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Award

Out-of-Hours Customer Support Services

Transport for Wales Rail Limited (Utility Buyer)

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-077225

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

Published 26 November 2025, 12:39pm

Scope

Reference

TFW0904.00

Description

This contract is for the provision of Out of Hours Customer Support Services to ensure continuous support for customers outside standard business hours. The service includes handling inbound customer queries, providing assistance, and escalating issues as required to maintain service continuity and customer satisfaction.

Contract 1. Out of Hours Customer Support Services

Supplier

- Journeycall Limited

Contract value

- £166,400 excluding VAT
- £208,000 including VAT

Below the relevant threshold

Award decision date

24 November 2025

Earliest date the contract will be signed

8 December 2025

Contract dates (estimated)

- 1 January 2026 to 31 December 2028
- Possible extension to 31 December 2030
- 5 years

Description of possible extension:

2x 12 month optional extension periods available

Main procurement category

Services

CPV classifications

- 79000000 - Business services: law, marketing, consulting, recruitment, printing and security

Contract locations

- UK - United Kingdom

Procedure

Procedure type

Below threshold - open competition

Special regime

Utilities

Supplier

Journeycall Limited

- Public Procurement Organisation Number: PPHP-7493-YMQM

14 City Quay

Dundee

DD1 3JA

United Kingdom

Email: kieran.murray@the-espgroup.com

Region: UKM71 - Angus and Dundee City

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1. Out of Hours Customer Support Services

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: Private utility

Devolved regulations that apply: Wales