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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

Telephone

+44 3300600500

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

www.sleeper.scot

Buyer's address

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

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

www.publiccontractsscotland.gov.uk

I.6) Main activity

Railway services

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

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

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)

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.

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.

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

VI.4) Procedures for review

VI.4.1) Review body

Glasgow Sheriffs office

Glasgow

Country

United Kingdom