

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/008845-2026>

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): ocids-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

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

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Other activity

Ferry Operator

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.

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.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

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](#)

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)

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