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Contract

## **London Cycle Hire Scheme**

Transport for London

F03: Contract award notice

Notice identifier: 2026/S 000-002070

Procurement identifier (OCID): ocds-h6vhtk-03be61

Published 9 January 2026, 5:53pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Transport for London

5 Endeavour Square

London

E201JN

#### **Email**

[bethdoran@tfl.gov.uk](mailto:bethdoran@tfl.gov.uk)

#### **Country**

United Kingdom

#### **Region code**

UKI - London

**Transport for London**

PHMT-6197-NWNZ

**Internet address(es)**

Main address

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

**I.4) Type of the contracting authority**

Body governed by public law

**I.5) Main activity**

General public services

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**Section II: Object**

**II.1) Scope of the procurement**

**II.1.1) Title**

London Cycle Hire Scheme

**II.1.2) Main CPV code**

- 60112000 - Public road transport services

**II.1.3) Type of contract**

Services

**II.1.4) Short description**

Transport for London (TfL) has awarded a contract for services comprised in the London Cycle Hire Scheme (the "Scheme").

Delivery of the LCHS consists of bicycle supply, management, repair, maintenance; docking station supply, installation, operation, management, repair and maintenance; revenue collection and payment; and various front and back-office IT services (including provision of the mobile app for the Scheme).

The duration of the contract is for an initial term of five (5) years with the option at TfL's sole discretion to extend for one or more periods up to a maximum of a further five (5)

years.

#### **II.1.6) Information about lots**

This contract is divided into lots: No

#### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £277,900,000

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

- 34000000 - Transport equipment and auxiliary products to transportation
- 45233293 - Installation of street furniture
- 48000000 - Software package and information systems
- 50000000 - Repair and maintenance services
- 51000000 - Installation services (except software)
- 63712000 - Support services for road transport
- 66133000 - Processing and clearing services
- 66172000 - Financial transaction processing and clearing-house services
- 72000000 - IT services: consulting, software development, Internet and support

#### **II.2.3) Place of performance**

NUTS codes

- UKI - London

Main site or place of performance

London

#### **II.2.4) Description of the procurement**

The London Cycle Hire Scheme (currently known as "Santander Cycles") was established in 2010 and covers 13 London boroughs with 819 docking stations, 21,500 docking points and 12,237 bikes, including 2,000 e-bikes.

The procured contract is for the supply, operation (including redistribution) and maintenance of mechanical bicycles and e-bicycles and associated on-street docking stations. The contract also includes the development, delivery and maintenance of all systems (including IT) necessary to operate the London Cycle Hire Scheme, customer-facing systems (including payment and the mobile app), and interfaces with TfL systems.

A key objective of the contract is an improvement to the customer offering across all customer interfaces, particularly via digital platforms, as well as the provision of an on-street asset (bicycle docking station) refresh/replacement programme including on-street in-dock charging for e-bicycles.

Transport for London has procured a single supplier for the following Scheme services under a bespoke services contract:

#### Asset Provision, Operation and Maintenance

The design, supply, installation, operation, maintenance and disposal of all existing and future scheme assets as required for the delivery of the Scheme, including (without limitation):

- bicycles, both classic (mechanical) and electric, including all associated component parts and spares;
- GPS technology on all new bikes introduced to the Scheme;
- supporting infrastructure, including:
  - docking stations (including In Dock charging)
  - power infrastructure and installation for docking stations;
  - foundations for docking stations;
  - installation/construction of Scheme on-street infrastructure.

The development of tools, procedures, processes and systems for strategic asset management.

#### Day-to-Day Scheme Management

The strategic real-time deployment (including use of additional hub locations) and redistribution of bicycles, including (without limitation):

- preventative and reactive maintenance, of both bicycles and on street assets including

use of scheduling;

- bicycle tagging and tracking;
- incident management;
- retrieval of abandoned/found bicycles;
- design, build and/or source, testing and commissioning of the next generation of bicycles;
- cleaning of docking stations and bicycles;
- performance monitoring and reporting.

The management and maintenance of scheme assets and associated power and infrastructure.

The provision of, and management of, operational premises in London to support the operation of the Scheme.

### Customer Interface

The design, development, maintenance and delivery of all user interface software, including (without limitation):

- mobile app;
- website;
- terminal user interfaces;
- user payment systems;
- customer accounts;
- generation of promotional codes;
- responsive customer reward system;

### Systems

The design, development, maintenance and delivery of all required front and back-office systems infrastructure and associated management activities for the delivery of the

Scheme, including (without limitation):

- revenue collection and payment systems;
- gathering and reporting of management information;
- the ability for back-end system management for authorised users;
- effective operation and integration with all TfL and partner interfaces (as required);
- console requirements as detailed in the tender documentation;
- all required data management and processing, with the ability to integrate;
- the transition from the existing systems.

#### Additional Requirements

Additional services that may be required to be delivered during the contract term include:

- Increasing the number of assets used by the Scheme, such assets to be provided by the supplier.
- Managing required changes in the numbers of different types of assets, such as different types of bicycle or docking stations.
- Introducing new sites.
- Expanding the geographical operating area of the Scheme.
- Developing the Scheme to incorporate other projects, services and assets including (but not limited to) infrastructure, charging arrangements, assets, operation, maintenance and support.
- Upgrades in technology.
- Enabling "Hybrid Parking", that is, establishing bicycle parking and hiring outside of existing docking points.
- Introducing new micromobility vehicle types to the scheme, e.g. electric scooters.
- Connecting the service system to additional interfaces.
- Adding safety features for bicycles and/or cyclists.

- Implementing requirements resulting from a change of sponsor (e.g. change in livery, addition of sponsor accessories).
- Operating similar, separate projects or initiatives as required by TfL.
- Updating, enhancing and/or expanding the services, systems and/or IT infrastructure used in any of the service requirements and/or for any additional schemes, operations for similar projects or initiatives.
- Implementing amendments to the services and the service systems to support new customer charging methods such as, but not limited to, time-based or demand-based customer charging mechanisms.
- Reflecting general advances in technology in the Scheme infrastructure including in respect of Scheme assets and service system design.
- Introduction of on street card readers that are compatible with TfL payment Gateway at any terminal.

#### **II.2.5) Award criteria**

Quality criterion - Name: Technical / Weighting: 50

Quality criterion - Name: Social Value / Weighting: 10

Price - Weighting: 40

#### **II.2.11) Information about options**

Options: Yes

Description of options

The contract can be extended beyond the five year initial term incrementally up to a five further years (ten years in total).

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Competitive dialogue

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

The procurement is covered by the Government Procurement Agreement: Yes

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2023/S 000-020380](#)

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## **Section V. Award of contract**

### **Contract No**

WS1202240459 / tfl\_scp\_002316

### **Title**

London Cycle Hire Scheme

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

9 December 2025

#### **V.2.2) Information about tenders**

Number of tenders received: 2

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

#### **V.2.3) Name and address of the contractor**



Serco Limited

Serco House, Bartley Wood Business Park, Bartley Way

Hook, Hampshire

RG27 9UY

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

00242246

The contractor is an SME

No

**V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £277,900,000

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## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

High Court of England and Wales Royal Courts of Justice

Strand

London

WC2A 2LL

Country

United Kingdom