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Award

GWR - Provision of Maintenance & Support for Ticket Vending Machines

FIRST RAIL HOLDINGS LIMITED

UK5: Transparency notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-025237

Procurement identifier (OCID): ocids-h6vhtk-051f04

Published 22 May 2025, 4:15pm

Scope

Description

It is GWR's intention to issue an extension of the Maintenance and Support Services contract for their Ticket Vending Machines ("TVMs") for a period of 3 years, and broaden the scope of how the innovation fund can be utilised. Such extension and variation will provide an interim solution to maximise the return on investment, pending review and definition of the required longer term strategy and subsequent procurement process.

Contract 1

Supplier

- SCHEIDT & BACHMANN (UK) LIMITED

Contract value

- £6,000,000 excluding VAT
- £7,200,000 including VAT

Above the relevant threshold

Earliest date the contract will be signed

25 June 2025

Contract dates (estimated)

- 25 June 2025 to 24 June 2028
- 3 years

Main procurement category

Services

Options

The right to additional purchases while the contract is valid.

Purchase more TVMs if required.

CPV classifications

- 30144200 - Ticket-issuing machines
- 50316000 - Maintenance and repair of ticket-issuing machinery

Contract locations

- UK - United Kingdom

Other information

Description of risks to contract performance

No conflict of interest exist.

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Direct award

Special regime

Utilities

Direct award justification

Additional or repeat goods, services or works - extension or partial replacement

GWR has made significant investments in the system and functional development of Ticket Vending Machines (TVMs) to enhance the customer experience. Currently, the financial appraisal period for these developments is still ongoing, and the TVMs have not yet reached the end of their operational lifespan. The TVMs are proprietary equipment supplied by Scheidt & Bachmann (S&B), making S&B the sole partner capable of providing maintenance and support.

Due to a number of factors, including business continuity, system resilience, affordability, and minimising the impact of changes, the decision to award and extend the contract with S&B is viewed as the optimal approach to ensure a sustainable solution during this period. Transitioning to a different contracting partner at this time would lead to considerable inconvenience and unnecessary and substantial duplication of costs. This contract award and extension will facilitate the continuation of services that support the operational needs of the GWR business while avoiding the associated costs of procuring and implementing new TVMs. This arrangement is intended for a duration of three years, pending future developments in the rail industry, and any subsequent actions required to comply with relevant procurement regulations.

Supplier

SCHEIDT & BACHMANN (UK) LIMITED

- Companies House: 03805576
- Public Procurement Organisation Number: PBZJ-4789-DGNY

Unit 7 Silverglade Business Park

Chessington

KT9 2QL

United Kingdom

Email: sales@scheidt-bachmannuk.com

Website: <http://www.schiedt-bachmann.com>

Region: UKI63 - Merton, Kingston upon Thames and Sutton

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1

Contracting authority

FIRST RAIL HOLDINGS LIMITED

- Companies House: 05154485
- Public Procurement Organisation Number: PPVJ-1479-GGLX

8th Floor The Point

London

W2 1AF

United Kingdom

Email: michael.anderson@firstrail.com

Region: UKI32 - Westminster

Organisation type: Private utility