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Award

Ticket Vending Machines (Retail Systems)

THE CHILTERN RAILWAY COMPANY LIMITED

UK5: Transparency notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-066319

Procurement identifier (OCID): ocds-h6vhtk-05ced9

Published 17 October 2025, 1:39pm

Scope

Description

Chiltern owns and operates 80 Ticket Vending Machines (TVMs) across the stations it operates. This direct award agreement is with the existing supplier who built, installed and maintained the TVMs, and is for the continued maintenance only of the existing TVMs.

In addition to the existing service level agreements, which we intend to keep as is, a number of additional requirements have been proposed.

Contract 1. Ticket Vending Machines (Retail Systems)

Supplier

- Flowbird Transport Limited

Contract value

- £2,909,562 excluding VAT
- £3,491,474 including VAT

Above the relevant threshold

Earliest date the contract will be signed

30 November 2025

Contract dates (estimated)

- 1 December 2025 to 1 December 2029
- Possible extension to 1 December 2031
- 6 years, 1 day

Description of possible extension:

Option to allow Chiltern to Extend for 2 years

Main procurement category

Services

CPV classifications

- 30144200 - Ticket-issuing machines

- 34980000 - Transport tickets
- 60200000 - Railway transport services

Contract locations

- UKC - North East (England)
- UKD - North West (England)
- UKE - Yorkshire and the Humber
- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England
- UKI - London
- UKJ - South East (England)
- UKK - South West (England)

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Direct award

Special regime

Utilities

Direct award justification

Single supplier - intellectual property or exclusive rights

The supplier is the only supplier who can maintain the TVMs as it holds the intellectual property rights which are required to be able to maintain the TVMs. The TVMs are mid-life (and not life expired) and therefore significant capex investment would be required in order to procure new TVMS which could be maintained by an alternative suppliers. As a result, there is no reasonable alternative available.

Supplier

Flowbird Transport Limited

- Companies House: 01232487

10 Willis Way, Fleets Industrial Estate

Poole

BH15 3SS

United Kingdom

Email: Daisy.Corner@chilternrailways.co.uk

Region: UKK24 - Bournemouth, Christchurch and Poole

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1. Ticket Vending Machines (Retail Systems)

Contracting authority

THE CHILTERN RAILWAY COMPANY LIMITED

- Companies House: 03007939
- Public Procurement Organisation Number: PNPV-7838-DRMN

1 Admiral Way

Sunderland

SR3 3XP

United Kingdom

Email: Daisy.Corner@chilternrailways.co.uk

Region: UKC23 - Sunderland

Organisation type: Private utility