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Planning

Rail Self-Service Ticket Vending Machine (TVM) Solution

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

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

Notice identifier: 2025/S 000-035642

Procurement identifier (OCID): ocds-h6vhtk-05200f ([view related notices](#))

Published 27 June 2025, 10:33am

Scope

Reference

TfW0886.00

Description

Transport for Wales Rail Limited (the Contracting Authority) is seeking a suitably qualified and experienced supplier to supply, install, provide ongoing maintenance and support of a self-service Ticket Vending Machine (TVM) solution across its rail network of Wales and border stations.

The scope of the requirement includes securing a solution accredited by the Rail Delivery Group (RDG). The solution must be modern, accessible, reliable and user-friendly to ensure successful passenger use. A full and sustainable service approach is required from

installation to decommissioning of equipment. The scope will also include the requirement for a Carbon Reduction Plan. The removal and sustainable disposal of the existing TVM estate may also be a requirement. TfW are seeking a supplier with innovative solutions and equipment which may be multi-functional e.g. capable of digital media advertising to enable TfW to maximise its return on investment. During the term of the agreement, integration with multimodal transport ticketing services may be required.

As part of on-going contract management requirements, the supplier would be required to provide insight into best practice within the rail and wider transport retail ticketing environment, future innovations and to help inform the procurement strategy and appropriate routes to market.

Total value (estimated)

- £9,300,000 excluding VAT
- £11,160,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 17 November 2026 to 16 November 2029
- Possible extension to 16 November 2031
- 5 years

Main procurement category

Goods

CPV classifications

- 30144200 - Ticket-issuing machines
- 30123100 - Ticket-validation machines
- 50316000 - Maintenance and repair of ticket-issuing machinery
- 50317000 - Maintenance and repair of ticket-validation machinery
- 34980000 - Transport tickets

Contract locations

- UK - United Kingdom

Engagement

Engagement deadline

21 July 2025

Engagement process description

This notice is issued solely for the purpose of gathering market intelligence and does not constitute a call for competition or a commitment to a formal procurement process at this stage.

Through this early market engagement exercise, Transport for Wales Rail Limited (the Contracting Authority) seeks to:

- 1) Understand the level of market interest in any future procurement opportunity.
- 2) Obtain information on potential new market entrants and progress on Rail Delivery Group (RDG) accreditation.
- 3) Obtain information to help inform the specification e.g. setting of appropriate service level KPI's; understand difference in potential delivery models.
- 4) Understand potential for system integration.
- 5) Understand options around decommissioning and sustainable approaches to management of product lifecycle.
- 6) Understand any supplier risks, including any associated risks and mitigations when operating in a live rail environment.
- 7) Contractual challenges Transport for Wales Rail Limited may not have considered.

Suppliers who wish to participate in this exercise are invited to complete a questionnaire, which will support Transport for Wales Rail Limited in gathering market intelligence and shaping any future procurement approach. Please email supplychain@tfw.wales to register your interest in participating. Responses to the questionnaire are required by 5pm on Monday 21st July 2025. Suppliers are encouraged to raise further questions via the email address provided. The Authority reserves the right to engage further with all or a limited number of respondents subject to the questionnaires returned.

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Contracting authorities

Transport for Wales Rail Limited (Utility Buyer)

- Companies House: 12619906

3 Llys Cadwyn

Pontypridd

CF37 4TH

United Kingdom

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

Transport for Wales

- Companies House: 09476013

3 Llys Cadwyn, Taff Street

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CF37 4TH

United Kingdom

Email: supplychain@tfw.wales

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

Region: UKL15 - Central Valleys

Organisation type: Public authority - sub-central government

Devolved regulations that apply: Wales

Contact organisation

Contact [Transport for Wales Rail Limited \(Utility Buyer\)](#) for any enquiries.