

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/029293-2025>

Contract

## Help Points

Transport for Wales Rail Limited (Utility Buyer)

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

Notice identifier: 2025/S 000-029293

Procurement identifier (OCID): ocds-h6vhtk-052b04

Published 2 June 2025, 4:31pm

## Scope

## Reference

TFW0881.00

## Description

TfWRL currently have defective assets, and assets that are at risk of ceasing in functionality. We must maintain ORR standards for every station to have a Help Point, ensuring our customers have a way of contacting us when in need of help, for general customer queries, or if in distress and in a vulnerable situation. The direct Award has been necessary to mitigate the risk of the defective assets posing a significant risk to passengers at unstaffed/partially staffed locations. The risk would result in passengers not being able to contact control if help is required. Noting some of these locations are in rural areas, meaning lack of phone signal could result in a Help Point acting as a point of refuge.

This is a one-off purchase of 34 Single Button VOIP Help Points and power supplies.

## **Contract 1. TFW0881.00 - Help Points**

### **Supplier**

- [Gee Communications Ltd](#)

### **Contract value**

- £102,803.76 excluding VAT
- £123,364.51 including VAT

Below the relevant threshold

### **Date signed**

20 March 2025

### **Contract dates**

- 20 March 2025 to 30 June 2025
- 3 months, 12 days

### **Main procurement category**

Goods

## CPV classifications

- 32570000 - Communications equipment

## Contract locations

- UKL - Wales

---

## Procedure

### Procedure type

Below threshold - without competition

---

## Supplier

### Gee Communications Ltd

- Public Procurement Organisation Number: PWDG-8247-CDTL

Unit 8a Charnwood Park, Clos Marion

Cardiff

CF10 4LJ

United Kingdom

Email: [terry.gee@geecomunications.co.uk](mailto:terry.gee@geecomunications.co.uk)

Region: UKL22 - Cardiff and Vale of Glamorgan

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1. TFW0881.00 - Help Points

---

## Contracting authority

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

- Public Procurement Organisation Number: PVJP-5451-JYWQ

3 Llys Cadwyn

Pontypridd

CF37 4TH

United Kingdom

Contact name: TfWRL Procurement

Email: [Procurement.Help@tfwrail.wales](mailto:Procurement.Help@tfwrail.wales)

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

Region: UKL15 - Central Valleys

Organisation type: Public authority - sub-central government

Devolved regulations that apply: Wales

