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Award

Passenger Assist Service

Rail Settlement Plan Limited

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

Notice identifier: 2025/S 000-072475

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

Published 10 November 2025, 2:42pm

Scope

Description

The Transparency Notice is being published to recognise the Direct Award to the Supplier to continue delivery of Passenger Assistance Services on behalf of the rail industry as they are embedded and integrated within the business.

Contract 1

Supplier

- Transreport Limited

Contract value

- £10,000,000 including VAT

Above the relevant threshold

Earliest date the contract will be signed

21 November 2025

Contract dates (estimated)

- 21 November 2025 to 8 December 2028
- Possible extension to 8 December 2030
- 5 years, 18 days

Description of possible extension:

Two year extension at buyer option.

Main procurement category

Services

Options

The right to additional purchases while the contract is valid.

Provision and supply of additional functionality and features as offered within the supplier's service subject to further change.

CPV classifications

- 63711000 - Support services for railway transport
-

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Direct award

Special regime

Utilities

Direct award justification

- Single supplier - technical reasons
- Additional or repeat goods, services or works - extension or partial replacement

This is a change to a contract originally directly awarded pre-PA23 not under public procurement regulations and where the supplier shall continue to provide Passenger Assistance Services as a continuing service. Restructuring of contract term to fixed term.

Supplier

Transreport Limited

- Public Procurement Organisation Number: PYDP-4448-PZDT

69-79 Fulham High Street

London

SW6 3JW

United Kingdom

Email: crispin.humm@transreport.co.uk

Region: UKI33 - Kensington & Chelsea and Hammersmith & Fulham

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1

Contracting authority

Rail Settlement Plan Limited

- Companies House: 08176197

First Floor North, Puddle Dock

London

EC4V 3DS

United Kingdom

Email: mark.earey@raildeliverygroup.com

Region: UKI31 - Camden and City of London

Organisation type: Private utility