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Tender

## **Managed Service Provider**

Caledonian Sleeper Limited

F05: Contract notice – utilities

Notice identifier: 2025/S 000-008747

Procurement identifier (OCID): ocds-h6vhtk-04eb93

Published 11 March 2025, 2:10pm

The closing date and time has been changed to:

**15 April 2025, 2:00pm**

See the [change notice](#).

## **Section I: Contracting entity**

### **I.1) Name and addresses**

Caledonian Sleeper Limited

Basement and Ground Floor Premises, 1-5 Union Street

Inverness

IV1 1PP

### **Contact**

Karen Rogers

### **Email**

[procurement@caledoniansleeper.scot](mailto:procurement@caledoniansleeper.scot)

**Telephone**

+44 3300600500

**Country**

United Kingdom

**NUTS code**

UK - United Kingdom

**Internet address(es)**

Main address

[www.sleeper.scot](http://www.sleeper.scot)

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA30648](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA30648)

**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

[www.publiccontractsscotland.gov.uk](http://www.publiccontractsscotland.gov.uk)

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

[www.publiccontractsscotland.gov.uk](http://www.publiccontractsscotland.gov.uk)

**I.6) Main activity**

Railway services

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Managed Service Provider

Reference number

CPT-040

#### **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**

The Managed service provider (MSP) will provide support and management for various IT functions, including helpdesk, hardware support, security monitoring, cloud services, and user management.

#### **II.1.5) Estimated total value**

Value excluding VAT: £1,500,000

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

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

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

NUTS codes

- UK - United Kingdom

Main site or place of performance

UK

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

The Managed service provider (MSP) will provide support and management for various IT functions, including helpdesk, hardware support, security monitoring, cloud services, and user management.

See scope for full details.

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

Quality criterion - Name: How you will meet the scope / Weighting: 35

Quality criterion - Name: How you will project manage implementation / Weighting: 25

Quality criterion - Name: Case study of a similar size organisation / Weighting: 15

Quality criterion - Name: Presentation on your services / Weighting: 15

Quality criterion - Name: Social value / Weighting: 10

Price - Weighting: 30

#### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

60

This contract is subject to renewal

No

#### **II.2.9) Information about the limits on the number of candidates to be invited**

Envisaged number of candidates: 5

#### **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**

Negotiated procedure with prior call for competition

#### **IV.1.4) Information about reduction of the number of solutions or tenders during negotiation or dialogue**

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated

#### **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**

Originally published as:

Date

11 April 2025

Local time

2:00pm

Changed to:

Date

15 April 2025

Local time

2:00pm

See the [change notice](#).

**IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates**

17 April 2025

**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: 6 (from the date stated for receipt of tender)

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**Section VI. Complementary information**

**VI.1) Information about recurrence**

This is a recurrent procurement: No

**VI.2) Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

### **VI.3) Additional information**

NOTE: To register your interest in this notice and obtain any additional information please visit the Public Contracts Scotland Web Site at

[https://www.publiccontractsscotland.gov.uk/Search/Search\\_Switch.aspx?ID=792949](https://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=792949).

The buyer has indicated that it will accept electronic responses to this notice via the Postbox facility. A user guide is available at

[https://www.publiccontractsscotland.gov.uk/sitehelp/help\\_guides.aspx](https://www.publiccontractsscotland.gov.uk/sitehelp/help_guides.aspx).

Suppliers are advised to allow adequate time for uploading documents and to dispatch the electronic response well in advance of the closing time to avoid any last minute problems.

Community benefits are included in this requirement. For more information see:

<https://www.gov.scot/policies/public-sector-procurement/community-benefits-in-procurement/>

A summary of the expected community benefits has been provided as follows:

Community benefits to be negotiated at ITT stage

(SC Ref:792949)

Download the ESPD document here:

[https://www.publiccontractsscotland.gov.uk/ESPD/ESPD\\_Download.aspx?id=792949](https://www.publiccontractsscotland.gov.uk/ESPD/ESPD_Download.aspx?id=792949)

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

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

Glasgow Sheriffs office

Glasgow

Country

United Kingdom