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Contract

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

Merseytravel

F03: Contract award notice

Notice identifier: 2025/S 000-077766

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

Published 27 November 2025, 3:21pm

### **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.4) Type of the contracting authority**

Regional or local authority

**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**

- 72260000 - Software-related services

#### **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.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £200,000

## **II.2) Description**

### **II.2.3) Place of performance**

NUTS codes

- UKD7 - Merseyside

### **II.2.4) Description of the procurement**

A open procedure was undertaken to source a single supplier for a framework agreement for the above services on several stations across Liverpool.

### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

### **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 IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Open procedure

#### **IV.1.3) Information about a framework agreement or a dynamic purchasing system**

The procurement involves the establishment of a framework agreement

#### **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.2.1) Previous publication concerning this procedure**

Notice number: [2025/S 000-052571](#)

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## **Section V. Award of contract**

### **Title**

Real Time Passenger Information Hardware and Software Solution

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

26 November 2025

#### **V.2.2) Information about tenders**

Number of tenders received: 5

The contract has been awarded to a group of economic operators: No

#### **V.2.3) Name and address of the contractor**

Journeo Passenger Systems Ltd

Ashby-de-la-Zouch

Country

United Kingdom

NUTS code

- UKD7 - Merseyside

The contractor is an SME

No

#### **V.2.4) Information on value of contract/lot (excluding VAT)**

Initial estimated total value of the contract/lot: £200,000

Total value of the contract/lot: £200,000

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## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Liverpool City Region Combined Authority

Liverpool

Country

United Kingdom

#### **VI.4.2) Body responsible for mediation procedures**

Liverpool City Region Combined Authority

Liverpool

Country

United Kingdom