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Tender

## Mystery Shop

Transport for Wales Rail Limited (Utility Buyer)

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-020574

Procurement identifier (OCID): ocds-h6vhtk-051137 ([view related notices](#))

Published 12 May 2025, 3:35pm

## Scope

## Reference

TFW0869.00

## Description

Transport for Wales (TfW) seeks a supplier to design and implement a comprehensive mystery shopper programme to evaluate customer experience across its network. The programme will assess key aspects of customer experience at stations/terminals, onboard, and for passengers with accessibility needs.

## Total value (estimated)

- £142,000 excluding VAT
- £165,666 including VAT

Above the relevant threshold

### **Contract dates (estimated)**

- 1 September 2025 to 31 August 2028
- Possible extension to 30 August 2030
- 4 years, 11 months, 30 days

Description of possible extension:

option to extend for 2x 12 months

### **Main procurement category**

Services

### **CPV classifications**

- 79310000 - Market research services
- 60210000 - Public transport services by railways

### **Contract locations**

- UKL - Wales

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## **Participation**

### **Legal and financial capacity conditions of participation**

Please refer to ITT

## **Technical ability conditions of participation**

Please refer to ITT

## **Particular suitability**

Small and medium-sized enterprises (SME)

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## **Submission**

### **Enquiry deadline**

5 June 2025, 12:00pm

### **Tender submission deadline**

9 June 2025, 12:00pm

## **Submission address and any special instructions**

E-Tender Wales portal

<https://etenderwales.bravosolution.co.uk/go/466298250196C3B6E1A0>

**Tenders may be submitted electronically**

Yes

**Languages that may be used for submission**

- Welsh
- English

**Award decision date (estimated)**

7 July 2025

**Recurring procurement**

Publication date of next tender notice (estimated): 31 August 2029

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**Award criteria**

| <b>Name</b> | <b>Type</b> | <b>Weighting</b> |
|-------------|-------------|------------------|
| Technical   | Quality     | 70.00%           |
| Commercial  | Price       | 30.00%           |

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**Other information****Payment terms**

Refer to ITT

## **Description of risks to contract performance**

Refer to ITT

## **Conflicts assessment prepared/revised**

Yes

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## **Procedure**

### **Procedure type**

Open procedure

### **Justification for not publishing a preliminary market engagement notice**

Procurement was initiated prior to the Procurement Act 23 regulations

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## **Contracting authority**

### **Transport for Wales Rail Limited (Utility Buyer)**

- Companies House: 12619906

3 Llys Cadwyn

Pontypridd

CF37 4TH

United Kingdom

Contact name: Chloe Allen

Email: [chloe.allen@tfw.wales](mailto:chloe.allen@tfw.wales)

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

Region: UKL15 - Central Valleys

Organisation type: Public authority - sub-central government

Devolved regulations that apply: Wales