

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/036295-2025>

Planning

## **Market Engagement - ScotRail Ticket Office and Mobile Retail and Validation Solutions**

ScotRail Trains Limited .

F04: Periodic indicative notice – utilities

Periodic indicative notice only

Notice identifier: 2025/S 000-036295

Procurement identifier (OCID): ocids-h6vhtk-055668

Published 1 July 2025, 9:51am

### **Section I: Contracting entity**

#### **I.1) Name and addresses**

ScotRail Trains Limited .

Atrium Court,, 50 Waterloo Street

Glasgow

G2 6HQ

#### **Email**

[kathleen.gay@scotrail.co.uk](mailto:kathleen.gay@scotrail.co.uk)

#### **Telephone**

+44 3448110141

#### **Country**

United Kingdom

## **NUTS code**

UKM - Scotland

## **Internet address(es)**

Main address

<https://www.scotrail.co.uk/>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA30589](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA30589)

## **I.3) Communication**

Additional information can be obtained from the above-mentioned address

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<https://scotrail.wax-live.com/S2C/DisplayModules/TradeModules/Negotiations/Opportunities/ListEvents.aspx>

## **I.6) Main activity**

Railway services

---

## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Market Engagement - ScotRail Ticket Office and Mobile Retail and Validation Solutions

Reference number

SR-PACT-PROJ-782

### **II.1.2) Main CPV code**

- 48000000 - Software package and information systems

### **II.1.3) Type of contract**

Supplies

### **II.1.4) Short description**

ScotRail are conducting market engagement to understand the capabilities of potential suppliers to provide RSP accredited ticket office and mobile retail and validation solutions. We are seeking to modernise our offering, including the potential to integrate with a centralised back office providing a seamless customer experience across channels. The roll-out will be across the geography of Scotland covering the ScotRail locations including Ticket Offices, Stations and Offices.

We invite suppliers to review the information provided and complete a short questionnaire via our Wax Digital e-sourcing portal which can be accessed here - <https://scotrail.wax-live.com/S2C/DisplayModules/TradeModules/Negotiations/Opportunities/ListEvents.aspx>

ScotRail will review the information provided and intend to engage further with suppliers who have the relevant experience and capabilities. This assessment will shape our strategy and tender documents for the future of these services. The deadline for submitting your completed questionnaire is by 12pm Wednesday 23rd July 2025

### **II.1.6) Information about lots**

This contract is divided into lots: No

## **II.2) Description**

### **II.2.2) Additional CPV code(s)**

- 48000000 - Software package and information systems
- 30144200 - Ticket-issuing machines
- 42991230 - Ticket printers
- 50316000 - Maintenance and repair of ticket-issuing machinery

### **II.2.3) Place of performance**

NUTS codes

- UKM - Scotland

### **II.2.4) Description of the procurement**

ScotRail are conducting market engagement to understand the capabilities of potential suppliers to provide RSP accredited ticket office and mobile retail and validation solutions. We are seeking to modernise our offering, including the potential to integrate with a centralised back office providing a seamless customer experience across channels. The roll-out will be across the geography of Scotland covering the ScotRail locations including Ticket Offices, Stations and Offices.

We invite suppliers to review the information provided and complete a short questionnaire via our Wax Digital e-sourcing portal which can be accessed here - <https://scotrail.wax-live.com/S2C/DisplayModules/TradeModules/Negotiations/Opportunities/ListEvents.aspx>

ScotRail will review the information provided and intend to engage further with suppliers who have the relevant experience and capabilities. This assessment will shape our strategy and tender documents for the future of these services. The deadline for submitting your completed questionnaire is by 12pm Wednesday 23rd July 2025.

### **II.2.14) Additional information**

For further information and to submit a completed questionnaire please access our Wax e-sourcing portal here - <https://scotrail.wax-live.com/S2C/DisplayModules/TradeModules/Negotiations/Opportunities/ListEvents.aspx>

### **II.3) Estimated date of publication of contract notice**

1 October 2025

---

## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes

---

## **Section VI. Complementary information**

### **VI.3) Additional information**

For more information and to complete the market engagement questionnaire please access our Wax e-sourcing portal here - <https://scotrail.wax-live.com/S2C/DisplayModules/TradeModules/Negotiations/Opportunities/ListEvents.aspx>

(SC Ref:802868)