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Tender

Managed Network Partner Service

CalMac Ferries Limited

F02: Contract notice

Notice identifier: 2025/S 000-037384

Procurement identifier (OCID): ocds-h6vhtk-055903

Published 4 July 2025, 12:01pm

Section I: Contracting authority

I.1) Name and addresses

CalMac Ferries Limited

Ferry Terminal

Gourock

PA19 1QP

Contact

Ruairidh Black

Email

ruairidh.black@calmac.co.uk

Telephone

+44 07974884681

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

Managed Network Partner Service

II.1.2) Main CPV code

- 72720000 - Wide area network services

II.1.3) Type of contract

Services

II.1.4) Short description

This Tender defines the requirements for a Managed Network Partner Service for CalMac Ferries Ltd, aimed at securing a partnership with an organisation experienced in Corporate IT environments and providing service to remote locations. The service will include network design, build and operations to ensure continuous management, monitoring and field support of the critical infrastructure supporting business operations and customer connectivity at ports, offices, and vessels which operates 24x7x365.

II.1.5) Estimated total value

Value excluding VAT: £7,574,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72720000 - Wide area network services
- 72710000 - Local area network services
- 72700000 - Computer network services
- 72511000 - Network management software services
- 72315000 - Data network management and support services
- 72212219 - Miscellaneous networking software development services
- 64214000 - Dedicated-business telephone network services
- 64213000 - Shared-business telephone network services
- 50334110 - Telephone network maintenance services

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

II.2.4) Description of the procurement

This Tender defines the requirements for a Managed Network Partner Service for CalMac Ferries Ltd, aimed at securing a partnership with an organisation experienced in Corporate IT environments and providing service to remote locations. The service will include network design, build and operations to ensure continuous management, monitoring and field support of the critical infrastructure supporting business operations and customer connectivity at ports, offices, and vessels which operates 24x7x365.

II.2.5) Award criteria

Quality criterion - Name: Technical / Quality / Weighting: 70

Price - Weighting: 30

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

Duration in months

84

This contract is subject to renewal

Yes

Description of renewals

The initial term will be 5 years, there will then be the option to extend by up to an additional 48 months.

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

Minimum level(s) of standards possibly required

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

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

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

III.2) Conditions related to the contract

III.2.1) Information about a particular profession

Execution of the service is reserved to a particular profession

III.2.2) Contract performance conditions

As defined in the Requirement Specification

III.2.3) Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Competitive procedure with negotiation

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

Framework agreement with a single operator

In the case of framework agreements, provide justification for any duration exceeding 4 years:

This Agreement is of long-term strategic importance to CalMac Ferries Ltd.

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

6 August 2025

Local time

12:00pm

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

22 August 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

Tender must be valid until: 30 January 2026

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 29624. 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>

The Contracting Authority does not intend to include any community benefit requirements in this contract for the following reason:

Not applicable to this service.

(SC Ref:803477)

VI.4) Procedures for review

VI.4.1) Review body

Greenock Sheriff Court

1 Nelson Street

Greenock

PA15 1TR

Country

United Kingdom