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Contract

RTPI Content Management Systems, Ticket Vending Machines, Electronic Ticket Machines, Accessible Rail Information and Support Units, and Transport and Data Managed Services

SOUTH WEST SMART APPLICATIONS LIMITED

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

Notice identifier: 2026/S 000-013883

Procurement identifier (OCID): ocds-h6vhtk-058a27 ([view related notices](#))

Published 16 February 2026, 2:07pm

Scope

Description

Smart Applications Management Limited (SAM) is the trading name of South West Smart Applications Limited, a Membership based central purchasing body, which owns and runs the National Mobilities Procurement Hub for its Members.

This Framework is making available for its Members the provision of RTPI Content Management Systems, Ticket Vending Machines, Electronic Ticket Machines, Accessible Rail Information and Support Units, and Transport and Data Managed Services.

These five Lots form the focal point for any modern Ticketing & Information Scheme in managing customer information, journey planning, physical sales, revenue, and a range of customer facing managed services.

Lot 1: RTPI Content Management Systems (CMS)

The RTPI CMS Lot provides a supplier-agnostic Content Management System for Real

Time Passenger Information, integrating with standards like GTFS, SIRI, BODS, and RSS. It will distribute real-time schedules and multimedia content to Passenger Information Displays, managed through a secure web portal with layout control, multilingual messaging, and access management.

The systems are scalable, cloud hosted, GDPR-compliant, and include monitoring, fault management, and reporting. Delivery requires commissioning, testing, migration, and maintenance, with defined backup, PID interfacing, and documentation. Suppliers must follow formal project management, deliver training, and meet strict KPIs for availability, updates, and transparency.

Lot 2: Ticket Vending Machines

The Ticket Vending Machine (TVM) Lot focuses on providing modern, reliable, and accessible equipment aligned with operational and customer needs. The requirements highlight durability, accessibility compliance, and integration with transport systems, while ensuring wide payment options such as contactless, mobile, and cash for inclusivity. Priority has been given to cybersecurity, remote monitoring, and easy maintenance to reduce downtime and costs.

The machines also support long-term goals of sustainability, scalability, and futureproofing, using energy-efficient, recyclable components and allowing upgrades for new products or payments. User experience is central, with clear interfaces, multilingual support, and accessibility for disabled passengers. Overall, the process delivers robust, user-friendly, and cost-effective TVMs that will remain a reliable backbone of the transport network.

Lot 3: Electronic Ticket Machines

The ETM Lot covers the supply, installation, and maintenance of Electronic Ticket Machines for public transport. Machines must support ITSO smartcards, EMV contactless, mobile ticketing (QR, barcode, NFC), and cash, while integrating with back-office systems for revenue and data exchange in line with ITSO, PCI-DSS, and BODS. They should be reliable, user-friendly, process transactions quickly, adapt to future needs, and link with Intelligent Transport Systems for real-time information and vehicle tracking.

Suppliers will ensure strong project delivery from design and testing to deployment and lifecycle support, including staff training, spares, and repairs. Defined SLAs cover uptime, fault resolution, and updates. Security requires encryption, key management, and compliance with financial and data protection standards. Ongoing monitoring, reporting, and proactive updates are expected to maintain performance and meet evolving passenger needs.

Lot 4: Accessible Rail Information And Support Units

Accessible Rail Information and Support Units play a vital role in ensuring that all passengers, including those with disabilities or additional needs, can travel with confidence and independence. These units provide clear, consistent, and user-friendly information about train times, routes, facilities, and accessibility features both online and at stations. These units also offer facilities through which passengers can ask for assistance with practical help like boarding support, guidance through stations, and access to mobility aids. By combining reliable information with on-the-ground assistance, Accessible Rail Information and Support Units break down barriers to travel, promote inclusivity, and make public transport a safe and welcoming option for everyone.

Lot 5: Transport And Data Managed Services

The Transport and Data Managed Services Lot within the Framework provide public sector and operator purchasers with a range of secure, reliable, and scalable 'managed' solutions for handling the movement and management of critical transport and data information and services. By using managed services, purchasers benefit from expert monitoring, proactive issue resolution, and optimised infrastructure without the burden of managing complex systems in-house, all while maintaining compliance, security, and performance standards.

