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Planning

National Rail British Sign Language Customer Information Service

Train Information Services Limited

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

Notice identifier: 2025/S 000-069875

Procurement identifier (OCID): ocds-h6vhtk-05d75c

Published 30 October 2025, 4:44pm

Changes to notice

This notice has been edited. The [previous version](#) is still available.

Scope

Description

Rail Delivery Group (RDG) invites Suppliers to demonstrate their capabilities in developing a centralised British Sign Language (BSL) solution for Great Britain's National Railways.

The proposed solution should enable the provision of railway-related information in real-time, and it must be hardware and software agnostic, so that it can be seamlessly integrated on industry-approved digital channels, stations' screens, and on-board of trains.

RDG is seeking an innovative and scalable solution that will contribute to making the railway network more accessible and inclusive for D/deaf passengers.

Total value (estimated)

- £900,000 excluding VAT
- £1,080,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 October 2026 to 30 September 2029
- Possible extension to 30 September 2032
- 6 years

Main procurement category

Services

CPV classifications

- 63711000 - Support services for railway transport
-

Engagement

Engagement deadline

28 November 2025

Engagement process description

Pre-Market engagement to determine availability, viability and potential cost of RDG requirements. Interested parties may access documents concerning the Pre Market Engagement following registration via RDG's Jaggaer Procurement Portal using the following link: https://raildeliverygroup.tlb.app.jaggaer.com/esop/tlb-host/public/rail-delivery-group/web/login.html?_ncp=1710400938107.1024291-1

Once registered the RFI can be found on the following link:

<https://raildeliverygroup.tlb.app.jaggaer.com/go/58536378019A35AF0B77>

Submission

Publication date of tender notice (estimated)

1 April 2026

Procedure

Special regime

Utilities

Contracting authority

Train Information Services Limited

- Companies House: 08176197

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London

EC4V 3DS

United Kingdom

Email: mark.earey@raildeliverygroup.com

Region: UKI31 - Camden and City of London

Organisation type: Public authority - sub-central government