

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/073013-2025>

Award

Wi-Fi Support and Maintenance for Elizabeth Line, London Overground and Docklands Light Railway

Transport for London

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

Notice identifier: 2025/S 000-073013

Procurement identifier (OCID): ocds-h6vhtk-05df2a ([view related notices](#))

Published 12 November 2025, 9:19am

Scope

Description

Transport for London (TfL) intends to directly award a contract to Icomera UK Ltd (Icomera) (Icomera Contract) for the support and maintenance of proprietary Wi-Fi infrastructure installed on the Elizabeth Line (EL), London Overground (LO), and Docklands Light Railway (DLR) fleet.

The WiFi infrastructure (Wi-Fi Infrastructure) originally procured and installed by the train manufacturer on the EL, LO and DLR is an infrastructure provided by Icomera. The Wi-Fi Infrastructure is propriety to Icomera.

Following the installation of the Wi-Fi Infrastructure by the train manufacturer the on-going support, maintenance and service management of the Wi-Fi Infrastructure is the responsibility of TfL (Wi-Fi Support Services). Based on this and the fact the Wi-Fi Infrastructure is propriety to Icomera, TfL require Icomera to provide Wi-Fi Support Services.

Therefore, TfL requires a contract to be in place with Icomera to ensure the on-going provision of the Wi-Fi Support Services.

Scope

EL and LO

In support of the London Mayor's Transport Strategy, TfL committed to enabling Wi-Fi connectivity on EL and LO trains from the start of their respective service operations. TfL offers Wi-Fi to make travel more convenient for the public, support digital services like ticketing and live updates, and meet the growing expectation for reliable connectivity on public transport. As part of the rolling stock procurement, new fleets were required to be Wi-Fi enabled. The Wi-Fi Infrastructure installed on these fleets was provided as part of the train manufacturing process by the rolling stock manufacturer.

In addition, TfL continues to require support for the Wi-Fi Infrastructure, including data transfer between trains and wayside systems, and ongoing monitoring, optimisation, and enforcement of usage policies to ensure reliable service for passengers.

DLR

Further to the continued Wi-Fi Support Services for the EL and LO, a new fleet of trains has also been procured for the DLR, each equipped with Icomera Wi-Fi Infrastructure for maintenance staff. Unlike the EL and LO, the DLR Icomera system will be used for operational and maintenance monitoring, rather than public-facing services. However, as with the EL and LO fleets, the external facing mobile and Wi-Fi router and Wi-Fi Infrastructure is also propriety to Icomera. Therefore, as is the case with the EL and LO, TfL require Icomera to provide external facing data transfer via mobile and Wi-Fi networks and Wi-Fi Support Services for the new fleet of DLR trains.

Contract 1

Supplier

- ICOMERA UK LIMITED

Contract value

- £4,722,000 excluding VAT
- £5,667,000 including VAT

Above the relevant threshold

Earliest date the contract will be signed

5 January 2026

Contract dates (estimated)

- 1 February 2026 to 31 January 2031
- Possible extension to 31 January 2033
- 7 years

Description of possible extension:

TfL has the rights to extend the term of the Icomera Contract up to a further 2 years (in 1 year increments), to a maximum of 31 January 2033.

Main procurement category

Services

Options

The right to additional purchases while the contract is valid.

Wi-Fi Support Services could be extended for any additional trains brought in to service on the EL, LO or DLR.

CPV classifications

- 72222300 - Information technology services

Contract locations

- UK - United Kingdom

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Direct award

Direct award justification

Single supplier - intellectual property or exclusive rights

Under Section 41 of the Procurement Act 2023, a direct award is permitted where specific conditions are met. In this case, the criteria under Schedule 5, Paragraphs 5 and 6 apply:

- Paragraph 5: Only Icomera can supply the required services due to exclusive intellectual property rights, and there are no reasonable alternatives.
- Paragraph 6: Due to technical reasons and lack of competition, only Icomera can deliver the required services, and no reasonable alternatives exist.

Direct Award - Justifications:

The justifications for this direct award are based on the following technical and proprietary considerations:

- **Proprietary Infrastructure:** The Wi-Fi Infrastructure installed on the rolling stock units are based on Icomera's proprietary hardware and software architecture. This includes onboard routers, access points, and connectivity modules that are uniquely configured to interface with Icomera's cloud-based management platform and analytics tools. Only Icomera is authorised to provide firmware updates, security patches, and performance optimisation for this infrastructure.
- **Integrated System Design:** The Icomera solution is deeply integrated into the train's onboard systems, including power supply, data interfaces, and physical mounting configurations. Replacing this infrastructure would require a complete redesign of the onboard network architecture, including re-certification of safety-critical components and re-engineering of train systems to accommodate alternative equipment.
- **Exclusive Support Capability:** Icomera's Network Operations Centre (NOC) and remote monitoring tools are tailored to their proprietary systems. No third-party provider has access to the diagnostic protocols, configuration tools, or service APIs required to manage and maintain the infrastructure effectively.
- **Operational Disruption Risk:** Transitioning to a new supplier would involve decommissioning existing equipment, procuring and installing new systems, and coordinating with train manufacturers to support integration and testing. This would introduce significant cost, time, and operational risk, particularly given the need to maintain uninterrupted service across active fleets.

Supplier

ICOMERA UK LIMITED

- Companies House: 06089258
- Public Procurement Organisation Number: PPWV-2547-DWMZ

Victory House 2nd Floor Quayside

Chatham

ME4 4QU

United Kingdom

Email: salesupportuk@online.equans.com

Website: <http://www.icomera.com>

Region: UKJ41 - Medway

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