**Date issued:** 15th of December 2023

**Freedom of Information Request** 277/23

We are writing in response to your Freedom of Information request. Your request has been considered in accordance with the requirements of the Freedom of Information Act and our Data and Information Management Policy.

**YOU ASKED US…**

**I would like to make a request for the following information relating to live contracts for Rail Ticketing Systems used throughout the UK, including devolved regions, but excluding Northern Ireland.**

**This relates to both Rail Ticketing Systems used in ticket offices and on the train.**

**Please confirm the following information for all live contracts for Rail Ticketing Systems:**

**The supplier**

**Total contract value**

**Annual contract value**

**Award date**

**End date (including any potential extensions)**

**The relevant station or train that the system relates to**

**URL links to the award notices (FTS/CF preferred)**

**If possible, the number of related devices on the train or station (e.g. PCs, handheld devices)**

**RESPONSE**

**Ticket Vending Machines**

The supplier: Scheidt & Bachmann GmbH (S&B)

Total contract value: £6.6m (estimate)

Annual contract value: dependant on payment profile

Award date: 15.11.2019

End date (including any potential extensions): 15.11.2024

The relevant station or train that the system relates to: Ticket Machines located in TFW Stations

URL links to the award notices (FTS/CF preferred): Not applicable. The contract was awarded under private procurement by Keolis Amey Operation Limited.

If possible, the number of related devices on the train or station (e.g. PCs, handheld devices): Not Applicable

**Station Office Ticketing Machines – STAR Desktop**

The supplier: Fujitsu Services Limited

Total contract value: £3.1m (estimate)

Annual contract value: dependant on payment profile

Award date: 14.10.2018

End date (including any potential extensions): 14.04.2026

The relevant station or train that the system relates to: TFW Station Ticket Offices

URL links to the award notices (FTS/CF preferred): The contract was awarded under private procurement by Keolis Amey Operation Limited.

If possible, the number of related devices on the train or station (e.g. PCs, handheld devices): 91 Toms

**On-train Ticketing Machines – STAR Mobile**

The supplier: Fujitsu Services Limited

Total contract value: £3.4m (estimate)

Annual contract value: dependant on payment profile

Award date: 14.10.2018

End date (including any potential extensions): 14.04.2026

The relevant station or train that the system relates to: TFW On-Train Ticketing Devices

URL links to the award notices (FTS/CF preferred): The contract was awarded under private procurement by Keolis Amey Operation Limited.

If possible, the number of related devices on the train or station (e.g. PCs, handheld devices): 279 STAR Zebra devices

We hope this information is of use to you.

Yours sincerely,

**Transport for Wales**

**Appeal Rights**

If you are unhappy with the way your request has been handled and wish to make a complaint or request a review of our decision, please write to the Head of Freedom of Information at either Transport for Wales, 3 Llys Cdwyn, Pontypridd, CF37 4TH or [freedomofinformation@tfw.wales](mailto:freedomofinformation@tfw.wales). Your request must be submitted within 40 working days of receipt of this letter. If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision.

The Information Commissioner (ICO) can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or you can contact the ICO through the 'Make a Complaint' section of their website on this link: <https://ico.org.uk/make-a-complaint/>

The relevant section to select will be "Official or Public Information".