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Award

Docklands Light Railway Technical Support and Spares Agreement 2025-2028

Transport for London

UK5: Transparency notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-046117

Procurement identifier (OCID): ocds-h6vhtk-05817c

Published 5 August 2025, 1:37pm

Scope

Description

Technical support and spares provision for the signalling system deployed on the Docklands Light Railway network.

The scope of the provision includes:

- Hitachi technical office support
- Seltrac Failure Notice investigations
- Maintenance support
- System Monitoring
- Technical Training and Mentoring
- Spares and Repairs Service
- Asset life roadmap support

- Obsolescence management support
- Cyber security provisions.

Value of the award is estimated to be £3,574,097

Contract 1

Supplier

- HITACHI RAIL GTS UK LIMITED

Contract value

- £3,574,097 excluding VAT
- £4,288,916.40 including VAT

Above the relevant threshold

Earliest date the contract will be signed

1 October 2025

Contract dates (estimated)

- 1 October 2025 to 1 October 2028
- Possible extension to 1 October 2029

- 4 years, 1 day

Description of possible extension:

Extension to facilitate additional negotiations and discussions which may be required with single source supplier for a new support agreement.

Main procurement category

Services

Options

The right to additional purchases while the contract is valid.

Contract will include options to vary within the scope of the following:

- Additional, omission or substitution of any Services;
- changes in the type, standard or quality of the Services;
- changes to the order, sequence or timing of the provision of the Services or any part of the Services;
- the postponement of any part of the Services desired by the Client; and/or
- suspension of the Services or any part of the Services.

CPV classifications

- 50220000 - Repair, maintenance and associated services related to railways and other equipment

Contract locations

- 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)

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Direct award

Direct award justification

Single supplier - intellectual property or exclusive rights

Hitachi is the only supplier capable of providing the required services to maintain the DLR signalling system as they own the intellectual property rights (IPR) in that system, including the hardware and software for all signalling sub-systems.

Hitachi will not permit others to access or maintain its software as this would invalidate the safety assurances given by Hitachi, in its capacity as the signalling design authority, that the system is and continues to be fit for purpose and safe to operate.

Supplier

HITACHI RAIL GTS UK LIMITED

- Companies House: 03132438
- Public Procurement Organisation Number: PZJZ-4459-WXGL

Quadrant House 4 Thomas More Square

London

E1W 1YW

United Kingdom

Email: uk-gts-opp@urbanandmainlines.com

Website: <https://www.hitachirail.com/>

Region: UKI42 - Tower Hamlets

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1

Contracting authority

Transport for London

- Public Procurement Organisation Number: PHMT-6197-NWNZ

5 Endeavour Square

London

E20 1JN

United Kingdom

Email: BSFAribaAdministration@tfl.gov.uk

Region: UKI41 - Hackney and Newham

Organisation type: Public authority - central government