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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 ([view related notices](#))

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

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## **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)

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## **Other information**

### **Conflicts assessment prepared/revised**

Yes

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## **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.

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## 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](mailto: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

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## 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](mailto:BSFAribaAdministration@tfl.gov.uk)

Region: UKI41 - Hackney and Newham

Organisation type: Public authority - central government