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Planning

EPOS

LONDON NORTH EASTERN RAILWAY LIMITED

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-048596

Procurement identifier (OCID): ocds-h6vhtk-058784

Published 14 August 2025, 9:00am

Scope

Description

LNER currently operates a retail solution enabling customers to purchase food, beverages, and other items during their journey. This solution offers two primary channels for purchase: customers can buy items directly from the onboard Café Bar via an EPOS (Electronic Point of Sale) device operated by an onboard colleague, or order from their seat using a cloud-based platform accessed by scanning a QR code with their own device, with orders delivered directly to their location. Both platforms support multiple payment methods, including digital wallets, and are designed to offer a seamless, convenient user experience. The solution includes a comprehensive, auditable back-office system that enables LNER to manage product information and pricing, promotional offers and discounts, user activity (linked to sales, locations, and profiles), and transaction characteristics such as refunds, complimentary items, and discounts. In addition, the system supports both planned, (through the back office ahead of the day of travel) and ad-hoc ordering. (through the on train device and app). Orders are placed at the train level and integrate with LNER's third-party procurement partner. The back office incorporates journey-specific data, supporting both short-term and long-term operational planning. Integration capabilities are essential: the current solution interfaces with multiple third-party systems and must support open API access to ensure interoperability and scalability. The solution is required to be agnostic to hardware, and currently provides access via iOS through company smartphones, but supplied hardware solutions can be

considered.

Total value (estimated)

- £1,200,000 excluding VAT
- £1,440,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 July 2026 to 30 June 2031
- Possible extension to 30 June 2032
- 6 years

Main procurement category

Goods

CPV classifications

- 48110000 - Point of sale (POS) software package

Contract locations

- UK - United Kingdom
-

Engagement

Engagement deadline

5 September 2025

Engagement process description

Please note the deadline for this pre market Engagement is 05/09/25 @10am.

Please respond to the questionnaire at

<https://forms.office.com/e/x3FQBsejZQ>

Participation

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Procedure

Special regime

Utilities

Contracting authority

LONDON NORTH EASTERN RAILWAY LIMITED

- Companies House: 04659712
- Public Procurement Organisation Number: PQZP-5496-ZTHY

West Offices

York

YO1 6GA

United Kingdom

Contact name: anke Tymens

Email: procurement@lner.co.uk

Website: <http://www.lner.co.uk>

Region: UKE21 - York

Organisation type: Public undertaking (commercial organisation subject to public authority oversight)