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Contract

XMC Support (Telecoms)

NETWORK RAIL INFRASTRUCTURE LIMITED

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-078302

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

Published 1 December 2025, 8:06am

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
- £2,813,925 including VAT

Above the relevant threshold

Date signed

24 November 2025

Contract dates

- 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

Contract locations

- UK - United Kingdom

Justification for not setting key performance indicators

Key performance indicators (KPIs) have not been separately set for this contract because all relevant service levels and performance metrics are comprehensively defined within Schedule 1 (Specification) of the contract. The Service Level Agreement (SLA) included in Schedule 1 sets out clear, measurable standards for service delivery, response times, and performance expectations, ensuring robust monitoring and management of supplier performance throughout the contract term. As such, the inclusion of additional KPIs would duplicate the existing SLA metrics and is therefore not required

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 original equipment manufacturer (OEM) and holds exclusive intellectual property rights over the XMC transmission equipment and the associated UNEM management platform. As such, only Hitachi Energy can provide the required support services, software updates, and repairs for this critical infrastructure. No alternative supplier can legally or technically deliver these services without infringing proprietary rights, and there are no reasonable alternatives available. This direct award is therefore justified under the “intellectual property or exclusive rights” exemption

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

Supported employment provider: No

Public service mutual: 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

Email: jack.barlow@networkrail.co.uk

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

Region: UKI45 - Lambeth

Organisation type: Public authority - central government