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Award

TfW Retail Ticketing Solution (RTS)

Transport for Wales Rail Limited (Utility Buyer)

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

Notice identifier: 2025/S 000-078263

Procurement identifier (OCID): ocds-h6vhtk-05221d ([view related notices](#))

Published 28 November 2025, 5:04pm

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Scope

Reference

TFW0910.00

Description

Following the recent tender exercise this is to notify the market of the award of a new contract to the Supplier offering the most advantageous tender for the provision of a new Retail Ticketing Solution to TFWRL.

Contract 1. TfW Retail Ticketing Solution (RTS)

Supplier

- Vix Technology UK Limited

Contract value

- £6,727,252 excluding VAT
- £8,192,702 including VAT

Above the relevant threshold

Award decision date

26 November 2025

Date assessment summaries were sent to tenderers

26 November 2025

Standstill period

- End: 10 December 2025
- 8 working days

Earliest date the contract will be signed

12 December 2025

Contract dates (estimated)

- 15 December 2025 to 14 December 2028
- Possible extension to 14 December 2031
- 6 years

Description of possible extension:

Option to extend for up to three periods of 12 months each

Main procurement category

Services

Options

The right to additional purchases while the contract is valid.

- PAYG cEMV Integration
- Bags and carry straps
- Mag Stripe Reader/Write Support (Station Ticket Office Only)
- Customer Display (total) up to 81 required
- Disposal of incumbent equipment

CPV classifications

- 72000000 - IT services: consulting, software development, Internet and support

Contract locations

- UK - United Kingdom

Information about tenders

- 4 tenders received
- 3 tenders assessed in the final stage:
 - 3 submitted by small and medium-sized enterprises (SME)
 - 0 submitted by voluntary, community and social enterprises (VCSE)
- 1 supplier awarded contracts
- 2 suppliers unsuccessful (details included for contracts over £5 million)

Procedure

Procedure type

Open procedure

Special regime

Utilities

Supplier

Vix Technology UK Limited

- Public Procurement Organisation Number: PMJL-5169-MRDN

Ridgecourt The Ridge

Surrey

KT18 7EP

United Kingdom

Email: uk.tenders@vixtechnology.com

Region: UKJ26 - East Surrey

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Connected people/organisations:

VIX AFC Limited, 02649163, Ridgecourt The Ridge, Epsom, Surrey, KT18 7EP, UK

Contract 1. TfW Retail Ticketing Solution (RTS)

Contracting authority

Transport for Wales Rail Limited (Utility Buyer)

- Public Procurement Organisation Number: PVJP-5451-JYWQ

3 Llys Cadwyn

Pontypridd

CF37 4TH

United Kingdom

Email: procurement.help@tfwrail.wales

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

Region: UKL15 - Central Valleys

Organisation type: Public authority - sub-central government

Devolved regulations that apply: Wales