

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/052571-2025>

Tender

Real Time Passenger Information Hardware and Software Solution

Merseytravel

F02: Contract notice

Notice identifier: 2025/S 000-052571

Procurement identifier (OCID): ocds-h6vhtk-0590c2

Published 29 August 2025, 4:05pm

Section I: Contracting authority

I.1) Name and addresses

Merseytravel

1 Mann Island

Liverpool

L3 1BP

Contact

Ms Samantha Lee

Email

samantha.lee@liverpoolcityregion-ca.gov.uk

Telephone

+44 1513301111

Country

United Kingdom

Region code

UKD7 - Merseyside

Internet address(es)

Main address

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

Buyer's address

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

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://procontract.due-north.com/Advert/Index?advertId=b4bb21ef-7085-ef11-8130-005056b64545>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procontract.due-north.com/Advert/Index?advertId=b4bb21ef-7085-ef11-8130-005056b64545>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Real Time Passenger Information Hardware and Software Solution

Reference number

DN746674

II.1.2) Main CPV code

- 51000000 - Installation services (except software)

II.1.3) Type of contract

Services

II.1.4) Short description

A single supplier for both RTI hardware and software is sought to continue with the delivery of real time information and static messaging across the existing bus station and bus stop screens and QR codes, and to expand and enhance the RTI offer across the Liverpool City Region.

The new RTI offer will include improved accessibility for customers through audio functionality, richer content with journey planning and interactive local area maps, and low power options such as e-ink and solar-powered screens.

Screen hardware currently installed across the network will continue to be supported and maintained by the existing contractor until the point at which the screen is removed due to end of life or replacement.

New screens will be installed on a rolling programme in line with wider Merseytravel projects to deliver a new and improved RTI offer at bus stations, interchanges and bus stops. Screen purchases will be made using a call-off from a single party framework. The type of screen installed at each location will be determined by factors such as power source, patronage and the objectives of the delivery project under which the RTI improvement is being progressed.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 30000000 - Office and computing machinery, equipment and supplies except furniture and software packages
- 51000000 - Installation services (except software)
- 72000000 - IT services: consulting, software development, Internet and support

II.2.3) Place of performance

NUTS codes

- UKD7 - Merseyside

II.2.4) Description of the procurement

This is an open tender to appoint one supplier for the provision of RTI hardware and software and is sought to continue with the delivery of real time information and static messaging across the existing bus station and bus stop screens and QR codes.

New screens will be installed on a rolling programme in line with wider Merseytravel projects to deliver a new and improved RTI offer at bus stations, interchanges and bus stops. Screen purchases will be made using a call-off from a single party framework. The type of screen installed at each location will be determined by factors such as power source, patronage and the objectives of the delivery project under which the RTI improvement is being progressed.

At the time of going to market, the installation of new screens under this contract is known to include the delivery of a new bus station in St Helens in September 2026 which will require two screens at each of the eleven stands, four screens to display a summary of all bus departures and local rail station departures, and two interactive kiosks for local area mapping and information plus journey planning. A programme of works for the replacement of screens at the remaining five staffed Merseytravel Bus Stations will take place from 2025 to 2028.

All new screens will have SIM connectivity to be managed by the supplier and be provided as part of this contract.

Bus stop specific QR codes which link users to real time departures will be rolled out across all bus stops on Merseyside. The roll out at approximately 6200 stops will be required within six months of the commencement of the contract. The LCRCA will generate the QR codes using the CMS software and will be responsible for the print and distribution of the codes at bus stops. See Appendix B.

Licensing, hosting and software support for the existing RTI estate will transfer over to the new supplier during a three-month transition period from the commencement of the contract. During the transition period, the new supplier will take control of the existing estate and make sure that all screens work with the new software. Existing displays with SIM connectivity will have the SIM contract transferred over to the new supplier.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

48

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

29 September 2025

Local time

12:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 48 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

29 September 2025

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

Mersey Travel/LCRCA

Liverpool

Country

United Kingdom