

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/045081-2025>

Contract

Provision of Ticketing Retailing Equipment and Support Services for use onboard rail services.

NORTHERN TRAINS LIMITED

F06: Contract award notice – utilities

Notice identifier: 2025/S 000-045081

Procurement identifier (OCID): ocds-h6vhtk-056294

Published 1 August 2025, 10:26am

Section I: Contracting entity

I.1) Name and addresses

NORTHERN TRAINS LIMITED

George Stephenson House

York

YO16JT

Contact

Robin Horsman

Email

Robin.Horsman@northernrailway.co.uk

Telephone

+44 7827937566

Country

United Kingdom

Region code

UKE21 - York

Companies House

03076444

Internet address(es)

Main address

www.northernrailway.co.uk

I.6) Main activity

Railway services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Provision of Ticketing Retailing Equipment and Support Services for use onboard rail services.

II.1.2) Main CPV code

- 50220000 - Repair, maintenance and associated services related to railways and other equipment

II.1.3) Type of contract

Services

II.1.4) Short description

Extension to the current agreement for the Provision of Ticketing Retailing Equipment and Support Services for use onboard rail services 'STARmobile' from 1 August 2025 until December 2026.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 30123100 - Ticket-validation machines
- 30144200 - Ticket-issuing machines

II.2.3) Place of performance

NUTS codes

- UKC - North East (England)
- UKD - North West (England)
- UKE - Yorkshire and the Humber

II.2.4) Description of the procurement

Extension to the current agreement for the Provision of Ticketing Retailing Equipment and Support Services for use onboard rail services from 1 August 2025 until December 2026.

This includes over 600 STARmobile devices and the support and maintenance of over 600 devices at 23 depots used in ticket selling, validation of digital tickets and processing of unpaid fares notices and penalty fares

On the 12th March 2025 the current service provider published a notification of the End of Service Life (EOSL) for STARmobile and confirmed that this system will no longer be supported for operational for use beyond the end of 2026. Ticket retailing is critical activity for Northern Trains, and other Train Operating Companies (TOC's), and continuity in support activities until December 2026 will allow time for NTL to approach the market to source a replacement onboard train ticket retailing solution.

II.2.11) Information about options

Options: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- The works, supplies or services can be provided only by a particular economic operator for the following reason:
 - protection of exclusive rights, including intellectual property rights

Explanation:

Award a contract directly as this approach is allowed under the UCR's where restrictions on the use of IPR do not trigger a requirement to conduct a new OJEU-compliant tender process.

We believe in this circumstance the following is applicable:

There are grounds where NTL as public body could award a subsequent contract to a third party using the exemptions in Regulation 50 of the UCR. This exemption is provided for under the UCR Regulation 50(1)(c) which allows Utilities to award a contract where the works, supplies or services can be supplied only by a particular supplier because competition is absent for technical reasons and where no reasonable alternative or substitute exists. The supplier owns copyright and the IPR in all the software. The absence of competition is not the result of an artificial narrowing down of the parameters of the procurement

The works, supplies or services can only be supplied only by a particular supplier because competition is absent for technical reasons and where no reasonable alternative or substitute exists. The supplier owns copyright and the IPR in all the software. The absence of competition is not the result of an artificial narrowing down of the parameters of the procurement.

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.2.1) Previous publication concerning this procedure

Notice number: [2025/S 000-041488](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

31 July 2025

V.2.2) Information about tenders

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Fujitsu Services

Bracknell

Country

United Kingdom

NUTS code

- UKJ1 - Berkshire, Buckinghamshire and Oxfordshire

Companies House

0096056

The contractor is an SME

No

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Department for Transport

Great Minster House,

London

SW1P 4DR

Country

United Kingdom