This Lot has 7 Parts:

Lot 5 - Part 1. Journey Planning Managed Service

Lot 5 - Part 2. Consultancy Support Managed Service

Lot 5 - Part 3. Operational Data Evaluation Managed Service

Lot 5 - Part 4. Entitlement Travel Managed Service

Lot 5 - Part 5. Operator Support Managed Service

Lot 5 - Part 6. Scholars Travel Managed Service

Lot 5 - Part 7. Commercial Travel Managed Service

Commercial tool

Establishes an open framework

A series of frameworks with substantially the same terms. Awarded suppliers are carried

over and new suppliers can bid.

Lot 1. RTPI Content Management Systems (CMS)

Description

The RTPI CMS Lot within the Framework focuses on the provision, installation, and maintenance of a Content Management System for Real Time Passenger Information (RTPI) services. The solution must be supplier-agnostic, compatible with industry standards, and capable of integrating with various data sources such as GTFS, SIRI, BODS, and RSS. Core functions include generating and distributing content, ranging from real-time transport schedules to multimedia advertising across Passenger Information Displays (PIDs). The system must support sophisticated management features via a web based portal, enabling authorised users to customise layouts, control content, manage access rights, and handle multilingual messaging. Technical requirements also emphasise scalability, open interfaces, cloud hosting, and robust security aligned with

GDPR and industry best practices. The CMS must incorporate monitoring, fault management, and reporting tools to ensure continuous service quality.

Delivery and operational requirements demand processes for commissioning, testing, migration, and ongoing maintenance. This includes defined backup and recovery standards, structured PID interfacing using the RTiG CMS to PID Interface Protocol, and

clear documentation practices. Testing phases encompass integration, factory, user acceptance, and site acceptance tests, alongside a silent running period to verify system stability. The supplier must adopt formal project management methods, provide comprehensive training, and meet strict service levels and KPIs. Ongoing operations require high levels of system availability, regular capacity planning, software updates, and

continuous audit trails. The Fault Management System must allow for proactive monitoring, logging, and resolution of issues, while ensuring operational transparency through monthly reporting and maintenance reviews.

Lot 2. Ticket Vending Machines

Description

The Ticket Vending Machine (TVM) Lot within the Framework is centered on ensuring modern, reliable, and accessible equipment that aligns with operational and customer service goals. The document outlines the technical requirements, emphasizing durability, compliance with accessibility standards, and integration with existing transport systems. A key outcome is the selection of machines that support a wide range of payment options, including contactless cards, mobile payments, and traditional cash handling, which ensures inclusivity for all passenger demographics. Additionally, the procurement process

has prioritized machines with strong cybersecurity features, remote monitoring capabilities, and straightforward maintenance processes to minimize downtime and operating costs.

Another important outcome is the alignment of the TVMs with long-term strategic objectives such as sustainability, scalability, and future-proofing. The chosen machines will need to meet environmental standards, with energy-efficient components and

recyclable materials, while also offering flexibility for future upgrades such as new ticketing products or additional payment methods. User experience is a central consideration, with interfaces designed for clarity, multilingual support, and accessible features for passengers with disabilities. Overall, the procurement process has delivered outcomes that balance technical robustness, customer usability, and value for money,

ensuring that the TVMs can serve as a reliable backbone of the transport network for years to come.

Lot 3. Electronic Ticket Machines

Description

This Framework Lot is seeking the provision of Fixed ITSO Electronic Ticket Machines (ETMs) for passenger transport services, and their ancillary equipment.

Fixed ETMs are important in enabling a passenger to board and pay for transport, via

multiple methods including ITSO Smart Cards, Contactless EMV, Tap-On Tap-Off (ToTo), ABT, Electronic Tokens, Multi-format Barcodes (including QR Codes), Cash, Stored Value Payment Cards and similar methods.

Fixed ETMs can come in a range of sizes and types from large single fixed ETMs on baseplates, to smaller split ETMs with no baseplates, as well as component based systems involving a fixed ETM complemented by additional Tap Off Readers or other equipment throughout a vehicle.

Fixed ETMs are usually used in safe, dry environments such as on-bus or in an office, but may be interchangeable with other vehicles where the same baseplates (where relevant) are used.

Fixed ETMs can be supported by a range of support software and licences to provide additional services to the customer. These can include areas such as a dynamic back office system, real time vehicle location, SIRI feeds for Real Time Passenger Information

display systems, Support for Account Based Ticketing (ABT) Systems, Automatic Vehicle Location, BODs Compliance, Driver Messaging, Dynamic Seat Reservation, Schedule Adherence,

Traffic Light Priority Control, and Multiple Payment Systems to name but a few.

This Framework Lot is seeking to host a number of Fixed ETM types, sizes, configurations as well as support equipment, services and licences to enable the Users of the Framework to

have a wide choice of supply options.

