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Award

XMC Support (Telecoms)

NETWORK RAIL INFRASTRUCTURE LIMITED

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

Notice identifier: 2025/S 000-071101

Procurement identifier (OCID): ocds-h6vhtk-05da8b ([view related notices](#))

Published 5 November 2025, 9:20am

Scope

Description

This procurement is a direct award to Hitachi Energy UK Limited for the support and maintenance of PDH/XMC telecommunications hardware and its management systems, which are critical for Network Rail's signalling and electrification operations. The contract covers 24/7 remote and technical support, repairs, service management, and professional services, ensuring operational continuity and safety.

Contract 1. XMC Support 2025-2030

Supplier

- Hitachi Energy UK Limited

Contract value

- £2,344,938 excluding VAT
- £2,813,926 including VAT

Above the relevant threshold

Earliest date the contract will be signed

20 November 2025

Contract dates (estimated)

- 1 December 2025 to 30 November 2030
- 5 years

Main procurement category

Services

Options

The right to additional purchases while the contract is valid.

The contract includes options for additional professional services beyond the included support hours, and a contract change threshold to allow for increased node volumes or unforeseen requirements. These options can be used if business needs change, such as requiring extra engineering support or if the number of supported devices exceeds forecasts, ensuring flexibility and continuity of service

CPV classifications

- 50330000 - Maintenance services of telecommunications equipment
-

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Direct award

Direct award justification

Single supplier - intellectual property or exclusive rights

Hitachi Energy UK Limited is the sole supplier able to provide the required support and maintenance services for the PDH/XMC telecommunications hardware and associated UNEM management systems, as they are the original equipment manufacturer and hold exclusive intellectual property rights over both the hardware and software. No other supplier can legally or technically deliver the necessary support, updates, or repairs, making Hitachi Energy the only viable provider

Supplier

Hitachi Energy UK Limited

- Companies House: 02985756

Alpha Tower, 22 Suffolk Street

Birmingham

B1 1TT

United Kingdom

Email: contact-us@hitachienergy.com

Region: UKG31 - Birmingham

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1. XMC Support 2025-2030

Contracting authority

NETWORK RAIL INFRASTRUCTURE LIMITED

- Public Procurement Organisation Number: PNZN-9524-VCQJ

Waterloo General Office

London

SE1 8SW

United Kingdom

Contact name: Jack Barlow

Email: Jack.Barlow@networkrail.co.uk

Website: <https://www.networkrail.co.uk/>

Region: UKI45 - Lambeth

Organisation type: Public authority - central government