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Planning

## **Ticket Retailing & Validation Solutions**

NORTHERN TRAINS LIMITED

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

Notice identifier: 2025/S 000-054859

Procurement identifier (OCID): ocds-h6vhtk-059648 ([view related notices](#))

Published 9 September 2025, 9:24am

### **Scope**

#### **Description**

Northern Trains Limited are seeking to engage the market to understand what solutions are available or significantly developed for the purpose of supporting our two requirements outlined below.

On-board ticketing and validation - This solution currently supports 720 machines across 24 depots. They are used by conductors and revenue officers to sell and digitally validate tickets. It is currently controlled by an MDM (a handset, printer, chip & PIN equipment and supporting depot equipment, chargers etc) as well as a back office and software control process.

Ticket office ticketing system - This solution currently supports 226 machines at 162 locations. It is used by Northern ticket office colleagues and third party retailers under licence to Northern for rail retailing. A season ticket database is built into the system which is provided by a third party.

Critical elements of these requirements have been outlined below:

- Protect the continuity of retailing & digital ticket validation during transition

- Remain accredited for key elements such as RDG accreditation, PCI-DSS, cyber security etc
- For some depots, the ability to inspect EMV bank card taps as part of PAYG project (initially focused in the Greater Manchester area) with delivery of the inspection functionality for July 2026 in a limited test phase
- The ability to support a large network from both software and hardware perspective
- From a mobile perspective, light and robust technology

In order to support the above Northern will be looking to procure a solution with the following functionality:

- Issuance of magstripe/paper roll tickets to serve all required fares and offers, we desire to move to "paper roll ticket" with type 6 RDG barcode (where possible) from day one
- Collection of payments via debit or credit card (contactless, and chip and PIN)
- Accountancy that ensures card, cash and rail warrant and voucher payment is possible
- Facilitation of penalty fare / revenue protection reporting
- Inspection and validation of existing paper tickets, smart cards, digital e-tickets with RDG type 6 barcode
- EMV contacts (for pay as you go, some depots only)
- Inspect West Yorkshire Combined Authority ITSO Smart cards (Mcard)
- Inspect Nexus ITSO Smartcards (POPcard)
- Journey planner and fare enquiry information
- Effective back-office reporting (e.g. Passenger accounts)
- For ticket offices: retailing of Railcard products
- For onboard trains: the device must be robust, mobile and easily transported
- Ability to convert a "Promise to pay" notice issued by our "Arrive TVMs" and output data to an SFTP site
- Output of key data to SFTP sites

- Environmentally, socially and secure disposal options for existing equipment that cannot be reused

## **Commercial tool**

Establishes a framework

## **Contract dates (estimated)**

- 1 April 2026 to 31 March 2034
- 8 years

## **Main procurement category**

Services

## **CPV classifications**

- 30123100 - Ticket-validation machines
- 30144200 - Ticket-issuing machines
- 50316000 - Maintenance and repair of ticket-issuing machinery
- 50317000 - Maintenance and repair of ticket-validation machinery

## **Contract locations**

- UK - United Kingdom
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## Engagement

### Engagement deadline

19 September 2025

### Engagement process description

Northern would like to invite any suppliers who substantially meet the system detailed to register their interest to attend a briefing call hosted by the Project Team & Procurement Manager to explain the requirements in more detail.

The briefing call will be hosted on Teams on 19/09/2025 11.30am - 12.30pm for all suppliers to attend. The session will consist of the project team giving an overview of Northern's technical requirements in further detail followed by a Q&A sessions for interested Suppliers to field any initial questions or clarifications.

If you are interested in partaking in this briefing call please send an expression of interest to Alex Ashman ([alexander.ashman@northernrailway.co.uk](mailto:alexander.ashman@northernrailway.co.uk)) along with a summary of the system capabilities (i.e Product fact sheet).

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## Procedure

### Special regime

Utilities

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## Contracting authority

## **NORTHERN TRAINS LIMITED**

- Companies House: 03076444
- Public Procurement Organisation Number: PZCJ-2164-HJQZ

George Stephenson House

York

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United Kingdom

Contact name: Alex Ashman

Email: [alexander.ashman@northernrailway.co.uk](mailto:alexander.ashman@northernrailway.co.uk)

Website: <https://www.northernrailway.co.uk/>

Region: UKE21 - York

Organisation type: Public authority - central government