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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

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Publication date of tender notice (estimated)

1 September 2025

Procedure

Procedure type

Open procedure

Special regime

Utilities

Above or below total value threshold

Above or equal to threshold

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

Region: UKE21 - York

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