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Tender

Invitation to Participate relating to an Arriva UK Trains (AUKT) Tender run on behalf of CrossCountry (XC) and Chiltern Railway Company (CRCL) for the Provision of an Onboard Mobile Ticketing and Information Systems.

ARRIVA UK TRAINS LIMITED

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

Notice identifier: 2025/S 000-081596

Procurement identifier (OCID): ocds-h6vhtk-05f2a4

Published 10 December 2025, 3:13pm

Changes to notice

This notice has been edited. The [previous version](#) is still available.

Revised version of document 'R1 - Technical Requirements (MoSCoW)' has been uploaded due to typo.

The only changes made were the quantities for the Base Requirements for CRCL only.

Scope

Reference

ITP_AUKT_MTiS_2025

Description

The purpose of the Procurement is to select a supplier to deliver and implement a mobile on train ticket retailing system and eTVD.

The key elements and strategic objectives of the Project are

- to procure a reliable, user-friendly mobile on-train ticket retailing system and eTVD ("Electronic Ticket Validation Database") in accordance with the Specification.
- to meet regulatory requirements of RDG for ticket issuing systems.
- to improve passenger experience and deliver value for money.

Total value (estimated)

- £1,357,000 excluding VAT
- £1,628,400 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 May 2026 to 1 May 2031
- Possible extension to 1 May 2033
- 7 years, 1 day

Description of possible extension:

The contract's duration is initially for five (5) years with optional extensions of one (1) plus one (1) year at the end of the initial term.

Main procurement category

Services

CPV classifications

- 60200000 - Railway transport services
- 72100000 - Hardware consultancy services
- 72200000 - Software programming and consultancy services

Lot constraints

Description of how multiple lots may be awarded:

Bidders must bid for both lots but will enter into a separate contract with each contracting authority (XC and CRCL).

Not the same for all lots

Contract locations are shown in Lot sections, because they are not the same for all lots.

Lot 1. ITP_AUKT_MTiS_2025_CrossCountry

Description

Further information regarding the scope of the Project, XC's requirements and additional background information is contained in the Specification attached as Schedule 2 and all Bidders interested in the Project should carefully consider this information prior to submitting a PSQ response.

Lot value (estimated)

- £1,067,000 excluding VAT
- £1,280,400 including VAT

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)
- UKM - Scotland

Same for all lots

CPV classifications and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 2. ITP_AUKT_MTiS_2025_ChilternRailway

Description

Further information regarding the scope of the Project, CRCL's requirements and additional background information is contained in the Specification attached as Schedule 2 and all Bidders interested in the Project should carefully consider this information prior to submitting a PSQ response.

Lot value (estimated)

- £290,000 excluding VAT
- £348,000 including VAT

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)

Same for all lots

CPV classifications and contract dates are shown in the Scope section, because they are the same for all lots.

Submission

Enquiry deadline

16 January 2026, 5:00pm

Submission type

Requests to participate

Deadline for requests to participate

30 January 2026, 5:00pm

Submission address and any special instructions

All responses should be made by email to the Procurement Contact detailed below:

Name: Maeve Molloy

Position: Procurement Manager - IT and Indirects

Email Address: molloym@arrivatrails.co.uk

Tenders may be submitted electronically

No

Languages that may be used for submission

English

Award decision date (estimated)

24 April 2026

Award criteria

Name	Type	Weighting
Technical Requirements	Quality	40%
Commercial	Price	40%
Legal	Quality	20%

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Special regime

Concession

Competitive flexible procedure description

The procurement process will follow the competitive flexible procedure in accordance with the Act.

It will be made up of the following stages:

Stage 1 - Invitation to Participate

Stage 2 - Invitation to Submit Tender

Stage 3 - Best and Final Offer

Documents

Associated tender documents

[ITP - MTiS Invitation to Participate 101225.docx](#)

[ITT - MTiS Invitation to Tender 101225.docx](#)

[R1 - Technical Requirements \(MoSCoW\).xlsx](#)

Documents to be provided after the tender notice

via email from molloym@arrivatrails.co.uk

Contracting authority

ARRIVA UK TRAINS LIMITED

- Companies House: 03166214
- Public Procurement Organisation Number: PDVY-5831-ZHMY

1 Admiral Way

Sunderland

SR3 3XP

United Kingdom

Email: molloym@arrivatrails.co.uk

Website: <http://www.arriva.co.uk>

Region: UKC23 - Sunderland

Organisation type: Private utility