



**To members:**

RICA  
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NSARE

**Guy Wilmshurst-Smith**

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Dear Colleague

Following a successful open tender I am delighted to announce that the contract to provide and run the new Sentinel service has been awarded to MITIE Plc. Interest in the opportunity was very high, with more than 45 initial enquiries leading to a final tender involving eight bids.

MITIE is an existing supplier to Network Rail in a number of areas and have partnered with Reference Point, the company behind similar industry ID card schemes, to offer a managed service that includes a number of exciting improvements and innovations to the Sentinel service.

Over the next few weeks we'll be shaping an enablement plan that will explain in more detail how we will transition the new service. We expect a full roll-out by the third quarter of 2013. To assist, we will use a cross-industry group drawing members from across the rail industry and trade unions. A similar group collaborated in 2011 to define the detailed requirements for the tender.

Sentinel has contributed significantly to the safe delivery of railway improvements since its introduction in 1999 and is one of the industry's key assurance schemes. New Sentinel will build on the success of the current service, expanding its scope and purpose. This will be made possible through the use of 'Smart' technology, including chipped cards and smart phones, to enable benefits such as:

- 100% verification of identity and safety critical skills
- Better safety management of lone workers
- Proactive recognition and risk-management of fatigue
- Sharing data to provide a cross-industry view
- Integration with NSARE's 'Skills Passport'

Capita will continue to run the existing Sentinel service until the change-over.

You can be assured that we will keep you regularly updated in the coming months but should you have any urgent questions or comments please contact either me or the Programme Manager, Richard Elliott (07515 620 498).

Regards

A handwritten signature in blue ink, appearing to read 'GWS', is positioned above the printed name.

Guy Wilmshurst-Smith  
Head of Professional Development & Training  
Network Rail