This Framework Lot is seeking to host a number of ETM Suppliers for passenger transport services, who are committed to partnership working and the application of ITSO, EMV, ABT,

Barcode and other forms of electronic ticketing for passengers.

This Framework Lot will be available for all public sector bodies in the UK, including Local Authorities, Highway Authorities, Combined Authorities, and Regional Transport Authorities

in England, Wales, Scotland, and Northern Ireland as well as National Transport Bodies such as Transport for Wales, Transport Scotland, Translink and the Department for Transport.

It will also be available for use by any bus/rail/tram/ferry operator in the UK.

Lot 4. Accessible Rail Information And Support Units

Description

Accessible Rail Information and Support Units play a vital role in ensuring that all passengers, including those with disabilities or additional needs, can travel with confidence and independence. These units provide clear, consistent, and user-friendly information about train times, routes, facilities, and accessibility features both online and at stations. These units will also offer facilities through which passengers can ask for assistance with practical help like boarding support, guidance through stations, and access to mobility aids. By combining reliable information with on-the-ground assistance, Accessible Rail Information and Support Units break down barriers to travel, promote inclusivity, and make public transport a safe and welcoming option for everyone.

Lot 5. Transport and Data Managed Services

Description

The Transport and Data Managed Services Lot within the Framework provide public sector and operator purchasers with a range of secure, reliable, and scalable 'managed' solutions for handling the movement and management of critical transport and data information and services. By using managed services, purchasers benefit from expert monitoring, proactive issue resolution, and optimised infrastructure without the burden of managing complex systems in-house, all while maintaining compliance, security, and performance standards.

This Lot has 7 Parts:

Lot 5 - Part 1. Journey Planning Managed Service

Lot 5 - Part 2. Consultancy Support Managed Service

Lot 5 - Part 3. Operational Data Evaluation Managed Service

Lot 5 - Part 4. Entitlement Travel Managed Service

Lot 5 - Part 5. Operator Support Managed Service

Lot 5 - Part 6. Scholars Travel Managed Service

Lot 5 - Part 7. Commercial Travel Managed Service

Framework

Open framework scheme end date (estimated)

4 February 2034

Maximum percentage fee charged to suppliers

3%

Further information about fees

The standard fee charged to Suppliers is 3%. Where an Order is of a significantly high value, this may be negotiated to a capped total instead, with the equivalent % thereafter provided as a discount to the Buyer.

Framework operation description

Prices have been submitted by Suppliers as part of the Framework Award process.

Where a Buyer asks SAM to use the Framework for goods or services which can fully be met by multiple Suppliers on a Framework Lot, then SAM will provide the Buyer with a report covering Options helping them to identify the most advantageous Supplier. If the Buyer is satisfied, then they will be able to undertake a Direct Award. Alternatively, a Buyer may request data from SAM for them to undertake their own Supplier comparison.

Where a Buyer wishes to ask Suppliers on the Lot directly to cost a Buyers specific requirements, then SAM may run a Further Competition for the Buyer to determine that for them. All Suppliers who are expected to meet the Buyers criteria will be invited to participate - unless the Supplier has notified SAM otherwise. Alternatively, the Buyer may seek to undertake a Further Competition directly.

Award method when using the framework

Either with or without competition

Contracting authorities that may use the framework

Scottish Local Authorities

Scottish Government & Executive Agencies

Transport Scotland

Scottish Regional Transport Partnerships

Unitary Authorities in Wales

Welsh Government & Executive Agencies

Transport for Wales

Welsh Transport Partnerships

Wales Transport Commissions

Metropolitan District Councils in England

Unitary Authorities in England

County Councils in England

Mayoral Authorities in England

Combined Authorities in England

City Regions in England

London Borough Councils

Other Transport Bodies

Transport for London

Department for Transport

District Borough and City Councils

Councils in Northern Ireland

All Transport Bodies in Northern Ireland

Translink

Any other Public Sector body in the UK with an interest in transport or any UK transport operator

All Rail TOCs in the UK

Rail Delivery Group acting through ATOC Ltd and working in conjunction with partners

Any Member of SAM at the time they wish to Call-Off from the Framework. See www.talktosam.co.uk.

