

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/000292-2026>

Contract

TfL 91641 Concessions Contract

Transport for London

F20: Modification notice

Notice identifier: 2026/S 000-000292

Procurement identifier (OCID): ocds-h6vhtk-05ff4c

Published 5 January 2026, 12:56pm

Section I: Contracting authority/entity

I.1) Name and addresses

Transport for London

5 Endeavour Square

London

E201JN

Contact

Reece Chasey

Email

reecechasey@tfl.gov.uk

Country

United Kingdom

Region code

UKI41 - Hackney and Newham

Companies House

06745516

Internet address(es)

Main address

<https://tfl.gov.uk/>

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

TfL 91641 Concessions Contract

II.1.2) Main CPV code

- 79342300 - Customer services

II.1.3) Type of contract

Services

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement at the time of conclusion of the contract:

The contract consists of the card fulfilment, contact handling and system development and management in support of TfL's concessionary fares schemes. TfL have sought supplier who can develop and deliver the required system. Any IPR used and created (notably software) to deliver the services must be available at the end of the contract for TfL to use/license for any continuance of the service. In addition any solution developed will be required to integrate with other systems and applications used by TfL.

II.2.7) Duration of the contract, framework agreement, dynamic purchasing system or concession

Duration in months

84

Section IV. Procedure

IV.2) Administrative information

IV.2.1) Contract award notice concerning this contract

Notice number: [2017/S 230-480059](#)

Section V. Award of contract/concession

Contract No

TfL 91641

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract/concession award decision:

29 November 2017

V.2.2) Information about tenders

The contract/concession has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor/concessionaire

Charles Novacraft Direct Limited

Milton Keynes

MK58FR

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

03601214

The contractor/concessionaire is an SME

Yes

V.2.4) Information on value of the contract/lot/concession (at the time of conclusion of the contract;excluding VAT)

Total value of the procurement: £30,000,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Transport for London

London

Country

United Kingdom

Section VII: Modifications to the contract/concession

VII.1) Description of the procurement after the modifications

VII.1.1) Main CPV code

- 79342300 - Customer services

VII.1.3) Place of performance

NUTS code

- UK - United Kingdom

VII.1.4) Description of the procurement:

The contract consists of the card fulfilment, contact handling and system development and management in support of TfL's concessionary fares schemes. TfL have sought supplier who can develop and deliver the required system. Any IPR used and created (notably software) to deliver the services must be available at the end of the contract for TfL to use/license for any continuance of the service. In addition any solution developed

will be required to integrate with other systems and applications used by TfL.

VII.1.5) Duration of the contract, framework agreement, dynamic purchasing system or concession

Duration in months

120

VII.1.6) Information on value of the contract/lot/concession (excluding VAT)

Total value of the contract/lot/concession:

£43,426,664.26

VII.1.7) Name and address of the contractor/concessionaire

Charles Novacroft Direct Limited

Seebeck House

Milton Keynes

MK5 8FR

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

03601214

The contractor/concessionaire is an SME

Yes

VII.2) Information about modifications

VII.2.1) Description of the modifications

Nature and extent of the modifications (with indication of possible earlier changes to the

contract):

The modifications to the contract cover the extension of time and increase to the contract value.

The extension of time is at an additional duration of 36 months.

The increase to the contract value is at an additional value of £13,426,664.26 ex VAT.

The scope of services being delivered through the contract is still aligned with VII.1.4.
Description of the procurement.

VII.2.2) Reasons for modification

Need for additional works, services or supplies by the original contractor/concessionaire.

Description of the economic or technical reasons and the inconvenience or duplication of cost preventing a change of contractor:

The services currently being delivered through the contract are:

- Bespoke system in nature and tightly integrated
- System stabilisation required and not easily transferrable in its current state
- Requires an estimated 18month handover period

VII.2.3) Increase in price

Updated total contract value before the modifications (taking into account possible earlier contract modifications, price adaptations and average inflation)

Value excluding VAT: £30,000,000

Total contract value after the modifications

Value excluding VAT: £43,426,664.26