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Tender

Out-of-Hours Customer Support Services

Transport for Wales Rail Limited (Utility Buyer)

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-059059

Procurement identifier (OCID): ocds-h6vhtk-05a090 ([view related notices](#))

Published 24 September 2025, 8:37am

Scope

Reference

TFW0904.00

Description

Transport for Wales Rail Ltd (TfWRL) is conducting an open tender to procure outsourced out-of-hours customer support services under TfW's Terms and Conditions. The anticipated start date is 1st January 2026.

The service will need to be able to provide bilingual (English and Welsh) customer support via telephone, social media, and email, operating 7 days a week during specified out-of-hours periods. Key requirements include accessibility compliance, call and email handling, CRM integration, customer satisfaction tracking, and robust business continuity. TfWRL will provide system access, training, and ongoing support.

Total value (estimated)

- £208,000 excluding VAT
- £249,600 including VAT

Below the relevant threshold

Contract dates (estimated)

- 1 January 2026 to 31 December 2027
- Possible extension to 31 December 2029
- 4 years

Description of possible extension:

2x 12 month optional extension periods

Main procurement category

Services

CPV classifications

- 79512000 - Call centre
- 79510000 - Telephone-answering services
- 72253000 - Helpdesk and support services
- 64200000 - Telecommunications services

Contract locations

- UK - United Kingdom

Participation

Conditions of participation

The service will need to be able to provide bilingual (English and Welsh)

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Enquiry deadline

20 October 2025, 12:00pm

Tender submission deadline

24 October 2025, 12:00pm

Submission address and any special instructions

All tender costs and liabilities are the sole responsibility of bidders. The contracting authority reserves the right to award the contract in whole or in part, or to pause, halt, or annul the process without awarding. To submit a formal proposal, access the ITT via the eTenderWales portal.

1. Register at <https://etenderwales.bravosolution.co.uk> (only once): accept T&Cs, enter correct business/user details.

2. Express interest: log in, click 'ITT Open to all suppliers', select ITT_120118 click 'express interest'. This moves the ITT to 'my ITTs'—a secure area.

Access documents via 'buyer attachments'.

3. Respond: click 'my response' under 'ITT details', choose 'create response' or 'decline' (with reason). Use 'messages' to contact the buyer. Note the deadline and follow on-screen instructions.

Note: All bidders must be registered on the Central Digital Platform (with Unique ID) and on www.Sell2Wales.co.uk.

Tenders may be submitted electronically

Yes

Award criteria

Name	Type	Weighting
Quality	Quality	60.00%
Cost	Cost	40.00%

Procedure

Procedure type

Below threshold - open competition

Special regime

Utilities

Documents

Associated tender documents

<https://etenderwales.bravosolution.co.uk/go/74690408019976A685F0>

Please refer to the submission instructions for guidance.

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: Chloe Allen

Email: chloe.allen@tfw.wales

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

Region: UKL15 - Central Valleys

Organisation type: Public authority - sub-central government

Devolved regulations that apply: Wales