Contract 1. Lot 1. RTPi Content Management Systems (CMS)

Lots

Lot 1. RTPi Content Management Systems (CMS)

Suppliers (4)

- FARA AS
- JOURNEO PLC
- THE HUB COMPANY LIMITED
- VIX TECHNOLOGY UK LIMITED

Contract value

- £20,000,000 excluding VAT
- £24,000,000 including VAT

Framework lot values may be shared with other lots

Above the relevant threshold

Date signed

12 January 2026

Contract dates

- 12 January 2026 to 11 January 2034
- 8 years

Main procurement category

Services

Options

The right to additional purchases while the contract is valid.

Suppliers to the Lot had the ability to offer extra solutions as part of their tender submission - so long as the Core requirements of the Tender were supported in full.

CPV classifications

- 30230000 - Computer-related equipment
- 48000000 - Software package and information systems
- 60140000 - Non-scheduled passenger transport

Contract locations

- UK - United Kingdom

Key performance indicators

Name	Description	Reporting frequency
Basic Performance Standards	<p>The full SLA Requirements are detailed within the Framework Document Appendix D. The basic Performance Standards include:</p> <ol style="list-style-type: none"> 1. System Hours of Operation - The CMS System shall be available 24 hours per day, 7 days a week, 365 days a year. 2. Preventative Maintenance & Support - The planned preventative maintenance, software upgrades and support activities shall be completed by prior agreement with the Purchaser and at a time where there will be minimal impact on service. 3. Incident Management - Incident Management for restoration of Service and Resolution of P1 & P2 Incidents shall be available 24 hours per day, 7 days a week, 365 days a year Incident Management for restoration of Service and Resolution of P3 & P4 Incidents shall be available during Service Desk Support Hours 4. Service Desk Core Support Hours must be fully staffed and operational - Mon - Fri: 07:30 - 17:30 	12 months
Availability of the CMS Solution in the Live Environment	<p>The availability of the CMS Solution in the Live Environment. The KPI has a minimum target of 99.90% full availability, meaning the CMS solution is available to enable full operation of all PID and wider messaging and to enable full interface interaction and reporting with underpinning systems (e.g. Fault Management System).</p>	12 months

Name	Description	Reporting frequency
Incident Resolution	How often the Supplier has met the required timings for the resolution of P1 - P4 incidents in compliance with the Response and Resolution requirements table.	12 months
Payment of Management Fee	Compliance in reporting to and paying SAM the Order Management fee required under the Framework for each Order called off.	12 months

Signed contract documents

[2025.12.15 Lot 1 Fara Framework Award - Signed.pdf](#)

Copy attached of the pdf version of the signed Lot 1 Framework Award with the Supplier. A pdf version is provided to protect commercial confidentiality within the embedded documents. Personal contact details of identified staff and any other commercially sensitive material has also been redacted.

[2025.12.15 Lot 1 Journeo Framework Award - Signed.pdf](#)

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[2025.12.15 Lot 1 Vix Framework Award - Signed.pdf](#)

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[2025.12.15 Lots 1 & 2 The Hub Framework - Signed.pdf](#)

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Contract 2. Lot 2: Ticket Vending Machines

Lots

Lot 2. Ticket Vending Machines

Suppliers (3)

- CAMMAX LIMITED
- THE HUB COMPANY LIMITED
- WORLDLINE IT SERVICES UK LIMITED

Contract value

- £20,000,000 excluding VAT
- £24,000,000 including VAT

Framework lot values may be shared with other lots

Above the relevant threshold

Date signed

13 January 2026

Contract dates

- 13 January 2026 to 12 January 2034
- 8 years

Main procurement category

Goods

Options

The right to additional purchases while the contract is valid.

Suppliers to the Lot had the ability to offer extra solutions as part of their tender submission - so long as the Core requirements of the Tender were supported in full.

CPV classifications

- 30231000 - Computer screens and consoles
- 34940000 - Railway equipment
- 34980000 - Transport tickets
- 48000000 - Software package and information systems

Contract locations

- UK - United Kingdom

Key performance indicators

Name	Description	Reporting frequency
Basic Performance Standards	<p>The full SLA Requirements are detailed within the Framework Call-Off Schedule 14 Annex A. The basic Performance Standards include:</p> <ol style="list-style-type: none"> 1. System Hours of Operation - The TVMs shall be available 24 hours per day, 7 days a week, 365 days a year. 2. Preventative Maintenance & Support - The planned preventative maintenance, software upgrades and support activities shall be completed by prior agreement with the Purchaser and at a time where there will be minimal impact on service. 3. Incident Management - Incident Management for restoration of Service and Resolution of P1 & P2 Incidents shall be available 24 hours per day, 7 days a week, 365 days a year. Incident Management for restoration of Service and Resolution of P3 & P4 Incidents shall be available during Service Desk Support Hours. 4. Service Desk Core Support Hours must be fully staffed and operational - Mon - Fri: 07:30 - 17:30 	12 months

