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Contract

London Streets Tunnels Operating Centre (LSTOC)

Transport for London

F20: Modification notice

Notice identifier: 2026/S 000-007232

Procurement identifier (OCID): ocids-h6vhtk-061004

Published 27 January 2026, 3:51pm

Section I: Contracting authority/entity

I.1) Name and addresses

Transport for London

5 Endeavour Square

London

E201JN

Email

tcms@tfl.gov.uk

Country

United Kingdom

Region code

UKI - London

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

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

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

London Streets Tunnels Operating Centre (LSTOC)

Reference number

ITC11374

II.1.2) Main CPV code

- 72267000 - Software maintenance and repair services

II.1.3) Type of contract

Services

II.2) Description

II.2.2) Additional CPV code(s)

- 72000000 - IT services: consulting, software development, Internet and support

II.2.3) Place of performance

NUTS codes

- UKI - London

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

The previous tender for the current LSTOC system was via an OJEU Competitive Dialogue procedure under the Procurement Regulations 2005. The contract was awarded on 12th August 2014 and the Contract commenced May 2016 once the system went live for a period of 10 years.

The LSTOC is vital to enable TfL to perform its authority duties and obligations, particularly regarding the safety and operability of 13 existing road tunnels on the Transport for London Road Network. The LSTOC will continue to monitor and control tunnel safety systems in the tunnels and the associated London Traffic Control Systems (LTRACS) on approximately 90km of approach roads. The LSTOC is mission-critical to the safety and continuous operation of the tunnel infrastructure within the TfL network

TfL are extending the existing contract with Indra for a period of 3 years to allow sufficient time for a comprehensive re-procurement exercise to be undertaken using the Competitive Flexible Procurement route to market under PA23, and to allow the new supplier time to build, implement and transition to the new system.

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

Start date

7 May 2026

End date

7 May 2029

Section IV. Procedure

IV.2) Administrative information

IV.2.1) Contract award notice concerning this contract

Notice number: [2013/S 112-191026](#)

Section V. Award of contract/concession

Contract No

1

Title

Extension of ITC11374 London Streets Tunnels Operating Centre

V.2) Award of contract/concession

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

12 August 2014

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

Indra Sistemas S.A.

4500 Parkway,

Whiteley

PO15 7AZ

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

BR009707

The contractor/concessionaire is an SME

No

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: £9,608,200

Section VI. Complementary information

VI.3) Additional information

Extension of the existing contract to ensure continuity of critical services. The LSTOC is classified as a 'mission critical' system under the Security of Networks & Information Systems (NIS) Regulations and supports essential operational safety.

VI.4) Procedures for review

VI.4.1) Review body

Centre for Effective Dispute Resolution

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

- 72267000 - Software maintenance and repair services

VII.1.2) Additional CPV code(s)

- 50324100 - System maintenance services

VII.1.3) Place of performance

NUTS code

- 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)

VII.1.4) Description of the procurement:

The LSTOC is critical for the detection and management of incidents including fire safety by controlling ventilation in the tunnels to manage fire smoke and facilitating self-evacuation of incident in tunnel bores. Additionally, the LSTOC also assists TfL in facilitating incident responders, such as the emergency services, in performing their duties and functions.

The modifications will extend the existing contract with Indra for a period of 3 years and are required so that Indra can continue to provide the LSTOC services. The rationale for the modification is to allow sufficient time for a comprehensive re-procurement exercise to be undertaken using the Competitive Flexible Procurement route to market. The system in question is mission-critical to the safety and continuous operation of the tunnel infrastructure within the TfL network.

these additional services required from the original contractor are due to technical reasons and continuity of critical systems. A change of contractor cannot be made for economic and technical reasons without causing significant inconvenience or substantial duplication of costs.

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

Start date

7 May 2026

End date

7 May 2029

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

Total value of the contract/lot/concession:

£10,910,962

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

INDRA SISTEMAS, S.A.

Whitley

PO15 7AZ

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

BR009707

The contractor/concessionaire is an SME

No

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):

Additional maintenance services required from the original contractor due to technical reasons and continuity of a critical system, whilst TfL undertake a robust competitive flexible procedure under The Procurement Act 2023.

A change of contractor cannot be made for economic and technical reasons without causing significant inconvenience or substantial duplication of costs.

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:

This contract extension is necessary due to:

The mission critical nature of the system being procured

The need to accommodate a re-procurement project during the term of the contract and allow a period of transition/dual running which is expected to be between 7-36 months between Indra & the awarded supplier

IPR Ownership: Indra owns the intellectual property rights (IPR) for the LSTOC, any other supplier would need a license to access and maintain the system.

Procuring a license from Indra for a third-party supplier would create additional cost for TfL, which is considered an economic inconvenience. Beyond cost, introducing a new supplier without full system knowledge could pose technical risks to a mission-critical system, reinforcing the justification.

The supplier provides a critical service that cannot be interrupted without creating significant operational risk. Transitioning to a new supplier before the current contract expires would cause delays and service disruptions, as the incoming supplier would require sufficient time to design, implement, and transition to a new system. From a commercial perspective, there is not enough time for a new supplier to build and maintain a replacement system prior to the expiry of the existing contract. Maintaining the current supplier ensures continuity of service and mitigates operational and safety risks.

The procurement exercise is estimated to take place April 2026.

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: £1,302,762

Total contract value after the modifications

Value excluding VAT: £10,910,962