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Tender

Strategic Digital Partner for Website and Mobile Applications??

CalMac Ferries Limited

F02: Contract notice

Notice identifier: 2026/S 000-014600

Procurement identifier (OCID): ocds-h6vhtk-0656b1

Published 18 February 2026, 9:49am

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.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://www.publictendersscotland.publiccontractsscotland.gov.uk/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.publictendersscotland.publiccontractsscotland.gov.uk/>

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<https://www.publictendersscotland.publiccontractsscotland.gov.uk/>

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.1.5) Estimated total value

Value excluding VAT: £7,500,000

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

- 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.

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II.2.5) Award criteria

Quality criterion - Name: Technical / Weighting: 70

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

Yes

Description of renewals

The initial term will run for a period of 3 years, after which there will be the option to extend by up to an additional 24 months.

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

Maximum number: 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

Minimum level(s) of standards possibly required

Minimum annual turnover of GBP 7.5 Million

Ratios based on the most recent full year of published accounts:

1- Return on Capital Employed: must be at a ratio greater than “0”

2- Acid Test (Current Ratio): Current Ratio must be greater than “1”

3- Gearing: Gearing must be a figure of less than 100%

4- Interest Coverage: Interest Coverage must be a figure of 2 or above

Insurance requirement:

Employer's Liability Insurance = GBP 5 Million

Public Liability Insurance = GBP 5 Million

Professional Indemnity Insurance = GBP 5 Million

Product Liability Insurance= GBP 5 Million

Cyber Insurance Minimum Amount = GBP 2 Million

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

As defined in the Tender documentation.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Competitive procedure with negotiation

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.1.5) Information about negotiation

The contracting authority reserves the right to award the contract on the basis of the initial tenders without conducting negotiations

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

Date

23 March 2026

Local time

12:00pm

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

17 April 2026

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: 12 (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

The buyer is using PCS-Tender to conduct this PQQ exercise. The Project code is 31067.

For more information see:

<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2343>

A sub-contract clause has been included in this contract. For more information see:

<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2363>

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:

CalMac is committed to delivering wider social value through this procurement. While the primary focus is on securing a strategic digital partner, we encourage suppliers to propose community benefits such as:

- Offering work experience placements for students or individuals seeking digital skills.
- Creating apprenticeship or graduate opportunities within the contract delivery team.
- Partnering with local colleges, universities, or charities to support STEM education, digital inclusion, or community projects.
- Providing training and knowledge transfer to enhance local capability and employment prospects.

Suppliers should outline any initiatives that contribute to skills development, local employment, and community engagement in their response. These will be considered as part of the overall value-for-money and social impact assessment.

(SC Ref:824008)

VI.4) Procedures for review

VI.4.1) Review body

Greenock Sheriff Court

1 Nelson Street

Greenock

PA15 1TR

Country

United Kingdom