Name	Description	Reporting frequency
Availability of the TVM in a Live Environment	The availability of the TVM in the Live Environment. The KPI has a minimum target of 99.90% full availability, meaning the TVM solution is available to enable full operation, wider messaging and to enable full interface interaction and reporting with underpinning systems (e.g. Fault Management System).	12 months
Incident Resolution	How often the Supplier has met the required timings for the resolution of P1 - P4 incidents in compliance with the Response and Resolution requirements table.	12 months
Payment of Management Fee	Compliance in reporting to and paying SAM the Order Management fee required under the Framework for each Order called off.	12 months

Signed contract documents

[2025.12.15 Lot 2 Cammax Framework Award - Signed.pdf](#)

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[2025.12.15 Lot 2 Worldline Framework Award - Signed.pdf](#)

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[2025.12.15 Lots 1 & 2 The Hub Framework - Signed.pdf](#)

Copy attached of the pdf version of the signed Lot 2 Framework Award with the Supplier. A pdf version is provided to protect commercial confidentiality within the embedded documents. Personal contact details of identified staff and any other commercially sensitive material has also been redacted.

Contract 3. Lot 3. Electronic Ticket Machines

Lots

Lot 3. Electronic Ticket Machines

Supplier

- FLOWBIRD TRANSPORT LIMITED

Contract value

- £20,000,000 excluding VAT
- £20,000,000 including VAT

Framework lot values may be shared with other lots

Above the relevant threshold

Date signed

19 January 2026

Contract dates

- 19 January 2026 to 18 January 2034
- 8 years

Main procurement category

Goods

Options

The right to additional purchases while the contract is valid.

Suppliers to the Lot had the ability to offer extra solutions as part of their tender submission - so long as the Core requirements of the Tender were supported in full.

CPV classifications

- 34980000 - Transport tickets

Contract locations

- UK - United Kingdom

Key performance indicators

Name	Description	Reporting frequency
Basic Performance Standards	The full SLA Requirements are detailed within the Framework Call Off schedule 14 Annex A and Section 13 of the ETM Technical Requirements Document. The basic Performance Standards include: 1. System Hours of Operation - The ETMs shall be available 99% available at core times. 2. Preventative Maintenance & Support - The planned preventative maintenance, software upgrades and support activities shall be completed by prior agreement with the Purchaser and at a time where there will be minimal impact on service. 3. Service Desk Core Support Hours must be fully staffed and operational - Mon - Fri: 07:30 - 17:30	12 months
The availability of the ETM in the Live Environment	The availability of the ETM in the Live Environment. The KPI has a minimum target of 99.90% full availability, meaning the ETM solution is available to enable full operation, wider messaging and to enable full interface interaction, Hotlist and Actionlist exchanges and reporting with underpinning systems (e.g. Fault Management System).	12 months
Incident Resolution	How often the Supplier has met the required timings for the resolution of P1 - P4 incidents in compliance with the Response and Resolution requirements table.	12 months

Name	Description	Reporting frequency
Payment of Management Fee	Compliance in reporting to and paying SAM the Order Management fee required under the Framework for each Order called off.	12 months

Signed contract documents

[2025.01.29 Lot 3 Arrive Framework Award - Signed.pdf](#)

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Contract 4. Lot 4. Accessible Rail Information And Support Units

Lots

Lot 4. Accessible Rail Information And Support Units

Suppliers (5)

- GLOBAL DISPLAY SOLUTIONS LIMITED
- KADFIRE LIMITED
- TEW ENGINEERING LTD
- THE HUB COMPANY LIMITED
- THE SM@RT GROUP LTD

Contract value

- £20,000,000 excluding VAT
- £24,000,000 including VAT

Framework lot values may be shared with other lots

Above the relevant threshold

Date signed

5 January 2026

Contract dates

- 5 January 2026 to 4 January 2034
- 8 years

Main procurement category

Goods

Options

The right to additional purchases while the contract is valid.

Suppliers to the Lot had the ability to offer extra solutions as part of their tender submission - so long as the Core requirements of the Tender were supported in full.

