

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/068384-2025>

Contract

## Provision of Email Marketing Platform / Tool

Merseytravel

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

Notice identifier: 2025/S 000-068384

Procurement identifier (OCID): ocids-h6vhtk-05d3ce

Published 27 October 2025, 8:15am

### Scope

### Reference

PRA000550 / DN779601

### Description

Merseytravel is seeking a new hosted email marketing platform with the features outlined in the tender documents to replace the existing system. The contract for the new solution will be awarded for a period of 3 years, with an optional extension of up to 2 additional years.

---

## **Contract 1. Provision of Email Marketing Platform / Tool**

### **Supplier**

- GRANICUS-FIRMSTEP LIMITED

### **Contract value**

- £106,075.54 excluding VAT
- £127,290.65 including VAT

Below the relevant threshold

### **Date signed**

27 October 2025

### **Contract dates**

- 1 December 2025 to 30 November 2028
- Possible extension to 30 November 2030
- 5 years

Description of possible extension:

The contract for the new solution will be awarded for a period of 3 years, with an optional extension of up to an additional 2 years.

### **Main procurement category**

Services

## **CPV classifications**

- 72000000 - IT services: consulting, software development, Internet and support

## **Contract locations**

- UKD - North West (England)

---

## **Procedure**

### **Procedure type**

Below threshold - limited competition

---

## **Supplier**

### **GRANICUS-FIRMSTEP LIMITED**

- Companies House: 04283951
- Public Procurement Organisation Number: PJJY-8811-PLBX

Ground Floor 3 Wellbrook Court

Cambridge

CB3 0NA

United Kingdom

Email: [uksalesteam@granicus.com](mailto:uksalesteam@granicus.com)

Website: <https://granicus.com/uk/>

Region: UKH12 - Cambridgeshire CC

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1. Provision of Email Marketing Platform / Tool

---

## Contracting authority

### **Merseytravel**

- Public Procurement Organisation Number: PJQR-8469-DXQD

1 Mann Island

Liverpool

L3 1BP

United Kingdom

Email: [Procurement@liverpoolcityregion-ca.gov.uk](mailto:Procurement@liverpoolcityregion-ca.gov.uk)

Region: UKD72 - Liverpool

Organisation type: Public authority - sub-central government