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Contract

Digital Signage - 2025

MANCHESTER CENTRAL CONVENTION COMPLEX LIMITED

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

Notice identifier: 2025/S 000-050615

Procurement identifier (OCID): ocds-h6vhtk-055694 ([view related notices](#))

Published 21 August 2025, 3:54pm

Scope

Description

The Service Provider shall supply, install, and commission Digital Signage elements at the Manchester Central Convention Complex in accordance with the Buyer's requirements. The scope of supply shall include, but is not limited to:

- (a) LED panels, including all necessary mounting systems and accessories;
- (b) Containment, including cable management systems, enclosures, and associated infrastructure required for safe and compliant installation;
- (c) A Content Control Platform, providing the capability to manage, schedule, and display digital content across the installed signage system, including software, licenses, and any required hardware.

The Service Provider shall be responsible for the delivery, installation, testing, and commissioning of all components to ensure full operational functionality upon completion. All works must comply with relevant industry standards, health and safety regulations, and any site-specific requirements of the Manchester Central Convention Complex.

The Service Provider shall provide a 3-year warranty as standard on all supplied goods,

covering defects in materials, workmanship, and performance, as set out in the Warranty clause of this Agreement.

In addition to the services listed above, the Service Provider shall provide the below ongoing services as part of the agreed Service Level Agreement (SLA)

Service Level Agreement - Gold Option

IUF-RR-SUP-VIS

Onsite Support - Mon to Sat (9am - 6pm) - Next working day if ticket logged before 12pm

Remote Support - Mon to Sat (7am - 7pm) - 4hr intervention time

Included Bank Holidays

Contract 1. Digital Signage - 2025

Supplier

- MERSON DIGITAL LIMITED

Contract value

- £426,077.75 including VAT

Below the relevant threshold

Date signed

30 July 2025

Contract dates

- 1 August 2025 to 31 July 2028
- Possible extension to 3 July 2030
- 4 years, 11 months, 3 days

Description of possible extension:

Extension can be triggered if, upon review of the contract, at the 3 year point the contracting authority are happy with the services being provided and wish to continue with the current supplier. Extension would be for a maximum of 2 years for services to then be put out to tender.

Main procurement category

Works

CPV classifications

- 34928470 - Signage
- 45000000 - Construction work
- 50300000 - Repair, maintenance and associated services related to personal computers, office equipment, telecommunications and audio-visual equipment
- 51000000 - Installation services (except software)

Contract locations

- UKD3 - Greater Manchester

Key performance indicators

Name	Description
Remote Support	First Response - within 1 hour of ticket being received within SLA Hours
Remote Support	Intervention - within 4 hours of ticket being received within SLA Hours
Onsite Support	If the remote team escalates to onsite intervention: Engineer to attend site Next Day (if ticket logged before 12pm)
Onsite Support	If the remote team escalates to onsite intervention: Engineer to attend within 48 hours (if ticket logged after 12pm)

Signed contract documents

[Merson Digital Limited - Digital Signage - MCCCL - TCs - Signed - 30.07.25.pdf](#)

Procedure

Procedure type

Below threshold - without competition

Supplier

MERSON DIGITAL LIMITED

- Companies House: SC640524

- Public Procurement Organisation Number: PRTP-3571-XDMG

2 Young Place

Glasgow

G75 0TD

United Kingdom

Email: carrie.mcgill@mersondigital.com

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

Region: UKM95 - South Lanarkshire

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1. Digital Signage - 2025

Contracting authority

MANCHESTER CENTRAL CONVENTION COMPLEX LIMITED

- Companies House: 00953285
- Public Procurement Organisation Number: PGBC-7173-HLXX

Manchester Central Convention Complex Limited Windmill Street

Manchester

M2 3GX

United Kingdom

Email: procurement@manchestercentral.co.uk

Region: UKD33 - Manchester

Organisation type: Public authority - sub-central government