CPV classifications

- 30231100 - Computer terminals
- 30231200 - Consoles
- 30231300 - Display screens
- 30231310 - Flat panel displays
- 30231320 - Touch screen monitors
- 34940000 - Railway equipment
- 48000000 - Software package and information systems
- 60210000 - Public transport services by railways

Contract locations

- UK - United Kingdom

Key performance indicators

Name	Description	Reporting frequency
Basic Performance Standards	<p>The full SLA Requirements are detailed within the ARISU Requirements Document. The basic Performance Standards include:</p> <ol style="list-style-type: none"> 1. System Hours of Operation - The ARISUs shall be available 24 hours per day, 7 days a week, 365 days a year. 2. Preventative Maintenance & Support - The planned preventative maintenance, software upgrades and support activities shall be completed by prior agreement with the Purchaser and at a time where there will be minimal impact on service. 3. Incident Management - Incident Management for restoration of Service and Resolution of P1 & P2 Incidents shall be available 24 hours per day, 7 days a week, 365 days a year. Incident Management for restoration of Service and Resolution of P3 & P4 Incidents shall be available during Service Desk Support Hours. 4. Service Desk Core Support Hours must be fully staffed and operational - Mon - Fri: 07:30 - 17:30 	12 months
Availability of the ARISU in the Live Environment	<p>The availability of the ARISU in the Live Environment. The KPI has a minimum target of 99.90% full availability, meaning the ARISU solution is available to enable full operation, wider messaging and to enable full interface interaction and reporting with underpinning systems (e.g. Fault Management System).</p>	12 months

Name	Description	Reporting frequency
Incident Resolution	How often the Supplier has met the required timings for the resolution of P1 - P4 incidents in compliance with the Response and Resolution requirements table.	12 months
Payment of Management Fee	Compliance in reporting to and paying SAM the Order Management fee required under the Framework for each Order called off.	12 months

Signed contract documents

[F4 ARISU Framework Award Document - GDS Signed.pdf](#)

Copy attached of the pdf version of the signed Lot 4 Framework Award with the Supplier. A pdf version is provided to protect commercial confidentiality within the embedded documents. Personal contact details of identified staff and any other commercially sensitive material has also been redacted.

[F4 ARISU Framework Award Document - Kadfire Signed.pdf](#)

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[F4 ARISU Framework Award Document - LB Foster Signed.pdf](#)

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[F4 ARISU Framework Award Document - Sm@rt Technology Signed.pdf](#)

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[F4 ARISU Framework Award Document - The Hub Signed.pdf](#)

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Contract 5. Lot 5 - Transport and Data Managed Services

Lots

Lot 5. Transport and Data Managed Services

Suppliers (5)

- HUDDL MOBILITY LIMITED
- NATIONAL PUBLIC TRANSPORT INFORMATION LIMITED
- SMART APPLICATIONS MANAGEMENT LIMITED
- Theoremus AD
- TRAFI LIMITED

Contract value

- £20,000,000 excluding VAT
- £24,000,000 including VAT

Framework lot values may be shared with other lots

Above the relevant threshold

Date signed

12 January 2026

Contract dates

- 12 January 2026 to 11 January 2034
- 8 years

Main procurement category

Services

Options

The right to additional purchases while the contract is valid.

Suppliers to the Lot had the ability to offer extra solutions as part of their tender submission - so long as the Core requirements of the Tender were supported in full.

CPV classifications

- 34980000 - Transport tickets
- 48000000 - Software package and information systems
- 60140000 - Non-scheduled passenger transport
- 72200000 - Software programming and consultancy services

Contract locations

- UK - United Kingdom

Key performance indicators

Name	Description	Reporting frequency
Basic Performance Standards	The full SLA Requirements are detailed within the Framework Call Off. The basic Performance Standards include: 1. System Hours of Operation - The Systems shall be available 99% available at core times. 2. Preventative Maintenance & Support - The planned preventative maintenance, software upgrades and support activities shall be completed by prior agreement with the Purchaser and at a time where there will be minimal impact on service. 3. Service Desk Core Support Hours must be fully staffed and operational - Mon - Fri: 07:30 - 17:30	12 months

Name	Description	Reporting frequency
The availability of the Service in the Live Environment.	The availability of the Service in the Live Environment. The KPI has a minimum target of 99.00% full availability, meaning the solution is available to enable full operation and reporting with underpinning systems (e.g. Fault Management System).	12 months
Incident Resolution	How often the Supplier has met the required timings for the resolution of P1 - P4 incidents in compliance with the Response and Resolution requirements table.	12 months
Payment of Management Fee	Compliance in reporting to and paying SAM the Order Management fee required under the Framework for each Order called off.	12 months

