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Contract

## **Provision of Ticketing Retailing Equipment and Support Services at station locations.**

NORTHERN TRAINS LIMITED

F06: Contract award notice – utilities

Notice identifier: 2025/S 000-045091

Procurement identifier (OCID): ocds-h6vhtk-056293

Published 1 August 2025, 10:37am

### **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](mailto: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](http://www.northernrailway.co.uk)

**I.6) Main activity**

Railway services

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**Section II: Object**

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

**II.1.1) Title**

Provision of Ticketing Retailing Equipment and Support Services at station locations.

**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 'STARdesktop' and Support Services at station locations from 1st April 2026 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)**

- 30144200 - Ticket-issuing machines
- 34940000 - Railway equipment

### **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 at station locations from 1st April 2026 until December 2026.

This includes over 200 STARdesktop devices across 159 ticket offices for the issuing of tickets, railcards, reservations, staff discounts and journey planning information to customers of the railway

On the 12th March 2025 the current service provider published a notification of the End of Service Life (EOSL) for STARdesktop 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

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## **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

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#### **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 000-041487](#)

## **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

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## **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