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Planning

Station Self-Service Machine (Market Engagement only)

London North Eastern Railway Ltd.

F04: Periodic indicative notice – utilities
Periodic indicative notice only
Notice identifier: 2022/S 000-021525
Procurement identifier (OCID): ocds-h6vhtk-03593b
Published 5 August 2022, 10:52am

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

http://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

Station Self-Service Machine (Market Engagement only)

Reference number

RFX REQ1000160

II.1.2) Main CPV code

- 30144200 - Ticket-issuing machines

II.1.3) Type of contract

Supplies

II.1.4) Short description

The LNER In-station Ticket Vending Machine (TVM) contract is up for renewal. Ticket Vending Machines have been common in the rail industry since 1904 for retailing (and later fulfilling) tickets at railway stations, with paper tickets gradually being replaced by smart media which are now becoming commonplace.

Looking into the future, LNER is exploring far more multi-functional machines that can service a variety of customer needs in stations, that are highly aligned with our smart ticketing ambitions, and that deliver on seamless user experiences for all customer accessibility needs.

We are now seeking an innovative, forward-thinking and agile supplier who can deliver a reliable, secure, and cutting edge fleet of devices to assist us on the journey to magstripe elimination across 14 stations as well as providing real-time customer information and ancillary services.

Offering fully accessible self-service ticket retailing and collection, of both rail tickets and associated ancillary products, these multi-functional devices will also be capable of integrating with in-station customer support and information functionalities, and will offer a mobile hardware option for flexible use around stations/the route.

An agile approach to accurately delivering industry requirements to time, cost and quality, in addition to having the scope and capability to further develop at pace, as requested by LNER, is a fundamental requirement.

Additionally, the user interface must present a simple and intuitive choice to the customer and fast and secure checkout. It would also be useful if your system had the potential to enable real-time access of sales and interaction data, and to be able to update other info on display in real time.

We are looking to engage with potential suppliers in preparation for a further competition that we intend to run on the "Spark" Dynamic Purchasing System https://www.crowncommercial.gov.uk/agreements/RM6094 using our e-sourcing Platform Proactis.

Interested suppliers are invited to complete the questionnaire published at https://forms.office.com/r/BgN6h58DzW to commence initial market engagement.

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

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Interested suppliers are invited to complete the questionnaire published at https://forms.office.com/r/BgN6h58DzW to commence initial market engagement.

II.3) Estimated date of publication of contract notice

2 December 2022

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