality. Therefore, ScotRail are awarding this contract to Nexus Alpha for a period of 5 years.

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2024/S 000-038323](#)

## **Section V. Award of contract**

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

22 December 2025

#### **V.2.2) Information about tenders**

The contract has been awarded to a group of economic operators: No

#### **V.2.3) Name and address of the contractor**

Nexus Alpha Ltd

Streathbourne House, 75 Redehall Road, Smallfield

Surrey

RH6 9QA

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

Yes

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## **Section VI. Complementary information**

### **VI.3) Additional information**

(SC Ref:819811)

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Glasgow Sheriff Court

Glasgow

Country

United Kingdom