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Award

Provision of Rail Specific Financial and operational back office software

C2C RAILWAY LIMITED

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

Notice identifier: 2025/S 000-038399

Procurement identifier (OCID): ocids-h6vhtk-055b87 ([view related notices](#))

Published 8 July 2025, 6:08pm

Scope

Description

Provision of Financial and Operational back office software which inclusive of the following services

Retail and Operations Office

Retail and Operations Accounts

Retail and Operations Cash Rec

Retail and Operations Hosting Office

Retail and Operations Hosting Accounts

Retail and Operations Log

Retail and Operations Bugle

Retail and Operations Bugle TOCRM

Retail and Operations Hosting PWAN

Retail and Operations Hosting Log

Retail and Operations Hosting Bugle

Retail and Operations Hosting DSFTS

Contract 1

Supplier

- TRACSIS Rail Technology & Services

Contract value

- £700,000 excluding VAT
- £810,000 including VAT

Above the relevant threshold

Earliest date the contract will be signed

19 July 2025

Contract dates (estimated)

- 20 July 2025 to 31 July 2026

- Possible extension to 31 July 2027
- 2 years, 12 days

Description of possible extension:

1 +1

Main procurement category

Services

CPV classifications

- 63711000 - Support services for railway transport

Contract locations

- UKH3 - Essex
- UKI - London

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Direct award

Special regime

Utilities

Direct award justification

Switching to direct award

Intention to directly award a contract for 1 year with an option to extend for a further 1 year for the provision of Provision of Rail Specific Financial and operational back office software

Tracsis Rail Technology and Services is the only supplier within the rail industry that is able to supply these essential operational service due to its unique integration with current industry systems. Use of an alternative system would involve a significant redesign of current systems, processes and any change poses a risk to reliability. There is therefore an absence of competition for technical reasons and no reasonable alternatives to the supply provided by Tracsis Rail Technology and Services Limited

Supplier

TRACSIS Rail Technology & Services

- Companies House: 05019106
- Public Procurement Organisation Number: PYVQ-8793-VRCD

Nexus

Leeds

LS2 3AA

United Kingdom

Email: grouptenders@tracsis.com

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

Region: UKE42 - Leeds

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1

Contracting authority

C2C RAILWAY LIMITED

- Companies House: 04659669
- Public Procurement Organisation Number: PCHL-2158-CTCQ

Great Minster House 4th Floor, Public Ownership Programme Team

London

SW1P 4DR

United Kingdom

Email: procurement@dftoperator.co.uk

Region: UKI32 - Westminster

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