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Planning

Ticket Protection

LONDON NORTH EASTERN RAILWAY LIMITED

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

Notice identifier: 2025/S 000-054176

Procurement identifier (OCID): ocds-h6vhtk-0594b8 ([view related notices](#))

Published 5 September 2025, 10:26am

Scope

Reference

LNER Ticket Protection 2025

Description

LNER is committed to not only revolutionising how we deliver rail services but also enriching the end-to-end travel experience for our customers. Recognising the evolving needs of travellers, we aim to integrate relevant travel essentials at every stage of the journey, ensuring it feels effortless and tailored to individual needs.

LNER is exploring a new Ticket Protection product to give customers greater flexibility and confidence when booking rail journeys. For a small fee, passengers would be able to protect their ticket purchase and claim a refund if they are unable to travel due to eligible, unforeseen events.

Project Overview

The goal is to offer a simple, customer-friendly add-on during the booking journey, giving

passengers peace of mind and a fair refund option outside standard rail refund rules.

We are particularly interested in an MVP that can:

- Offer fixed-price protection for a limited number of ticket types.
- Provide refund fulfilment of this protection to customers.
- Be fully branded and configurable by LNER.
- Collect Data and relevant analytics on uptake and usage to inform future development and customer behavior.

What We're Looking for in a Partner

- Provide an out-of-the-box or white-labelled solution that offers Ticket Protection
- Ability to deliver an FCA-regulated protection product.
- A straightforward, low-friction customer experience.
- Clear terms and conditions presented at purchase to customers.
- Integration with LNER's digital booking flow.
- A supplier who will handle underwriting, claims and customer contact.
- Integrate with our back-end fulfilment, CRM, and payment systems
- Provide configurable rules (e.g. protection applies to journeys up to X hours before departure)

Contract dates (estimated)

- 1 March 2026 to 28 February 2029
- Possible extension to 28 February 2030
- 4 years

Main procurement category

Services

CPV classifications

- 66000000 - Financial and insurance services
- 72000000 - IT services: consulting, software development, Internet and support

Contract locations

- UK - United Kingdom

Engagement

Engagement deadline

16 October 2025

Engagement process description

If you are interested in finding more about this tender opportunity, LNER will be holding a Teams session on Friday 17 October 2025 at 10am - 12 Noon, to discuss our vision and required outcome along with the proposed draft tender timeline. The session will be open for you to ask any initial questions at this stage. Please note that this session will be recorded.

Please contact Annie Bradbury on annie.bradbury@lner.co.uk to secure your place at this session, stating the name of your Company, Contact Name and Contact email address.

Invitations to this session will be sent out no later than Wednesday 15 October 2025

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Publication date of tender notice (estimated)

27 October 2025

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: Annie Bradbury

Email: annie.bradbury@lner.co.uk

Region: UKE21 - York

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