

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/030366-2022>

Planning

Digital Information Platform (PIN ONLY)

London North Eastern Railway Ltd.

F04: Periodic indicative notice – utilities

Periodic indicative notice only

Notice identifier: 2022/S 000-030366

Procurement identifier (OCID): ocids-h6vhtk-037cd1

Published 27 October 2022, 2:48pm

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

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

Digital Information Platform (PIN ONLY)

Reference number

DN1419

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

At LNER we want to deliver maximum value to all customers travelling with us across their whole journey experience.

However with the majority of customers not booking direct with LNER one of our challenges is consistently communicating with customers about their journey in real time. Equally for our direct bookers they may not have downloaded our app or signed up to journey alerts which again makes it difficult to serve in-journey information to them when they need it.

LNER are looking to build a digital platform that can be accessed in journey (eg via QR codes) by direct and in-direct customers to gain access to the multiple customer experience tools and services offered both at station and on-board.

This platform would be accessible via a customers mobile or laptop device, and would be personalised based on their journey location. LNER would also build out this platform to deliver personalised content and offers to customers based on their journey, and give customers the ability to feedback about various aspects of the estate, fleet and service to allow us to respond more rapidly to customer pain points.

The platform should be self contained wherever possible to do so. Feeding in data via API interface/open data feeds into the portal itself as opposed to handing off to existing supplier systems. This is to allow for customer personalisation of the information, removal of any user login barriers and to deliver a seamless user experience.

An agile approach to accurately delivering 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.

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.

Potentially Interested suppliers are kindly requested to complete the questionnaire at <https://forms.office.com/r/BNFThD69pD> to share initial insights

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

We are looking to engage with potential suppliers for a digital information platform 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.

Potentially Interested suppliers are kindly requested to complete the questionnaire at <https://forms.office.com/r/BNFThD69pD> to share initial insights. Please complete the questionnaire by 11/11/2022

II.3) Estimated date of publication of contract notice

24 November 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