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Pipeline

## **Telephony and Workforce Management**

LONDON NORTH EASTERN RAILWAY LIMITED

UK1: Pipeline notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-026903

Procurement identifier (OCID): ocds-h6vhtk-052456

Published 23 May 2025, 4:16pm

### **Scope**

### **Reference**

LNER10022

### **Description**

Telephony and Workforce Management provision for our Contact Centre

### **Total value (estimated)**

- £1,600,000 excluding VAT
- £1,920,000 including VAT

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

- 1 August 2027 to 31 July 2030
- Possible extension to 31 July 2031
- 4 years

## **Main category**

Goods

## **CPV classifications**

- 48000000 - Software package and information systems

## **Contract locations**

- UK - United Kingdom

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## **Participation**

### **Particular suitability**

Small and medium-sized enterprises (SME)

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## **Submission**

### **Publication date of tender notice (estimated)**

1 September 2025

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## **Procedure**

### **Procedure type**

Open procedure

### **Special regime**

Utilities

### **Above or below total value threshold**

Above or equal to threshold

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## **Contracting authority**

### **LONDON NORTH EASTERN RAILWAY LIMITED**

- Companies House: 04659712
- Public Procurement Organisation Number: PQZP-5496-ZTHY

West Offices

York

YO1 6GA

United Kingdom

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

Region: UKE21 - York

Organisation type: Public undertaking (commercial organisation subject to public authority oversight)