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Contract

Rail Customer Experience Survey data visualisation and communications support

Transport Focus

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

Notice identifier: 2026/S 000-014294

Procurement identifier (OCID): ocds-h6vhtk-06021e ([view related notices](#))

Published 17 February 2026, 12:55pm

Scope

Description

Transport Focus require an agency to scope and deliver the online reporting of its new Rail Customer Experience Survey for the launch of its six-monthly official statistics reporting.

Contract 1

Supplier

- BEYOND WORDS STUDIO LIMITED

Contract value

- £50,000 excluding VAT
- £60,000 including VAT

Below the relevant threshold

Date signed

16 February 2026

Contract dates

- 17 February 2026 to 30 June 2026
- 4 months, 12 days

Main procurement category

Services

CPV classifications

- 79310000 - Market research services
- 79400000 - Business and management consultancy and related services

Contract locations

- UK - United Kingdom

Procedure

Procedure type

Below threshold - open competition

Supplier

BEYOND WORDS STUDIO LIMITED

- Companies House: 08969139
- Public Procurement Organisation Number: PPVR-8865-RNBN

91 Brick Lane

London

E1 6QL

United Kingdom

Email: hello@beyondwordsstudio.com

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

Region: UKI42 - Tower Hamlets

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1

Contracting authority

Transport Focus

- Public Procurement Organisation Number: PGBR-3271-MNXJ

10th floor, 25 Cabot Square

London

E14 4QZ

United Kingdom

Email: procurementadmin@transportfocus.org.uk

Website: <https://www.transportfocus.org.uk>

Region: UKI42 - Tower Hamlets

Organisation type: Public authority - central government