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Contract

Swift Retail Transaction Network Service

West Midlands Combined Authority

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

Notice identifier: 2025/S 000-045607

Procurement identifier (OCID): ocds-h6vhtk-0555b3 ([view related notices](#))

Published 4 August 2025, 12:08pm

Scope

Description

The retail transaction network service is an integral part of the Swift Smartcard Offering across the West Midlands region, allowing users to top up their Swift Travel Cards in local shops.

The below services will be provided within this agreement:

- Terminals
- Payment Services
- ITSO Compliance
- Issuing of travel products
- Ticketing Paraphernalia
- Information for Agreed Agents
- Helpdesk and Complaints Handling

- Marketing and Publicity
 - Settlement and Reporting
-

Contract 1

Supplier

- Post Office Limited

Contract value

- £942,000 including VAT

Above the relevant threshold

Date signed

29 July 2025

Contract dates

- 1 August 2025 to 31 July 2028
- Possible extension to 31 July 2030
- 5 years

Description of possible extension:

Two optional extension periods are included within the contract of up to 12 months each. These optional extensions may be implemented dependent on the monitoring of customer behaviour and service profitability in line with market trends and capability

Main procurement category

Services

CPV classifications

- 34980000 - Transport tickets
- 48217000 - Transaction-processing software package
- 63710000 - Support services for land transport

Contract locations

- UKG - West Midlands (England)

Key performance indicators

Name

System Uptime

Failed Terminals

Helpdesk and Complaint Handling

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Direct award

Special regime

Utilities

Direct award justification

Single supplier - technical reasons

TfWMs core Swift payment systems. Switching to any alternative provider would incur significant technical redesign and result in significant cost and delays to an important customer service.

Switching to an alternative supplier would incur significant costs due to:

- Technical development, integration and testing of the core Swift payment system eg to HOPS
- ITSO certification application process
- Retraining of support staff
- Project management costs for implementation
- Customer communication & marketing

Offering customers the option to purchase Swift top-ups via retail stores is currently

considered a valuable service to end-users however it does not offer the Authority value-for-money or good return on its investment. At this time, investment into the technical payment process redesign would further diminish the return generated from the retail sales and make the service unviable.

Supplier

Post Office Limited

- Companies House: 02154540
- Public Procurement Organisation Number: PRNP-5883-YMLG

100 Wood Street

London

EC2V 7ER

United Kingdom

Email: Procurement@postoffice.co.uk

Website: <https://corporate.postoffice.co.uk/>

Region: UKI31 - Camden and City of London

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1

Contracting authority

West Midlands Combined Authority

- Public Procurement Organisation Number: PGMD-1353-PZVX

16 Summer Lane

Birmingham

B19 3SD

United Kingdom

Email: procurement.team@wmca.org.uk

Region: UKG31 - Birmingham

Organisation type: Public authority - sub-central government