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Contract

## **Future Customer Information System (CIS)**

Transport for Wales Rail Limited (Utility Buyer)

F06: Contract award notice – utilities

Notice identifier: 2025/S 000-003209

Procurement identifier (OCID): ocds-h6vhtk-0415d1

Published 31 January 2025, 9:34am

### **Section I: Contracting entity**

#### **I.1) Name and addresses**

Transport for Wales Rail Limited (Utility Buyer)

3 Llys Cadwyn, Pontypridd

Rhondda Cynon Taf

CF37 4TH

#### **Email**

[Luke.Ashman@tfwrail.wales](mailto:Luke.Ashman@tfwrail.wales)

#### **Telephone**

+44 2920720500

#### **Country**

United Kingdom

#### **NUTS code**

UKL - Wales

**Internet address(es)**

Main address

<http://www.tfwrail.wales>

Buyer's address

[https://www.sell2wales.gov.wales/search/Search\\_AuthProfile.aspx?ID=AA80566](https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA80566)

**I.2) Information about joint procurement**

The contract is awarded by a central purchasing body

**I.6) Main activity**

Railway services

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**Section II: Object**

**II.1) Scope of the procurement**

**II.1.1) Title**

Future Customer Information System (CIS)

Reference number

TEN075

**II.1.2) Main CPV code**

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

**II.1.3) Type of contract**

Services

**II.1.4) Short description**

Future Customer Information System (CIS)

### **II.1.6) Information about lots**

This contract is divided into lots: No

## **II.2) Description**

### **II.2.2) Additional CPV code(s)**

- 48000000 - Software package and information systems
- 48810000 - Information systems
- 48813000 - Passenger information system

### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

### **II.2.4) Description of the procurement**

Procurement of a Future Customer Information System (CIS). Please refer to procurement documents for full Scope of Works

### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

### **II.2.11) Information about options**

Options: No

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Open procedure

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: No

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2023/S 000-032667](#)

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## **Section V. Award of contract**

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

25 November 2024

#### **V.2.2) Information about tenders**

The contract has been awarded to a group of economic operators: No

#### **V.2.3) Name and address of the contractor**

WORLDLINE IT SERVICES UK LIMITED

1 Beeston Business Park, Technology Drive, Beeston

Nottingham

NG91LA

Country

United Kingdom

NUTS code

- UKF14 - Nottingham

The contractor is an SME

No

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## **Section VI. Complementary information**

### **VI.3) Additional information**

(WA Ref:147775)

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

High Court

Royal Courts of Justice, The Strand

London

WC2A 2LL

Telephone

+44 2079477501

Country

United Kingdom