

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/036683-2025>

Award

Provision of Customer Information System (CIS) Support and Maintenance Services

FIRST GREATER WESTERN LIMITED

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

Notice identifier: 2025/S 000-036683

Procurement identifier (OCID): ocds-h6vhtk-055755

Published 2 July 2025, 10:51am

Scope

Description

Worldline provide Customer Information System (CIS) Support and Maintenance Services:

- (a) provision of the Helpdesk;
- (b) provision of the Preventative Maintenance;
- (c) provision of the Corrective Maintenance;
- (d) provision of the Data Feeds;
- (e) provision of Reports;
- (f) retention of the Records;

Contract 1

Supplier

- WORLDLINE IT SERVICES UK LIMITED

Contract value

- £747,413 excluding VAT
- £896,896 including VAT

Above the relevant threshold

Earliest date the contract will be signed

14 July 2025

Contract dates (estimated)

- 14 July 2025 to 30 June 2027
- 1 year, 11 months, 18 days

Main procurement category

Services

CPV classifications

- 48100000 - Industry specific software package
- 72212100 - Industry specific software development services

Contract locations

- UKI - London
- UKJ - South East (England)
- UKK - South West (England)
- UKL1 - West Wales and the Valleys

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Direct award

Special regime

Utilities

Direct award justification

Additional or repeat goods, services or works - extension or partial replacement

This is a transparency notice to inform the market that First Greater Western Limited (GWR) is entering into a direct award with the incumbent supplier, Worldline IT Services UK Limited, to provide support and maintenance services for its Customer Information Systems (CIS) across the GWR network.

GWR seeks to rely on Schedule 5, paragraph 7 (Additional or repeat goods, services or works) of the Procurement Act 2023, for the purposes of this Direct Award.

The direct award will provide service continuity to maintain train services information for our customers. The supplier has the specialist technical knowledge of this complex product which enables the safe operation of our train service. The supplier has developed the functionality of the software to GWR's requirements, and they are the only supplier who can provide security updates, patches, bug fixes and introduce additional functionality to our portfolio of CIS screen and Public Address systems.

The contracting entity will be expecting to go out to market under a competitive process for proposals for a fully functional solution including development and implementation during the duration of this contract.

Supplier

WORLDLINE IT SERVICES UK LIMITED

- Companies House: 08514184
- Public Procurement Organisation Number: PZDC-4647-GCGJ

Beeston Business Park, 1 Technology Drive

Nottingham

NG9 1LA

United Kingdom

Email: WLOpportunities@worldline.com

Website: <https://worldline.com/en-gb/home>

Region: UKF16 - South Nottinghamshire

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1

Contracting authority

FIRST GREATER WESTERN LIMITED

- Companies House: 05113733
- Public Procurement Organisation Number: PXVG-2764-GZCQ

Milford House 1 Milford Street

Wiltshire

SN1 1HL

United Kingdom

Email: procurement@gwr.com

Region: UKK14 - Swindon

Organisation type: Private utility