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Contract

## **Docklands Light Railway Technical Support and Spares Agreement**

Transport for London

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-068493

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

Published 27 October 2025, 11:35am

### **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.
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## **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

### **Date signed**

29 September 2025

### **Contract dates**

- 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.

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- 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)

### **Justification for not setting key performance indicators**

Contract is below £5 million including VAT.

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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
- Single supplier - technical reasons

The reasons for a single source award pursuant to the direct award justifications set out in paragraph 5 of Schedule 5 of the Procurement Act 2023 are as follows:

1. 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.
2. The DLR signalling system is a bespoke and complex system designed for the DLR. No other operator has the IPR (including access to the source code of the system software), expertise or knowledge required to provide the technical support services for the signalling system. TfL has no contractual right to access the source code for the software and associated IPR.

3. 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.

4. For the reasons explained above, there are no reasonable alternatives to the services required from Hitachi under the support agreement.

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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

Supported employment provider: No

Public service mutual: 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