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Award

## Transaction Management System

RAIL DELIVERY GROUP LIMITED

UK5: Transparency notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-005571

Procurement identifier (OCID): ocds-h6vhtk-060bbc ([view related notices](#))

Published 22 January 2026, 9:10am

### Scope

### Description

RDG operates the Digital Ticketing Service (DTS), formerly known as Central Back Office (CBO) on behalf of the UK rail industry to support the provision of ITSO smartcard ticket services. Established in 2014, one of the key components of the CBO is the Transaction Management System (TMS) which is in its extension period and due for renewal.

TMS is a bespoke system that was designed and developed specifically to meet the needs of National Rail. This included specific requirements for the combined management, reporting and control of multiple TOC ITSO (electronic smartcards) schemes, scheme interoperability and integration and reporting to a number of external systems. The TMS has subsequently been incrementally developed, maintained and operated by the same supplier, Colibri, to meet the changing requirements of the rail industry. RDG, via RSP, own the TMS Intellectual Property (IP) and code / system.

This modification is a permitted modification under Section 74 and Paragraph 8 of Schedule 8 (Additional Goods, Services or Works) of the Procurement Act 2023. The contract provides bespoke software services critical to national rail operations. A change of supplier at this juncture cannot be made at this point in time for technical reasons because: (i) a new supplier would face significant interchangeability issues with the existing proprietary architecture; and (ii) it would result in a substantial duplication of costs for RDG.

These technical constraints are compounded by the transition to Great British Railways (GBR). Procuring a replacement system now would cause significant inconvenience and disproportionate financial risk before the long-term strategic and technical requirements of GBR are established. The extension is strictly limited to a duration that ensures operational continuity until the GBR transition allows for a settled procurement strategy.

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## **Contract 1**

### **Supplier**

- GCI NETWORK SOLUTIONS LIMITED

### **Contract value**

- £1,429,917 including VAT

Above the relevant threshold

### **Earliest date the contract will be signed**

27 January 2026

### **Contract dates (estimated)**

- 27 January 2026 to 26 January 2028
- 2 years

## **Main procurement category**

Services

## **CPV classifications**

- 72212100 - Industry specific software development services

## **Contract locations**

- UK - United Kingdom

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## **Other information**

### **Conflicts assessment prepared/revised**

Yes

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## **Procedure**

### **Procedure type**

Direct award

### **Special regime**

Utilities

## **Direct award justification**

- Single supplier - technical reasons
- Additional or repeat goods, services or works - extension or partial replacement

This modification is a permitted modification under Section 74(1)(a) and Paragraph 8 of Schedule 8 (Additional Goods, Services or Works) of the Procurement Act 2023.

The modification provides for the continued supply of bespoke software services critical to national rail operations. A change of supplier is not possible because it would result in the provision of services that are incompatible with the existing proprietary architecture.

RDG considers that this incompatibility would result in:

Disproportionate technical difficulties in operation and maintenance during the critical transition to Great British Railways (GBR).

Substantial duplication of costs, as a new procurement and implementation would be required for a system that may be sun setted once GBR's long-term technical requirements are finalised.

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## **Supplier**

### **GCI NETWORK SOLUTIONS LIMITED**

- Companies House: 04082862
- Public Procurement Organisation Number: PTXG-1465-YWXJ

Melbourne House Brandy Carr Road

West Yorkshire

WF2 0UG

United Kingdom

Email: [tenders@nasstar.com](mailto:tenders@nasstar.com)

Website: <http://www.nasstar.com>

Region: UKE45 - Wakefield

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1

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## Contracting authority

### **RAIL DELIVERY GROUP LIMITED**

- Companies House: 08176197
- Public Procurement Organisation Number: PMXW-9895-MJXN

First Floor North

London

EC4V 3DS

United Kingdom

Email: [procurement@raildeliverygroup.com](mailto:procurement@raildeliverygroup.com)

Region: UKI31 - Camden and City of London

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

oversight)