

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/057433-2025>

Award

Docklands Light Railway Technical Support and Spares Agreement

Transport for London

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-057433

Procurement identifier (OCID): ocds-h6vhtk-05817c ([view related notices](#))

Published 17 September 2025, 3:35pm

Scope

Description

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

The Contract length will be 3 years with an option to extend by up to 1 year.

The scope of the Service provisions 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.
-

Contract 1. Docklands Light Railway Technical Support and Spares Agreement

Supplier

- HITACHI RAIL GTS UK LIMITED

Contract value

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

Above the relevant threshold

Award decision date

5 September 2025

Standstill period

- End: 26 September 2025

- 8 working days

Earliest date the contract will be signed

30 September 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:

There is currently an ongoing wider business strategy to develop a signalling framework. The proposed framework will cover the services provided by this Contract within the framework maintenance scope. The option to extend will be used in the event the framework is delayed.

Main procurement category

Services

Options

The right to additional purchases while the contract is valid.

- Additional Seltrac Failure Notice (SFNs) Investigations:

The Contract includes a number of SFN investigation as part of the core services however as an optional service, additional SFN investigation can be purchased from the Supplier.

- Sub-System Technical Specialist Engineer:

As an optional service, subsystem technical specialist engineers can provide expert consultation in their respective technical domains, which may include hardware and software design, systems engineering, System Operations (SysOps), Data Communications System (DCS), tools development, Independent Verification and Validation Qualification (IVVQ), safety engineering, and technical compliance.

- Technical training and monitoring:

Optional service if required for staff training on the supplier designed and deployed signalling system and associated sub-systems used on the network.

Additional options may also include but are not limited to:

- Delivery of Cyber Security Patching
- Software Support
- Design Support.

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)

Procedure

Procedure type

Direct award

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

Supported employment provider: No

Public service mutual: No

Contract 1. Docklands Light Railway Technical Support and Spares Agreement

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