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Contract

Enterprise Asset Management (EAM) System

Merseytravel

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

Notice identifier: 2026/S 000-006620

Procurement identifier (OCID): ocds-h6vhtk-055400 ([view related notices](#))

Published 26 January 2026, 12:35pm

Scope

Reference

DN776547

Description

LCRCA is looking for a supplier who can provide a new EAM system to replace the operational system currently being used

Contract 1. Enterprise Asset Management (EAM) System

Supplier

- IFS ULTIMO LTD

Contract value

- £756,340 excluding VAT
- £907,608 including VAT

Above the relevant threshold

Date signed

9 December 2025

Contract dates

- 9 December 2025 to 8 December 2029
- Possible extension to 8 December 2033
- 8 years

Description of possible extension:

The initial contract period is for 4 years to allow for the bedding in of a new system with potential extensions of up to 4 years, resulting in a total potential contract term of 8 years.

Main procurement category

Goods

CPV classifications

- 48000000 - Software package and information systems

Contract locations

- UKD7 - Merseyside

Key performance indicators

Name	Description	Reporting frequency
Implementation	2 Month implementation of new system including Data migration, functional testing, training, through to go live	7 days
Review of Major or Partial loss of service	Review of Major system failure - Response within 30 minutes, Resolution within 4 hours Degraded service or partial loss - Response within 1 hour, Resolution within 8 hours	12 months
Service Performance Review	Quarterly Service Performance review meeting with Supplier	3 months

Other information

Applicable trade agreements

- Government Procurement Agreement (GPA)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Supplier

IFS ULTIMO LTD

- Companies House: 11265696
- Public Procurement Organisation Number: PGHL-6286-WLHZ

Bourne House Lotus Park

Staines-Upon-Thames

TW18 3AG

United Kingdom

Email: sales@ultimo.com

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

Region: UKJ25 - West Surrey

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. Enterprise Asset Management (EAM) System

Contracting authority

Merseytravel

- Public Procurement Organisation Number: PJQR-8469-DXQD

1 Mann Island

Liverpool

L3 1BP

United Kingdom

Email: Procurement@liverpoolcityregion-ca.gov.uk

Website: <http://www.merseytravel.gov.uk>

Region: UKD72 - Liverpool

Organisation type: Public authority - sub-central government