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Award

Passenger Booking and Journey Planning App

Transport for Wales Rail Limited (Utility Buyer)

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-035795

Procurement identifier (OCID): ocds-h6vhtk-0551d5 ([view related notices](#))

Published 27 June 2025, 1:43pm

Scope

Reference

TfW0893.00

Description

Service support and maintenance for the current Passenger Booking and Journey Planning App. Plus continued support for 'in flight' development and limited essential development to ensure passenger needs for booking tickets and planning journeys are supported.

Contract 1. Passenger Booking and Journey Planning App

Supplier

- [Imaginet Ltd](#)

Contract value

- £2,451,780 excluding VAT
- £3,064,725 including VAT

Above the relevant threshold

Award decision date

26 June 2025

Standstill period

- End: 8 July 2025
- 8 working days

Earliest date the contract will be signed

11 July 2025

Contract dates (estimated)

- 12 July 2025 to 8 July 2027
- Possible extension to 8 July 2029

- 3 years, 11 months, 28 days

Description of possible extension:

Options to extend on two occasions for periods of up to 12 months on each occasion.

Main procurement category

Goods

Options

The right to additional purchases while the contract is valid.

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Additional call off of sprints to support essential delivery of elements of the forward retail plan for development already in flight or critical work as may arise to ensure continued stability of service for passengers

CPV classifications

- 48000000 - Software package and information systems
- 72000000 - IT services: consulting, software development, Internet and support

Contract locations

- UKL - Wales
-

Procedure

Procedure type

Direct award

Special regime

Utilities

Supplier

Imaginet Ltd

- Public Procurement Organisation Number: PMGL-4334-YMRL

Stables 1, Howbery Park

Oxford

OX10 8BA

United Kingdom

Email: nigel.roberts@imaginet.co.uk

Region: UKJ14 - Oxfordshire

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. Passenger Booking and Journey Planning App

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: Christine Thorne

Telephone: +447890661824

Email: christine.thorne@tfw.wales

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

Region: UKL15 - Central Valleys

Organisation type: Public authority - sub-central government

Devolved regulations that apply: Wales

