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Tender

The Provision of Voice and Telephony Services

Govia Thameslink Railway Limited

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

Notice identifier: 2025/S 000-068562

Procurement identifier (OCID): ocds-h6vhtk-05d439 ([view related notices](#))

Published 27 October 2025, 2:05pm

Scope

Reference

GTR1010

Description

GTR are looking for a supplier who can provide and manage voice and telephony services across the GTR network. Bidders will need to ensure they can support all existing handsets as these may be replaced due to fault throughout the duration of the contract. Bidders will be asked to provide optional pricing for this as part of the submission which will not be scored at tender stage.

The key requirements for this tender exercise are:

- To provide services on existing fixed Poly handsets across the stations and depots, noting that Poly handsets are to be re-used day 1 of the mobilisation.
- ATAs to be migrated day 1 of the mobilisation, however these can be replaced if required for support reasons.

- A carrier grade system is essential due to operational requirements.
- Existing numbering is to be retained. Basic or equivalent functionality is essential.
- Improved handset robustness especially high user fixed handsets

While not part of the project scope GTR are interested in future capabilities of the proposed solution for simplified dialling from the station and depot phones to its existing 7000 mobile users – Note that this will not form part of the scored criteria for this tender exercise.

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-London:-Telephone-network./JP5W2NJ5A8>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/JP5W2NJ5A8>

Total value (estimated)

- £450,000 excluding VAT
- £562,500 including VAT

Above the relevant threshold

Contract dates (estimated)

- 6 January 2026 to 31 March 2028
- Possible extension to 31 March 2029
- 3 years, 2 months, 26 days

Description of possible extension:

Optional 12 month extension

Main procurement category

Services

CPV classifications

- 32551400 - Telephone network
- 64210000 - Telephone and data transmission services
- 64211100 - Local telephone services
- 64213000 - Shared-business telephone network services

Contract locations

- UKI - London
- UKJ - South East (England)

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

12 November 2025, 12:00pm

Tender submission deadline

21 November 2025, 12:00pm

Submission address and any special instructions

<https://www.delta-esourcing.com/respond/JP5W2NJ5A8>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

10 December 2025

Award criteria

Name	Type	Weighting
Criterion 2	Quality	60%

Name	Type	Weighting
Criterion 1	Price	40%

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Special regime

Utilities

Contracting authority

Govia Thameslink Railway Limited

- Public Procurement Organisation Number: PCNW-8528-NRRP

1st Floor, Monument Place, 24 Monument Street

London

EC3R 8AJ

United Kingdom

Contact name: Dulcie Neal

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Email: dulcie.neal@gtrailway.com

Region: UKI31 - Camden and City of London

Organisation type: Private utility