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Planning

Customer audio announcement updates to London Underground fleets

Transport for London

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-044223

Procurement identifier (OCID): ocids-h6vhtk-0568ed

Published 30 July 2025, 12:23pm

Scope

Description

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The proposed tender aims to secure updates to Customer Audio Announcements across London Underground (LU) fleets. These updates are required on the Bakerloo, Central, Jubilee, Victoria, and S Stock (District, Circle, Hammersmith & City, and Metropolitan) lines to reflect changes in London Overground (LO) line names.

The scope of this tender includes updating the Digital Voice Announcement (DVA) systems on LU trains to incorporate the new LO line names, align with modernised customer information standards, and integrate relevant customer insights.

Context

In 2024, the eight LO lines were assigned unique names to improve clarity, understanding, and accessibility across the network. To support this initiative, Transport

for London (TfL) is undertaking changes to LU trains, primarily by updating in-car mapping products and on-train DVA systems. This project focuses specifically on the latter, with the objective of updating DVAs across nine LU lines to modernise and align with customer insights.

Objective

The primary goal of this project is to ensure consistency and clarity for customers across TfL services by incorporating the new LO line names into LU DVAs. To maximise the impact, the project also aims to:

- *Address inconsistencies in announcement language and delivery.
- *Ensure compliance with Rail Vehicle Accessibility Regulations (RVAR) where possible.
- *Modernise announcements to better reflect customer insights.

Total value (estimated)

- £450,000 excluding VAT
- £540,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 April 2026 to 31 March 2027
- 1 year

Main procurement category

Goods

CPV classifications

- 32333000 - Video recording or reproducing apparatus
- 48100000 - Industry specific software package
- 48810000 - Information systems

Contract locations

- UKI - London

Engagement

Engagement deadline

25 August 2025

Engagement process description

All relevant information will be contained in the EME document

To request please contact to Procurement Lead Halise Akkaya (HaliseAkkaya@tfl.gov.uk) before 17:00 GMT on 25th August 2025. Late Responses will not be considered.

Non-responses to this expression of interest will be deemed as not interested. If bidders do not choose to participate in the Early Market Engagement process, this will not affect the ability to participate in the tender, if Expression of Interest to participate in the tender is received by the closing date.

Your answers will be treated as TfL restricted in accordance with TfL standard S1782, Information security classification. This means that your answers will only be visible to people authorised by TfL, typically only the TfL staff involved in the procurement.

Submission

Publication date of tender notice (estimated)

1 October 2025

Procedure

Special regime

Utilities

Contracting authority

Transport for London

- Public Procurement Organisation Number: PHMT-6197-NWNZ

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Organisation type: Public authority - central government