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Tender

Ticket Protection

LONDON NORTH EASTERN RAILWAY LIMITED

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-076004

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

Published 21 November 2025, 12:26pm

Scope

Reference

RFQ000042

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

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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)

Total value (estimated)

- £3,000,000 excluding VAT
- £3,000,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 2 March 2026 to 1 March 2029
- Possible extension to 1 March 2030
- 4 years

Description of possible extension:

one further period of 12 months

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

Participation

Legal and financial capacity conditions of participation

All information can be found within the Tender pack requirements - however any potential suppliers must be FCA regulated

Technical ability conditions of participation

All information can be found within the tender pack requirements -

Particular suitability

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

Submission

Enquiry deadline

4 December 2025, 3:00pm

Tender submission deadline

23 December 2025, 1:00pm

Submission address and any special instructions

Please use this link to register onto our Oracle Fusion Portal to set up an account - ensuring you tick to the box to note that you are a bidding for an opportunity

<https://tinyurl.com/LNERFusionRegistration>

All tender documents will be available to you upon registration. This portal will be used for all communications going forward.

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

23 February 2026

Award criteria

Name	Description	Type	Weighting
quality	All criteria is set out in the tender pack within the ITT and specification documents, this tender will be evaluated on Price (40%) and Quality (60%) only	Quality	60%

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Price	All criteria is set out in the tender pack within the ITT and specification documents, this tender will be evaluated on Price (40%) and Quality (60%) only	Price	40%

Other information

Payment terms

N/A

Description of risks to contract performance

Due to the nature of the services, there is a recognised 'known unknown' risk that actual concession value may fluctuate over the contract term. Variability in uptake and usage levels may result in increases or decreases in revenue, the extent of which is currently indeterminable by LNER.

If restricted, the limited value could jeopardise the satisfactory performance of the contract, and because of its nature, can not be addressed in the contract as awarded.

Additional information

Where used throughout this notice, the meaning of Train Operating Companies includes all and any of those train operating companies who, currently or in the future, provide services for the carriage of passengers by railway:

- a) under a franchise agreement with the Secretary of State within the meaning of section 23(3) of the Railways Act 1993 or
- b) under, or secured under, the Secretary of State's duty in section 30(1) of the Railways Act 1993; or

c) in accordance with legislation which supersedes or amends the powers referred to in a) and b), including where such powers are transferred from the Secretary of State to another body.

The list of current providers of services for the carriage of passengers by railway under these provisions can be found at <https://www.gov.uk/guidance/public-register-of-rail-passenger-contracts>.

Novation or Assignment

The contract may be novated or assigned by London North Eastern Railway Limited to Train Operating Companies, or to DFT Operator Limited (company number: 07141122) or any successor parent company to a Train Operating Company, following a corporate restructuring or similar circumstance.

Suppliers need to be aware the contract value will potentially be impacted over time by several external factors outside of the Authority's control which may further increase or decrease the contract value over its lifespan such as:

- Market demand fluctuations
- level of take up of the ticket protection... (detail here impacting factors)

Any changes required to the contract, including value, will be managed via a contract change/modification process and supported by the appropriate statutory notices such as section 5 of Schedule 8 within the Procurement Act 2023. Any modification of such value shall not materially impact the services provided.'

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Special regime

- Concession
- 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: procurement@lner.co.uk

Region: UKE21 - York

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