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Planning

The Provision of remote condition monitoring (RCM) solution for passenger facing lifts

NETWORK RAIL INFRASTRUCTURE LIMITED

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-002683

Procurement identifier (OCID): ocds-h6vhtk-0604ae

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Scope

Description

Network Rail are investigating the potential to procure a portfolio-wide remote condition monitoring (RCM) solution for our passenger facing lifts (1379) that delivers reliable, real-time data and integrated emergency communication. Our current system has proven unreliable and costly to upgrade, with persistent issues such as inconsistent data reporting and dependency on complex phone line connections managed by third parties. These limitations lead to prolonged fault diagnosis, increased downtime, and a poorer passenger experience. Our objective is to replace this fragmented approach with a single, standardised solution that simplifies communications, accelerates fault resolution, and supports data-driven maintenance through integration with existing platforms like salesforce. This will improve reliability, enhance safety, and provide customers with confidence in live lift information while reducing operational complexity and cost.

Key requirements:

RCM that has the ability to interface with any lift controller type

Provision of an API feed that can be integrated with Network Rail's downstream systems

24/7 support of the data feed

Monitoring of autodialler status with the ability to test this connection as required or at regular intervals

Provision of lift fault alerts in real time through the RCM system

Total value (estimated)

- £1,500,000 excluding VAT
- £1,800,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 9 February 2026 to 31 March 2027
- Possible extension to 31 March 2028
- 2 years, 1 month, 20 days

Main procurement category

Goods

CPV classifications

- 42416100 - Lifts

Contract locations

- UK - United Kingdom

Engagement

Engagement deadline

20 January 2026

Engagement process description

We are looking for a system that can be used across all lift types and brands - data output must be accessible by NR's 3rd parties as required - there must be no limit to future access of data, albeit via licensing if required.

Suppliers must be able to support monitoring via a portal, with NR/Selected partners ability to access also.

Participation

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Publication date of tender notice (estimated)

21 January 2026

Procedure

Special regime

Utilities

Contracting authority

NETWORK RAIL INFRASTRUCTURE LIMITED

- Public Procurement Organisation Number: PNZN-9524-VCQJ

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Organisation type: Public authority - central government