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Award

Nexus Alpha Lift Data

Train Information Services Limited

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

Notice identifier: 2026/S 000-012879

Procurement identifier (OCID): ocds-h6vhtk-064f04 ([view related notices](#))

Published 12 February 2026, 1:02pm

Scope

Description

RDG are Direct awarding to Nexus Alpha. Currently, lift information is manually reported by station staff and managed through disparate systems, creating delays and inconsistencies for customers and staff. To address this, the programme will introduce automation of lift status processing and messaging through integration with the Darwin Lifts API and the Tyrell IO platform.

This work will deliver the capability to:

- Automate ingestion of live lift status updates from the Darwin Lifts API.
- Detect and manage lift status changes automatically.
- Interfaces for viewing, editing, and distributing lift data and passenger advice.
- Trigger automated messaging through Tyrell IO and other connected systems.
- Maintain consistent, customer-facing lift naming and advice standards across channels.

The programme will engage NA to deliver functionality enabling automated ingestion, processing, and distribution of lift status and passenger advice information, leveraging

existing Network Rail infrastructure (Darwin API, MuleSoft, and Citadel). This functionality must be delivered through Tyrell IO, as it is the live operational messaging platform for NRCC and TOCs.

Contract 1

Supplier

- Nexus Alpha Limited

Contract value

- £2,555,941 including VAT

Above the relevant threshold

Earliest date the contract will be signed

2 March 2026

Contract dates (estimated)

- 2 March 2026 to 1 March 2029
- Possible extension to 1 March 2034
- 8 years

Description of possible extension:

5 year extension broken down into 12 month periods.

Main procurement category

Services

Options

The right to additional purchases while the contract is valid.

Potential modifications that arise during the contract

CPV classifications

- 63711000 - Support services for railway transport

Other information

Conflicts assessment prepared/revised

Yes

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

Alternative suppliers exist in the market, but only Nexus Alpha can deliver this requirement without causing incompatibility and disproportionate technical and operational difficulty due to Tyrell's embedded position.

This procurement meets the conditions under the Procurement Act 2023 for direct award of additional or repeat services:

- Nexus Alpha is the incumbent supplier of Tyrell, a mission-critical system forming the core of NRCC and TOC operational messaging.
- The Lifts functionality is an extension of, and technically inseparable from, the existing Tyrell services.
- A change in supplier would result in incompatibility with existing systems and disproportionate technical and operational difficulty.
- There are no reasonable alternatives capable of delivering the required functionality within the required timescale without material risk to national operational messaging.
- If an alternative supplier was selected through tender, business change would be required across the industry within the NRCC and the TOCs that use Tyrell, to adopt the new supplier. TOCs would need to abort their own contracts with NA and move to the new industry system.

Supplier

Nexus Alpha Limited

- Companies House: 02941132

Streathbourne House Redehall Road

Smallfield

RH69QA

United Kingdom

Email: patrick.mcdougall@nexusalpha.com

Region: UKJ26 - East Surrey

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1

Contracting authority

Train Information Services Limited

- Companies House: 08176197

First Floor North, 1 Puddle Dock

London

EC4V 3DS

United Kingdom

Email: procurement@raildeliverygroup.co.uk

Region: UKI31 - Camden and City of London

Organisation type: Public authority - sub-central government