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Contract

Supply, Installation, Maintenance and Support of Smart Ticketing Machines v2 Reference number

LONDON NORTH EASTERN RAILWAY LIMITED

F06: Contract award notice – utilities

Notice identifier: 2025/S 000-081209

Procurement identifier (OCID): ocids-h6vhtk-03593b

Published 9 December 2025, 4:47pm

Section I: Contracting entity

I.1) Name and addresses

LONDON NORTH EASTERN RAILWAY LIMITED

West Offices

York

YO16GA

Contact

Anke Tymens

Email

anke.tymens@lner.co.uk

Telephone

+44 7725478497

Country

United Kingdom

Region code

UKE21 - York

Companies House

04659712

Internet address(es)

Main address

<http://www.lner.co.uk>

I.6) Main activity

Railway services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Supply, Installation, Maintenance and Support of Smart Ticketing Machines v2 Reference number

Reference number

REQ1000278

II.1.2) Main CPV code

- 30144200 - Ticket-issuing machines

II.1.3) Type of contract

Supplies

II.1.4) Short description

This tender is for the replacement of Ticket Vending Machines (TVMs) at LNER that sit

within our station environment. We are looking to replace 87 (+ or - 20% as a range on this figure) incumbent devices with new multi-functional retail devices that will be known as Smart Ticketing Machines (STMs), to service our customers' needs today and in the future. We want to improve the customer experience, less clicks, less stress, happier customers and empowered colleagues. We are looking to utilise improvements in technology to ensure our new devices can add more value to stations going beyond just retailing tickets. We want to have digital screens capable of retailing tickets as well as offering multi-functionality. This will include an opportunity to display advertising and marketing materials, customer information and disruption information. These devices will possess the opportunity to link into other projects whether it be wayfinding, British sign language or other LNER led digital projects.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 30144200 - Ticket-issuing machines
- 42933000 - Vending machines
- 50316000 - Maintenance and repair of ticket-issuing machinery

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Supply, installation, maintenance and support of smart ticket machines in LNER stations.

II.2.11) Information about options

Options: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Negotiated procedure with prior call for competition

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-033057](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 December 2025

V.2.2) Information about tenders

Number of tenders received: 4

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

LNER

York

Country

United Kingdom