Signed contract documents

[2025.12.15 Lot 5 P1 National PTI Framework Award \[1 of 2\] Signed.pdf](#)

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[2025.12.15 Lot 5 P1 National PTI Framework Award \[2 of 2\] Signed.pdf](#)

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[2025.12.15 Lot 5 P1 Trafi Framework Award - Signed.pdf](#)

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[2025.12.15 Lot 5 P3 Cityswift Framework Award - Signed.pdf](#)

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[2025.12.15 Lot 5 P3 Theoremus Framework Award - Signed.pdf](#)

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[2025.12.15 Lot 5 P4,5,6,7 SAM Framework Award - Signed.pdf](#)

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Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Suppliers

CAMMAX LIMITED

- Companies House: 03803278
- Public Procurement Organisation Number: PQZJ-1522-GCBR

Unit 2a Willowbridge Way

Castleford

WF10 5NP

United Kingdom

Email: tenders@cammaxlimited.co.uk

Website: <http://www.cammaxlimited.co.uk>

Region: UKE45 - Wakefield

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 2. Lot 2: Ticket Vending Machines

FARA AS

- Public Procurement Organisation Number: PYDX-5614-VZNV

Falkenborgvegen 36A

Trondheim

7044

Norway

Email: thomas.bachpetersen@fara.no

Website: <https://fara.no>

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. Lot 1. RTPi Content Management Systems (CMS)

FLOWBIRD TRANSPORT LIMITED

- Companies House: 01232487
- Public Procurement Organisation Number: PZJH-5743-MXVT

10 Willis Way

Poole

BH15 3SS

United Kingdom

Email: uk-bids@flowbird.group

Website: <https://www.flowbird.com/>

Region: UKK24 - Bournemouth, Christchurch and Poole

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 3. Lot 3. Electronic Ticket Machines

GLOBAL DISPLAY SOLUTIONS LIMITED

- Companies House: 07017740
- Public Procurement Organisation Number: PVPD-2483-WDPG

Unit 9 Bss House

Swindon

SN2 2PJ

United Kingdom

Email: tenders@gds.com

Website: <https://www.gds.com/>

Region: UKK14 - Swindon

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 4. Lot 4. Accessible Rail Information And Support Units

HUDDL MOBILITY LIMITED

- Companies House: FC041121
- Public Procurement Organisation Number: PJLX-8736-JWJY

Portershed 1 Bowling Green

Galway City

H91HE9E

Ireland

Email: finance@cityswift.com

Website: <https://www.cityswift.com/>

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 5. Lot 5 - Transport and Data Managed Services

JOURNEO PLC

- Companies House: 02974642
- Public Procurement Organisation Number: PLNX-3896-ZGGX

12 Charter Point Way

Ashby-De-La-Zouch

LE65 1NF

United Kingdom

Email: tenders@journeo.com

Region: UKF22 - Leicestershire CC and Rutland

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. Lot 1. RTPi Content Management Systems (CMS)

KADFIRE LIMITED

- Companies House: 03039624
- Public Procurement Organisation Number: PZGN-5523-QYVN

61 Richmond Road

Twickenham

TW1 3AW

United Kingdom

Email: tenders@kadfire.com

Website: <http://www.kadfire.com>

Region: UKI75 - Hounslow and Richmond upon Thames

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 4. Lot 4. Accessible Rail Information And Support Units

NATIONAL PUBLIC TRANSPORT INFORMATION LIMITED

- Companies House: 04134242

- Public Procurement Organisation Number: PDJG-2456-CRTZ

101a Davy Road

Plymouth

PL6 8BX

United Kingdom

Email: busopendata@nationalpti.co.uk

Website: <http://www.nationalpti.co.uk>

Region: UKK41 - Plymouth

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 5. Lot 5 - Transport and Data Managed Services

SMART APPLICATIONS MANAGEMENT LIMITED

- Companies House: 10303587
- Public Procurement Organisation Number: PJPV-5923-GRTP

Second Floor, Cobourg House

Plymouth

PL1 1QX

United Kingdom

Email: sales@talktosam.co.uk

Region: UKK41 - Plymouth

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 5. Lot 5 - Transport and Data Managed Services

TEW ENGINEERING LTD

- Companies House: 01134730
- Public Procurement Organisation Number: PQJL-8634-JHHD

5 Osborne Terrace

Newcastle Upon Tyne

NE2 1SQ

United Kingdom

Email: ptoseland@lbfooster.com

Website: <http://Lbfooster.com>

Region: UKC22 - Tyneside

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 4. Lot 4. Accessible Rail Information And Support Units

