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Planning

Open Banking (Request for Information)

LONDON NORTH EASTERN RAILWAY LIMITED

F04: Periodic indicative notice – utilities

Periodic indicative notice only

Notice identifier: 2024/S 000-037201

Procurement identifier (OCID): ocds-h6vhtk-04b753

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Section I: Contracting entity

I.1) Name and addresses

LONDON NORTH EASTERN RAILWAY LIMITED

West Office

YORK

YO16GA

Contact

Anke Tymens

Email

procurement@lner.co.uk

Country

United Kingdom

Region code

UK - United Kingdom

Companies House

04659712

Internet address(es)

Main address

www.lner.co.uk

I.3) Communication

Additional information can be obtained from the above-mentioned address

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<https://forms.microsoft.com/e/iSAQFjsRYc>

I.6) Main activity

Railway services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Open Banking (Request for Information)

II.1.2) Main CPV code

- 66110000 - Banking services

II.1.3) Type of contract

Services

II.1.4) Short description

The train companies operated by DOHL - The DFT holding company for government controlled Train Operating Companies (TOCS), are committed to delivering the best experience for their customers, including providing a wide range of payment options when purchasing tickets.

The DOHL TOCs intend to add open banking - pay by bank as a payment type for web and app channels, enabling customers to pay for tickets and other services using an instant authorised bank transfer through their banking app.

Different TOCs use a range of web and products, some bespoke, and other, white labelled SaaS platforms offered by third party vendors. TOCs currently offer a range of online payment options, including Credit and Debit Card, PayPal, incorporating Pay in Three, Apple and Google Pay. Open Banking will sit alongside these options, using a dedicated Call to Action button.

Please note that purchasing rail tickets is not as straightforward as some other purchase models, and it will be necessary to store a reservation ID alongside the more usual fields.

A high level process map for a typical Ticket Issuing System is included in this PIN for reference. Integration is envisaged to be through existing payment service APIs and integration offered by the Ticket Issuing System.

Refunds are a common occurrence, due to customers changing their plans, delays and cancellations. An automated process is used to make refunds, and where a customer has paid through open banking, this must be available as an automated refund channel.

In some cases, a refund team may make manual refunds, and this should also be an option through the open banking provision.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72300000 - Data services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The DOHL TOCs intend to tender either jointly or individually, using a set of common requirements and volumetric pricing structure, for the provision of Open Banking through the Government DPS RM6301 Framework.

Potential suppliers are advised that they will need to join this framework to be able to tender.

This PIN is being issued to allow time for potential suppliers to complete the formalities to join the framework.

II.2.14) Additional information

Our intention is to issue the tender for provision initially to one Train Operating Company - LNER. The following services will be included:

1. Open Banking payment service when paying for tickets and associated services through the existing TOC's App / website, including white label products, using volumetric pricing
2. Open Banking refund service, triggered through our automated refund service, and manually where required

OR

Each TOC will issue their own tender within an agreed timescale, but will align requirements across the tenders, along with a common agreed pricing structure using combined volumetric pricing.

1. Open Banking payment service when paying for tickets and associated services through the existing TOC's App / website, including white label products
2. Open Banking refund service, triggered through our automated refund service, and manually where required

Interested suppliers are requested to complete the questionnaire at <https://forms.microsoft.com/e/iSAQFjsRYc> to give initial insights to help us shape the procurement.

II.3) Estimated date of publication of contract notice

31 January 2025

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: Yes

IV.2) Administrative information

IV.2.2) Time limit for receipt of expressions of interest

Date

18 December 2024

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

English

Section VI. Complementary information

VI.3) Additional information

Interested suppliers are requested to complete the questionnaire at <https://forms.microsoft.com/e/iSAQFjsRYc> to give initial insights.