

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/020129-2026>

Award

## **Ticket Retailing & Validation Solutions**

NORTHERN TRAINS LIMITED

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-020129

Procurement identifier (OCID): ocids-h6vhtk-059648 ([view related notices](#))

Published 5 March 2026, 4:54pm

### **Scope**

#### **Description**

Northern Trains Limited has a requirement to replace its existing Ticket Retailing & Validation solution by December 2026 due to the incumbent supplier's withdrawal from the UK rail ticketing market.

Northern are therefore looking to engage the supply market to understand the solutions available.

Northern Trains Limited Invitation to Tender is for the provision of a technology solution that satisfies two main outcomes for Northern:

- Suitable replacement of the on-train and ticket office solution to maintain and safeguard ticket retailing and validation provision
- Deliver on NTL's dependency into the PAYG programme for EMV

A successfully delivered solution must meet 11 significant requirements:

- 1)Complete Ticket Issuing System (TIS) for All Devices
- 2)Architecture Description of All Components

- 3) Full Range of Retailing Options Available Day One
  - 4) RDG Accreditation and Compliance
  - 5) Adherence to Project Delivery Timelines
  - 6) Customer Payment Type Acceptance
  - 7) Support for ITSO PAYG Smartcards
  - 8) TfGM cEMV PAYG Capability
  - 9) Customer Travel Options and Fare Types
  - 10) End-of-Shift Accounting Functionality
  - 11) Ticket Inspection and Validation Functionality
- 

## **Contract 1. Ticket Retailing & Validation Solutions**

### **Supplier**

- WORLDLINE IT SERVICES UK LIMITED

### **Contract value**

- £29,167,795 excluding VAT
- £35,001,354 including VAT

Above the relevant threshold

### **Award decision date**

5 March 2026

### **Date assessment summaries were sent to tenderers**

5 March 2026

### **Standstill period**

- End: 16 March 2026
- 8 working days

### **Earliest date the contract will be signed**

1 April 2026

### **Contract dates (estimated)**

- 1 April 2026 to 31 March 2032
- Possible extension to 31 March 2037
- 11 years

Description of possible extension:

The minimum term is six (6) years, with the option to extend for a further five (5) years, split into a three (3) year option followed by a two (2) year option, up to a total maximum duration of eleven (11) years.

## **Main procurement category**

Services

## **CPV classifications**

- 30123100 - Ticket-validation machines
- 30144200 - Ticket-issuing machines
- 50316000 - Maintenance and repair of ticket-issuing machinery
- 50317000 - Maintenance and repair of ticket-validation machinery

## **Contract locations**

- UK - United Kingdom

---

## **Information about tenders**

- 3 tenders received
- 3 tenders assessed in the final stage:
  - 2 submitted by small and medium-sized enterprises (SME)
  - 0 submitted by voluntary, community and social enterprises (VCSE)
- 1 supplier awarded contracts
- 2 suppliers unsuccessful (details included for contracts over £5 million)

---

## **Unsuccessful suppliers**

- [THE TICKET KEEPER LTD](#)

- [VIX TECHNOLOGY UK LIMITED](#)
- 

## Procedure

### Procedure type

Open procedure

### Special regime

Utilities

---

## Suppliers

### THE TICKET KEEPER LTD

- Companies House: 08779935
- Public Procurement Organisation Number: PNTX-1435-XLCN

Orchard Hey Rye Lane

Sevenoaks

TN14 5JF

United Kingdom

Website: <http://www.theticketkeeper.com>

Region: UKJ46 - West Kent

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

## **VIX TECHNOLOGY UK LIMITED**

- Companies House: 03039051
- Public Procurement Organisation Number: PMJL-5169-MRDN

Ridgecourt The Ridge

Surrey

KT18 7EP

United Kingdom

Website: <http://www.vixtechnology.com>

Region: UKJ26 - East Surrey

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

## **WORLDLINE IT SERVICES UK LIMITED**

- Companies House: 08514184
- Public Procurement Organisation Number: PZDC-4647-GCGJ

Beeston Business Park, 1 Technology Drive

Nottingham

NG9 1LA

United Kingdom

Email: [WLOpportunities@worldline.com](mailto:WLOpportunities@worldline.com)

Website: <https://worldline.com/en-gb/home>

Region: UKF16 - South Nottinghamshire

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. Ticket Retailing & Validation Solutions

---

## **Contracting authority**

### **NORTHERN TRAINS LIMITED**

- Companies House: 03076444
- Public Procurement Organisation Number: PZCJ-2164-HJQZ

George Stephenson House

York

YO1 6JT

United Kingdom

Email: [procurement@northernrailway.co.uk](mailto:procurement@northernrailway.co.uk)

Region: UKE21 - York

Organisation type: Public authority - central government