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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

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

www.lner.co.uk

I.6) Main activity

Railway services

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

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

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

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

LNER

York

Country

United Kingdom