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Planning

Railcards Support Services (RRS)

RAIL DELIVERY GROUP LIMITED

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

Notice identifier: 2025/S 000-031438

Procurement identifier (OCID): ocds-h6vhtk-054679

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Scope

Reference

Project_29

Description

The RRS is an existing service, and RDG is considering going to market for the support, maintenance and future enhancement of the RRS (via CI/CD) delivered via pre-existing platforms (see Scope Outline for more detail). The primary core services RDG would look to re-procure cover five platforms/services and a Systems Integrator (SI), equalling six packages in total. RDG is looking to procure Railcard Support Services with a view of delivering a 'best in class' service at an improved price.

RRS has undergone considerable change through the latter part of FY24 and FY25 and delivers a secure and reliable service, but with scope to find additional efficiencies and to continue improving customer experience.

Successful Bidders will therefore be responsible for the following, as outlined in the below diagram:

Transition (where required) - Appropriate time working with RDG and the incumbent supplier(s) to understand the existing solution.

Support & Maintenance - Performing the activities and tasks required to keep RRS existing platforms and services functioning against agreed non-functional requirements and service levels. Keep the RRS solution with the latest stable versions (configuration management) with detailed impact analysis.

Ongoing Product Enhancements (CI/CD) - Delivery of RDG's roadmap for RRS as well as proactive identification of customer experience and service improvements and efficiencies.

Beyond the transition phase, the Supplier(s) will be expected to provide full support from day one and have a clear and good understanding of the RRS roadmap so that the Suppliers can maintain system availability, as well contribute to process / system efficiencies, look to reduce costs as well as customer experience enhancements.

RDG is seeking input from interested parties to inform the procurement strategy ahead of commencing a formal procurement process. RDG also wants to work with the market to better understand suppliers' capabilities and experience so RDG is well placed to lot the six packages (five platform / system support & one SI), as RDG will seek to design the lots to ensure award to no more than three suppliers for reduced complexity and contract overheads.

Procurement Aims

The key aims of the potential procurement is to:

Remain a highly reliable, robust and excellent customer focused service;

Reduce the cost of service;

Enable delivery of the RRS Roadmap while remaining flexible to evolving technologies, business need and customer behaviour;

Be appropriate for RRS investment appetite and team size;

Alignment of core service support contracts as RDG move into GBR;

To review the marketplace for suppliers for the Railcard services as a whole;

To evaluate the marketplace for a solution that works for today's requirements and any future requirements; and

To source the most appropriate supplier(s) for managing the Railcard services at the best price.

Contract dates (estimated)

- 27 March 2026 to 26 March 2029
- Possible extension to 26 March 2031
- 5 years

Main procurement category

Services

CPV classifications

- 48200000 - Networking, Internet and intranet software package
- 48500000 - Communication and multimedia software package
- 72300000 - Data services
- 72400000 - Internet services
- 72600000 - Computer support and consultancy services

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)

Engagement

Engagement deadline

8 August 2025

Engagement process description

The first step will be for suppliers to register an informal expression of interest to:

RRSprocurement@raildeliverygroup.com

Copying Sam Stevens (sam.stevens@raildeliverygroup.com)

An Expression of Interest form it is in the Appendix of the MOI which will be issued upon request. Suppliers will need to complete the template, detailing the following along with their three preferred slots for the 121 supplier sessions:

Organisation name & address;

Lead contact name, email, telephone, and title;

Alternative contact name, email, telephone, and title.

There will be a Bidders briefing Day on 21st July, 2025 and the 121 sessions will be following that, for that week.

Suppliers will be able to access a Market Engagement Questionnaire (MEQ) from date of issue of the PMEN. This will be a Word document that will be emailed to each supplier that formally registers an expression of interest. Suppliers should complete a copy of the questionnaire, and email it to the following addresses:

RRSprocurement@raildeliverygroup.com

Copying Sam Stevens (sam.stevens@raildeliverygroup.com)

This process will aim to provide RDG with greater market awareness of existing capabilities in the event a procurement exercise is necessary, by posing a series of questions, and will assist RDG in the lotting process. If the details of your submissions change, please notify RDG via:

RRSprocurement@raildeliverygroup.commailto

Copying Sam Stevens (sam.stevens@raildeliverygroup.com)

Information enclosed in the questionnaire will be treated in the strictest confidence. Suppliers should note that RDG may use the information provided to help inform the potential procurement exercise, the requirements, and any other associated approach.

The deadline for return of the questionnaire is set at 23:59 on 1st August 2025. Those who miss the deadline can still forward the information, but RDG reserve the right to either exclude or include the responses for consideration.

PLEASE NOTE: if suppliers wish to disclose information that may be confidential in nature to their organisation and wish this to be covered by a Non-Disclosure Agreement (NDA) then RDG will only enter into its standard NDA agreement. The NDA is included in the Appendix of this MOI.

Submission

Publication date of tender notice (estimated)

12 August 2025

Procedure

Special regime

Utilities

Contracting authority

RAIL DELIVERY GROUP LIMITED

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

First Floor North Puddledock

London

EC4V 3DS

United Kingdom

Contact name: Sam Stevens

Email: sam.stevens@raildeliverygroup.com

Region: UKI31 - Camden and City of London

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

