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Award

Provision of On Train Wi-Fi maintenance and software support

NORTHERN TRAINS LIMITED

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-021831

Procurement identifier (OCID): ocids-h6vhtk-0513bc ([view related notices](#))

Published 15 May 2025, 3:07pm

Scope

Description

This contract covers the provision of On Train Wi-Fi (OTW) System Availability via an X6i router and Passenger Access Points in each train vehicle. The OTW is important to Northern's customers for utilising Wi-Fi on-board however it is also needed for a range of other critical services including Closed Circuit Television (CCTV), Electronic Point of Sale (EPOS), Remote Condition Monitoring (RCM), and Passenger Information System (PIS) that are required to operate the trains in passenger services in line with ORR regulations.

The agreement covers provisions of supplying/ overhauling/ maintaining the hardware that was installed across the 260 units however the largest proportion of ongoing costs with the supplier is for the back-office and hosting support. This Backoffice support covers 24/7 monitoring of the OTW and the support systems that hang off the OTW. The requirements for this monitoring are in line with the following;

a) for P1 Digital Train Incidents, promptly (and in any event within thirty (30) minutes after discovery of a Digital Train Incident) notify the Company's Onboard Systems On-Call representative by calling the central number to notify the Company of the P1 Digital Train

Incident

b) For P2, P3 and P4 Digital Train Incidents, promptly (and in any event within thirty (30) minutes after discovery of a Digital Train Incident) notify by email to the Company's points of contacts.

c) if the Digital Train Incident relates to a Connected Onboard System, the Contractor shall notify the supplier of the Connected Onboard System about any Digital Train Incident discovered during the monitoring promptly (and in any event within thirty (30) minutes after discovery of a Digital Train Incident).

Contract 1

Supplier

- Icomera UK Limited

Contract value

- £8,500,000 excluding VAT
- £10,200,000 including VAT

Above the relevant threshold

Award decision date

15 May 2025

Standstill period

- End: 27 May 2025
- 8 working days

Earliest date the contract will be signed

30 May 2025

Contract dates (estimated)

- 30 May 2025 to 31 March 2027
- Possible extension to 31 March 2030
- 4 years, 10 months, 2 days

Description of possible extension:

optional extensions of 3 X 1 years subject to agreement between both parties

Main procurement category

Services

CPV classifications

- 72000000 - IT services: consulting, software development, Internet and support

Contract locations

- UKC - North East (England)
- UKD - North West (England)
- UKE - Yorkshire and the Humber
- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England
- UKI - London
- UKJ - South East (England)
- UKK - South West (England)

Procedure

Procedure type

Direct award

Special regime

Utilities

Supplier

Icomera UK Limited

- Companies House: 06089258

Victory House, Chatham Maritime

Kent

ME4 4QU

United Kingdom

Email: sales@icomera.com

Region: UKJ41 - Medway

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1

Contracting authority

NORTHERN TRAINS LIMITED

- Companies House: 03076444
- Public Procurement Organisation Number: PZCJ-2164-HJQZ

George Stephenson House

York

YO1 6JT

United Kingdom

Email: procurement@northernrailway.co.uk

Region: UKE21 - York

Organisation type: Public authority - central government