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Award

Provision of Ticket Issuing Systems

TRANSPORT UK EAST MIDLANDS LIMITED

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-076359

Procurement identifier (OCID): ocds-h6vhtk-05d754 ([view related notices](#))

Published 24 November 2025, 10:59am

Scope

Description

Transport UK East Midlands Limited 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.

Contract 1

Supplier

- WORLDLINE IT SERVICES UK LIMITED

Contract value

- £7,576,432 excluding VAT
- £9,091,718.40 including VAT

Above the relevant threshold

Award decision date

26 September 2025

Earliest date the contract will be signed

24 November 2025

Contract dates (estimated)

- 24 November 2025 to 17 November 2029
- Possible extension to 16 November 2032
- 6 years, 11 months, 23 days

Description of possible extension:

Optional 36 months extension

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)

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, left 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

Supported employment provider: No

Public service mutual: 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