THE HUB COMPANY LIMITED

- Companies House: 03759347
- Public Procurement Organisation Number: PHHY-3829-QTDZ

1 Montrose Villas

London

W6 9TT

United Kingdom

Email: dubem@thehub.co.uk

Website: <http://www.thehub.co.uk>

Region: UKI33 - Kensington & Chelsea and Hammersmith & Fulham

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. Lot 1. RTPI Content Management Systems (CMS)

Contract 2. Lot 2: Ticket Vending Machines

Contract 4. Lot 4. Accessible Rail Information And Support Units

THE SM@RT GROUP LTD

- Companies House: 12436459
- Public Procurement Organisation Number: PTBG-4139-DWDG

Suite 3 Waterside Business Centre,

Leigh

WN7 4DB

United Kingdom

Email: steve.p@smart-grid.uk

Region: UKD36 - Greater Manchester North West

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 4. Lot 4. Accessible Rail Information And Support Units

Theoremus AD

- Public Procurement Organisation Number: PPCD-5762-BYDR

22 San Stefano, block 4, fl. 7

Sofia

1504

Bulgaria

Email: mkendrick@theoremus.com

Website: <http://www.theoremus.com>

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 5. Lot 5 - Transport and Data Managed Services

TRAFI LIMITED

- Companies House: 09326640
- Public Procurement Organisation Number: PDRN-7892-YBWT

Menzies Llp, 2nd Floor, Magna House

Staines-Upon-Thames

TW18 4BP

United Kingdom

Email: daniel.stead@trafi.com

Website: <http://www.trafi.com>

Region: UKJ25 - West Surrey

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 5. Lot 5 - Transport and Data Managed Services

VIX TECHNOLOGY UK LIMITED

- Companies House: 03039051
- Public Procurement Organisation Number: PMJL-5169-MRDN

Ridgecourt The Ridge

Surrey

KT18 7EP

United Kingdom

Email: uk.tenders@vixtechnology.com

Website: <http://www.vixtechnology.com>

Region: UKJ26 - East Surrey

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. Lot 1. RTPi Content Management Systems (CMS)

WORLDLINE IT SERVICES UK LIMITED

- Companies House: 08514184
- Public Procurement Organisation Number: PZDC-4647-GCGJ

Beeston Business Park, 1 Technology Drive

Nottingham

NG9 1LA

United Kingdom

Email: WLOpportunities@worldline.com

Website: <https://worldline.com/en-gb/home>

Region: UKF16 - South Nottinghamshire

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 2. Lot 2: Ticket Vending Machines

Contracting authority

SOUTH WEST SMART APPLICATIONS LIMITED

- Companies House: 07205882
- Public Procurement Organisation Number: PXRH-2169-YCGM

14 High Cross

Truro

TR1 2AJ

United Kingdom

Email: Procurement@nationalmobilitiesprocurementhub.co.uk

Website: <http://www.talktosam.co.uk>

Region: UKK30 - Cornwall and Isles of Scilly

Organisation type: Public authority - sub-central government

Other organisations

These organisations are carrying out the procurement, or part of it, on behalf of the contracting authorities.

TIM RIVETT CONSULTING LTD

Summary of their role in this procurement: Tender Advisor and Assessor

- Companies House: 10092263
- Public Procurement Organisation Number: PPXR-9114-NVLH

36 Fields End Oxspring

Sheffield

S36 8WH

United Kingdom

Email: tim@timrivett.co.uk

Website: <http://www.timrivett.co.uk>

Region: UKE31 - Barnsley, Doncaster and Rotherham

RAIL DELIVERY GROUP LIMITED

Summary of their role in this procurement: Advisor and Assessor

- Companies House: 08176197
- Public Procurement Organisation Number: PMXW-9895-MJXN

First Floor North

London

EC4V 3DS

United Kingdom

Email: procurement@raildeliverygroup.com

Region: UKI31 - Camden and City of London

SYSTRA LIMITED

Summary of their role in this procurement: Assessor

- Companies House: 03383212
- Public Procurement Organisation Number: PDCT-9245-NWYG

3rd Floor, 1 Carey Lane

London

EC2V 8AE

United Kingdom

Email: tenders_uk@systra.com

Website: <http://www.systra.com>

Region: UKI31 - Camden and City of London

Contact organisation

Contact SOUTH WEST SMART APPLICATIONS LIMITED for any enquiries.