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Tender

## **Real Time Passenger Information Hardware and Software Solution**

Merseytravel

F02: Contract notice

Notice identifier: 2025/S 000-052571

Procurement identifier (OCID): ocids-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](mailto: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

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## **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

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## **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

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## **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

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## **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