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Tender

## **Supply, Installation, Maintenance and Support of Smart Ticketing Machines v2**

London North Eastern Railway Ltd.

F05: Contract notice – utilities

Notice identifier: 2024/S 000-033057

Procurement identifier (OCID): ocds-h6vhtk-03593b

Published 14 October 2024, 5:05pm

### **Section I: Contracting entity**

#### **I.1) Name and addresses**

London North Eastern Railway Ltd.

York

#### **Email**

[anke.tymens@lner.co.uk](mailto: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**

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://supplierlive.proactisp2p.com/Account/login>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://supplierlive.proactisp2p.com/Account/login>

### **I.6) Main activity**

Railway services

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Supply, Installation, Maintenance and Support of Smart Ticketing Machines v2

Reference number

REQ1000278

#### **II.1.2) Main CPV code**

- 30144200 - Ticket-issuing machines

#### **II.1.3) Type of contract**

Supplies

#### **II.1.4) Short description**

This tender is for the replacement of Ticket Vending Machines (TVMs) at LNER that sit within our station environment. We are looking to replace 87 (+ or – 20% as a range on this figure) incumbent devices with new multi-functional retail devices that will be known as Smart Ticketing Machines (STMs), to service our customers' needs today and in the

future. We want to improve the customer experience, less clicks, less stress, happier customers and empowered colleagues. We are looking to utilise improvements in technology to ensure our new devices can add more value to stations going beyond just retailing tickets. We want to have digital screens capable of retailing tickets as well as offering multi-functionality. This will include an opportunity to display advertising and marketing materials, customer information and disruption information. These devices will possess the opportunity to link into other projects whether it be wayfinding, British sign language or other LNER led digital projects.

#### **II.1.5) Estimated total value**

Value excluding VAT: £7,000,000

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

- 30144200 - Ticket-issuing machines
- 42933000 - Vending machines
- 50316000 - Maintenance and repair of ticket-issuing machinery

#### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

#### **II.2.4) Description of the procurement**

Bids are invited for the supply, installation, maintenance and support of smart ticket machines in LNER stations.

#### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

#### **II.2.6) Estimated value**

Value excluding VAT: £7,000,000

**II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

84

This contract is subject to renewal

No

**II.2.9) Information about the limits on the number of candidates to be invited**

Maximum number: 5

**II.2.10) Information about variants**

Variants will be accepted: No

**II.2.11) Information about options**

Options: No

**II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Negotiated procedure with prior call for competition

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: No

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2022/S 000-021525](#)

#### **IV.2.2) Time limit for receipt of tenders or requests to participate**

Date

25 November 2024

Local time

12:00pm

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

LNER

York

Country

United Kingdom