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Contract

## **Strategic Digital Partner for Website and Mobile Applications??**

CalMac Ferries Limited

F03: Contract award notice

Notice identifier: 2026/S 000-008845

Procurement identifier (OCID): ocds-h6vhtk-061382

Published 2 February 2026, 11:12am

### **Section I: Contracting authority**

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

CalMac Ferries Limited

Ferry Terminal

Gourock

PA19 1QP

#### **Email**

[ruairidh.black@calmac.co.uk](mailto:ruairidh.black@calmac.co.uk)

#### **Telephone**

+44 1475650230

#### **Country**

United Kingdom

#### **NUTS code**

UKM - Scotland

**Internet address(es)**

Main address

<http://www.calmac.co.uk>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA10923](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA10923)

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

Body governed by public law

**I.5) Main activity**

Other activity

Ferry Operator

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**Section II: Object**

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

**II.1.1) Title**

Strategic Digital Partner for Website and Mobile Applications??

Reference number

ITSW25-134

**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**

CalMac Ferries operates a business-critical digital platform comprising three public-facing websites (CalMac Consumer, CalMac Corporate, and David MacBrayne Group) and native mobile applications for iOS and Android. This platform is central to delivering ferry services, customer communications, and operational support.

The current solution is built on Umbraco CMS, hosted in Microsoft Azure, and integrates with multiple internal and third-party systems, including booking, messaging, and analytics. It supports real-time service updates, timetables, and customer notifications, and is aligned with CalMac's Digital North Star roadmap, which aims to create a seamless, data-driven customer experience.

CalMac now seeks a strategic digital partner to provide:

- Ongoing support and maintenance of the existing platform.
- Hosting and infrastructure management within Azure.
- Continuous improvement and iterative enhancements under CalMac's governance.
- Compliance with security, accessibility, and regulatory standards.
- Capability to deliver future integrations and innovation through structured change control.

The partner will act as a delivery partner, not a strategic owner, ensuring stability, scalability, and resilience while supporting CalMac's long-term digital vision.

#### **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

- UKM - Scotland

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

CalMac Ferries operates a business-critical digital platform comprising three public-facing

websites (CalMac Consumer, CalMac Corporate, and David MacBrayne Group) and native mobile applications for iOS and Android. This platform is central to delivering ferry services, customer communications, and operational support.

The current solution is built on Umbraco CMS, hosted in Microsoft Azure, and integrates with multiple internal and third-party systems, including booking, messaging, and analytics. It supports real-time service updates, timetables, and customer notifications, and is aligned with CalMac's Digital North Star roadmap, which aims to create a seamless, data-driven customer experience.

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

Quality criterion - Name: Technical / 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

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## Section IV. Procedure

### IV.1) Description

#### IV.1.1) Type of procedure

Competitive procedure with negotiation

#### 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: [2026/S 000-008660](#)

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## Section V. Award of contract

### Contract No

ITSW25-134

A contract/lot is awarded: No

### V.1) Information on non-award

The contract/lot is not awarded

Other reasons (discontinuation of procedure)

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## **Section VI. Complementary information**

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

(SC Ref:822291)

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

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

Greenock Sheriff Court

1 Nelson Street

Greenock

PA15 1TR

Country

United Kingdom