

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/005315-2025>

Award

Provision of the ScotRail Website

ScotRail Trains Limited

F15: Voluntary ex ante transparency notice

Notice identifier: 2025/S 000-005315

Procurement identifier (OCID): ocds-h6vhtk-04e284

Published 17 February 2025, 10:54am

Section I: Contracting authority/entity

I.1) Name and addresses

ScotRail Trains Limited

Atrium Court, 50 Waterloo Street

Glasgow

G2 6HQ

Email

kathleen.gay@scotrail.co.uk

Telephone

+44 3448110141

Country

United Kingdom

NUTS code

UKM - Scotland

Internet address(es)

Main address

<https://www.scotrail.co.uk/>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA30589

I.6) Main activity

Railway services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Provision of the ScotRail Website

Reference number

SR-PACT-PROJ-459

II.1.2) Main CPV code

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

II.1.3) Type of contract

Services

II.1.4) Short description

This involves the variation to an existing contract which was procured whilst ScotRail was under the Abellio franchise ownership. The incumbent supplier (Altcom Ltd) supplies hosting, maintenance and support services for the [ScotRail.co.uk](https://www.scotrail.co.uk/) website.

A 36-month extension is being awarded to Altcom for this same scope of services.

ScotRail are currently conducting a tender process for new Retail Systems including a Centralised Web Ticket Issuing System (WebTIS), App and Ticket Vending Machines. The ScotRail website is out with the scope of this procurement, however, the WebTIS and software chosen will impact the future requirements for the website. Currently, there are integrations in place between the website and the app and currently it is unknown whether these are features which will be provided through the new retail systems solution or will continue to be required through the website. The procurement and implementation of the new retail systems will take at least 24 months. The full impact on the specification for a new ScotRail website will not be known until the procurement is complete and the functionality of the new retail systems fully understood. To tender the website services now would result in duplication of resource and cost as we would need to change the scope of the website in the future to reflect the change in retail systems.

Once the procurement is complete and the functionality of the new retail systems fully understood, the scope for the future ScotRail website can be fully understood. ScotRail will then communicate the future procurement strategy for these services and publish this opportunity to the market

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72413000 - World wide web (www) site design services
- 72415000 - World wide web (www) site operation host services

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

II.2.4) Description of the procurement

This involves the variation to an existing contract which was procured whilst ScotRail was under the Abellio franchise ownership. The incumbent supplier (Altcom Ltd) supplies hosting, maintenance and support services for the ScotRail.co.uk website.

A 36-month extension is being awarded to Altcom for this same scope of services. ScotRail are currently conducting a tender process for new Retail Systems including a Centralised Web Ticket Issuing System (WebTIS), App and Ticket Vending Machines. The ScotRail website is out with the scope of this procurement, however, the WebTIS and

software chosen will impact the future requirements for the website. Currently, there are integrations in place between the website and the app and currently it is unknown whether these are features which will be provided through the new retail systems solution or will continue to be required through the website. The procurement and implementation of the new retail systems will take at least 24 months. The full impact on the specification for a new ScotRail website will not be known until the procurement is complete and the functionality of the new retail systems fully understood. To tender the website services now would result in duplication of resource and cost as we would need to change the scope of the website in the future to reflect the change in retail systems.

Once the procurement is complete and the functionality of the new retail systems fully understood, the scope for the future ScotRail website can be fully understood. ScotRail will then communicate the future procurement strategy for these services and publish this opportunity to the market

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

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

On the basis of The Utilities Contracts (Scotland) Regulations 2016 in accordance with regulation 86.(1)(b)(i)(ii) a contract may be modified without a new procurement to provide for additional services, irrespective of their value, that have become necessary where a change of supplier cannot be made technical reasons and would cause significant inconvenience or substantial duplication of costs for the utility. This notice involves the variation to an existing contract which was procured whilst ScotRail was under the Abellio

franchise ownership. The incumbent supplier (Altcom Ltd) supplies hosting, maintenance and support services for the ScotRail.co.uk website.

A 36-month extension is being awarded to Altcom for this same scope of services. ScotRail are currently conducting a tender process for new Retail Systems including a Centralised Web Ticket Issuing System (WebTIS), App and Ticket Vending Machines. The ScotRail website is out with the scope of this procurement, however, the WebTIS and software chosen will impact the future requirements for the website. Currently, there are integrations in place between the website and the app and currently it is unknown whether these are features which will be provided through the new retail systems solution or will continue to be required through the website. The procurement and implementation of the new retail systems will take at least 24 months. The full impact on the specification for a new ScotRail website will not be known until the procurement is complete and the functionality of the new retail systems fully understood. To tender the website services now would result in duplication of resource and cost as we would need to change the scope of the website in the future to reflect the change in retail systems.

Once the procurement is complete and the functionality of the new retail systems fully understood, the scope for the future ScotRail website can be fully understood. ScotRail will then communicate the future procurement strategy for these services and publish this opportunity to the market.

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

The procurement is covered by the Government Procurement Agreement: Yes

Section V. Award of contract/concession

Contract No

SR-PACT-PROJ-459

A contract/lot is awarded: Yes

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract

17 February 2025

V.2.2) Information about tenders

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

V.2.3) Name and address of the contractor/concessionaire

Altcom Limited

13 North Parade

Penzance

TR18 4SH

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor/concessionaire is an SME

Yes

Section VI. Complementary information

VI.3) Additional information

(SC Ref:789532)

VI.4) Procedures for review

VI.4.1) Review body

Glasgow Sheriff Court

Glasgow

Country

United Kingdom