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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): ocids-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

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

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

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