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Contract

## **EPOS Replacement**

London North Eastern Railway Ltd.

F06: Contract award notice – utilities

Notice identifier: 2021/S 000-015173

Procurement identifier (OCID): ocds-h6vhtk-02c2b9

Published 2 July 2021, 11:02am

## **Section I: Contracting entity**

### **I.1) Name and addresses**

London North Eastern Railway Ltd.

York

#### **Email**

[anke.tymens@lner.co.uk](mailto:anke.tymens@lner.co.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UK - United Kingdom

#### **Internet address(es)**

Main address

[www.lner.co.uk](http://www.lner.co.uk)

## **I.6) Main activity**

Railway services

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

EPOS Replacement

Reference number

DN1239

#### **II.1.2) Main CPV code**

- 48000000 - Software package and information systems

#### **II.1.3) Type of contract**

Supplies

#### **II.1.4) Short description**

Provision of an Electronic Point of Sale (ePOS), to support retail and complimentary sales, in multiple sales locations primarily on train and at stations.

It is expected that the system will provide the following functionality:

- sale of retail items, inclusive of deals, promotions and discounts;
- allow payment through cash, contactless and digital wallets;
- provide options for returns and refund;
- provide the customer with a receipt printed and/or digital;
- Allow the customer to purchase through their own device;
- capture all sales and activity data;
- provide open API, enabling the exchange of data to LNER reporting servers and integration into third party systems;
- meet all compliance and security requirements including, PCI DSS and GDPR;

- capture, exchange and/or report inventory data;
- Provide reconcilable lodgement functionality;
- Capture data on all sales and stock transactions, this to include, type, location, quantity, value, etc.;
- support 'at seat' and 'click and collect' functionality.

It is a requirement that the solution be intuitive and seamless to the customer and frontline users.

### **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**

Provision of an Electronic Point of Sale (ePOS), to support retail and complimentary sales, in multiple sales locations primarily on train and at stations.

### **II.2.11) Information about options**

Options: No

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Negotiated procedure with prior call for competition

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

The procurement is covered by the Government Procurement Agreement: No

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2020/S 239-592284](#)

#### **IV.2.9) Information about termination of call for competition in the form of a periodic indicative notice**

The contracting entity will not award any further contracts based on the above periodic indicative notice

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## **Section V. Award of contract**

### **Contract No**

1

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

1 July 2021

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## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

LNER

York

Country

United Kingdom