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Planning

Taxi Booking Management Service (Taxi Aggregator)

Transport for Wales Rail Limited (Utility Buyer)

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-015221

Procurement identifier (OCID): ocds-h6vhtk-05efe0 ([view related notices](#))

Published 19 February 2026, 1:18pm

Scope

Description

Transport for Wales (TfW) is seeking to appoint a Supplier to provide a comprehensive Taxi Aggregator platform to support the booking, management, and monitoring of all TfW taxi requirements. The platform must ensure reliable, on time services and meet TfW's operational and quality standards. The successful Supplier will be responsible for delivering:

- An easy to use online booking portal/app with real time tracking and reporting capabilities
- A wide and resilient supplier network able to service the entire TfW network area and cross border requirements
- A 24/7/365 call centre
- Access to a range of vehicle types, including (but not limited to) WAVEX taxis
- A robust complaints handling process to fully investigate and resolve issues raised
- A dedicated account manager as the primary point of contact for TfW

Total value (estimated)

- £17,400,000 excluding VAT
- £20,880,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 November 2026 to 31 October 2028
- Possible extension to 31 October 2031
- 5 years

Main procurement category

Services

CPV classifications

- 60120000 - Taxi services

Contract locations

- UKL - Wales

Engagement

Engagement deadline

25 February 2026

Engagement process description

TfW are inviting suppliers to respond to a short questionnaire to gauge what interest is in the market for these services. The responses will be analysed carefully and which form the basis of our procurement strategy and any future tender.

Please respond using the link in the following Microsoft form by pasting into your browser

<https://forms.office.com/e/GPBDUDGwFL>

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Publication date of tender notice (estimated)

23 March 2026

Contracting authority

Transport for Wales Rail Limited (Utility Buyer)

- Companies House: 12619906

3 Llys Cadwyn

Pontypridd

CF37 4TH

United Kingdom

Contact name: supplychain@tfw.wales

Email: supplychain@tfw.wales

Website: <http://www.tfwrail.wales>

Region: UKL15 - Central Valleys

Organisation type: Public authority - sub-central government

Devolved regulations that apply: Wales