

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/077766-2025>

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

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

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](#)

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

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