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Planning

Delay Repay Platform development, support & management PIN Only

London North Eastern Railway Ltd.

F04: Periodic indicative notice – utilities

Periodic indicative notice only

Notice identifier: 2023/S 000-008368

Procurement identifier (OCID): ocds-h6vhtk-03b52d

Published 22 March 2023, 3:32pm

Section I: Contracting entity

I.1) Name and addresses

London North Eastern Railway Ltd.

York

Email

anke.tymens@lner.co.uk

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

www.lner.co.uk

I.3) Communication

Additional information can be obtained from the above-mentioned address

I.6) Main activity

Railway services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Delay Repay Platform development, support & management PIN Only

Reference number

RFX REQ1000193

II.1.2) Main CPV code

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

II.1.3) Type of contract

Services

II.1.4) Short description

LNER is embarking on a transformational journey to develop a platform for delay repay claiming and processing, as part of our ongoing efforts to provide a seamless digital customer experience for our rail travellers in the UK and beyond.

We are seeking a supplier to join us on this exciting journey and help us create a slick, intuitive, and digital-first platform. The platform will enable our customers to claim delay repay compensation, check their claim status, and understand if their claim is valid under the delay repay compensation scheme. It will also allow them to manage their claims online and access information about our services easily.

LNER operates long-distance high-speed services on a route that stretches over 900

miles, and we are committed to reducing customer effort when interacting with us. Our goal is to fully automate the delay repay claim process by 2025, and become market-leading in the transport industry and beyond.

We are looking to engage the market to identify suppliers with the required expertise, experience, and capabilities to develop such a platform and to gain a general insight on potential routes to market and expected costs.

We look forward to receiving your response to help us refining the procurement approach for this exciting project.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

LNER is looking to engage with potential suppliers in the market to identify appropriate routes for a competitive tender or further competition and gain an insight on expected costs and factors to take into account.

We intend to publish a tender for the requirement in the next 90 days or so.

Potentially Interested suppliers are kindly requested to complete the questionnaire at <https://forms.office.com/e/EfBk76hEyW> to share initial insights

II.3) Estimated date of publication of contract notice

30 June 2023

Section IV. Procedure

IV.1) Description

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No