This is a published notice on the Find a Tender service: <a href="https://www.find-tender.service.gov.uk/Notice/069827-2025">https://www.find-tender.service.gov.uk/Notice/069827-2025</a>

Award

# **Provision of Ticket Issuing Systems**

#### TRANSPORT UK EAST MIDLANDS LIMITED

UK5: Transparency notice - Procurement Act 2023 - view information about notice types

Notice identifier: 2025/S 000-069827

Procurement identifier (OCID): ocds-h6vhtk-05d754

Published 30 October 2025, 3:42pm

## Scope

### **Description**

Transport UK East Midlands Limited intends to Direct Award to Worldline for the provision of Ticket Issuing Systems (TIS) for ticket offices and onboard (mobile) operations, including associated software, installation, training, and maintenance.

This UK5 Notice supersedes ocds-h6vhtk-05a4ec, published 30 September 2025 at 13:58, due to a system error resulting in an incorrect contact email address. No impact on the award decision, terms, or timelines

#### Contract 1

## **Supplier**

• WORLDLINE IT SERVICES UK LIMITED

#### **Contract value**

- £7,494,848 excluding VAT
- £8,993,817 including VAT

Above the relevant threshold

### Earliest date the contract will be signed

31 October 2025

### **Contract dates (estimated)**

- 1 November 2025 to 31 October 2029
- Possible extension to 31 October 2032
- 7 years

Description of possible extension:

Initial 48 month term with a 36-month optional extension at Transport UK East Midlands Limited's discretion.

## Main procurement category

Services

#### **CPV** classifications

- 30144200 Ticket-issuing machines
- 34980000 Transport tickets
- 42991230 Ticket printers
- 50316000 Maintenance and repair of ticket-issuing machinery

#### **Contract locations**

- UKC North East (England)
- UKD North West (England)
- UKE Yorkshire and the Humber
- UKF East Midlands (England)
- UKG West Midlands (England)
- UKH East of England
- UKI London
- UKJ South East (England)
- UKK South West (England)

### Other information

## Conflicts assessment prepared/revised

Yes

#### **Procedure**

### **Procedure type**

Direct award

#### Special regime

Utilities

### **Direct award justification**

Extreme and unavoidable urgency

The incumbent has announced withdrawal from the UK rail ticketing market. This unforeseeable event, not attributable to Transport UK East Midlands Limited, leaves insufficient time to run and implement a competitive procedure before support ends.

To avoid interruption to ticket retailing and revenue protection, Transport UK East Midlands Limited will make a direct award to Worldline for the supply, installation and support of Ticket Office and Mobile (onboard) Ticket Issuing Systems.

# **Supplier**

#### **WORLDLINE IT SERVICES UK LIMITED**

• Companies House: 08514184

Public Procurement Organisation Number: PZDC-4647-GCGJ

Beeston Business Park, 1 Technology Drive

Nottingham

NG9 1LA

**United Kingdom** 

Email: WLopportunities@worldline.com

Website: https://worldline.com/en-gb/home

Region: UKF16 - South Nottinghamshire

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1

# **Contracting authority**

#### TRANSPORT UK EAST MIDLANDS LIMITED

• Companies House: 09860485

• Public Procurement Organisation Number: PYJP-8287-BJGL

2nd Floor St Andrew's House

London

EC4A 3AG

**United Kingdom** 

Email: Procurement@eastmidlandsrailway.co.uk

Region: UKI31 - Camden and City of London

Organisation type: Private utility