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Award

## **Passport (Asset Suite 9) maintenance and support 2026**

NUCLEAR RESTORATION SERVICES LIMITED

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

Notice identifier: 2025/S 000-073665

Procurement identifier (OCID): ocids-h6vhtk-051a29 ([view related notices](#))

Published 13 November 2025, 3:49pm

### **Scope**

### **Reference**

C21711

### **Description**

Passport maintenance and support from 2026

Passport is a works management system used to facilitate the delivery and recording of the maintenance schedule activities, ensuring that sites remain compliant with the various regulatory bodies. It is used for work management, inventory management, document and records management and engineering change management including but not limited to:

Proactively and sustainably managing assets, ensuring safety, security and environmental compliance is maintained to the relevant standards;

Enabling programmes to understand the requirements on assets critical to their programmes, minimising emergent risks;

Managing assets in terms of knowledge, performance, risk and expenditure over the

lifecycle.

The system is used at 8 NRS sites by c. 600 users.

The estimated price includes maintenance, hosting, CPI, minor upgrades and exit costs and the term is five years with an option to extend for a 6th year.

Terms and conditions of this contract will allow sites to be removed from this contract on a one by one basis as EAM is implemented throughout the business.

The transparency notice Contract value is based on the maximum contract extension period therefore it is not a guaranteed value of spend.

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## **Contract 1. Passport 2026**

### **Supplier**

- HITACHI ENERGY UK LIMITED

### **Contract value**

- £4,400,000 excluding VAT
- £5,280,000 including VAT

Above the relevant threshold

### **Earliest date the contract will be signed**

12 December 2025

### **Contract dates (estimated)**

- 1 January 2026 to 31 December 2030
- Possible extension to 31 December 2031
- 6 years

Description of possible extension:

Optional year to allow completion of EAM project if required

### **Main procurement category**

Services

### **Options**

The right to additional purchases while the contract is valid.

One year extension option

### **CPV classifications**

- 72000000 - IT services: consulting, software development, Internet and support

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### **Other information**

### **Description of risks to contract performance**

Delays to EAM implementation on any of the Passport sites

CPI exceeds current estimates

Minor upgrades required due to underlying software becoming unsupported

### **Conflicts assessment prepared/revised**

Yes

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## **Procedure**

### **Procedure type**

Direct award

### **Direct award justification**

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

(a) a change in supplier would result in the contracting authority receiving goods, services or works that are different from, or incompatible with, the existing goods, services or works, and

(b) the difference or incompatibility would result in disproportionate technical difficulties in operation or maintenance.

There is a live procurement to replace Passport and align the Computerised Maintenance Management Systems (CMMS) across NRS. The Enterprise Asset Management (EAM) project is live in Atamis and details can be found under C17423.

Ongoing support to Passport will be required whilst the outcome of the EAM project is awaited and EAM is implemented across all NRS sites.

Hitachi Energy is neither an excluded or excludable supplier.

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## Supplier

### **HITACHI ENERGY UK LIMITED**

- Companies House: 02985756
- Public Procurement Organisation Number: PGJR-6417-NZZW

Alpha Tower

Birmingham

B1 1TT

United Kingdom

Email: [gb-sales-opportunities@hitachienergy.com](mailto:gb-sales-opportunities@hitachienergy.com)

Website: <https://www.hitachienergy.com/uk-ie/en>

Region: UKG31 - Birmingham

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1. Passport 2026

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## Contracting authority

### NUCLEAR RESTORATION SERVICES LIMITED

- Companies House: 02264251
- Public Procurement Organisation Number: PXPQ-2228-DGTY

Hinton House Birchwood Park Avenue

Warrington

WA3 6GR

United Kingdom

Email: [isla.fray@nrservices.uk](mailto:isla.fray@nrservices.uk)

Region: UKD61 - Warrington

Organisation type: Public authority - central government