

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/059001-2025>

Tender

Provision of Wayfinding and Information Solution for Blind and Partially Sighted Passengers

CalMac Ferries Limited

F02: Contract notice

Notice identifier: 2025/S 000-059001

Procurement identifier (OCID): ocds-h6vhtk-05a06d

Published 23 September 2025, 4:06pm

Section I: Contracting authority

I.1) Name and addresses

CalMac Ferries Limited

Ferry Terminal

Gourock

PA19 1QP

Contact

Ryan Armour

Email

Ryan.Armour@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

Access to the procurement documents is restricted. Further information can be obtained 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

Other type

Ferry Operator

I.5) Main activity

Other activity

Ferry Operator

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Provision of Wayfinding and Information Solution for Blind and Partially Sighted Passengers

Reference number

CSOP25-613

II.1.2) Main CPV code

- 63724000 - Navigation services

II.1.3) Type of contract

Services

II.1.4) Short description

CFL is seeking a qualified Supplier to deliver a pilot deployment of a smartphone based visual tagging solution designed to support blind and partially sighted passengers. This solution will enhance CFL's wayfinding and will have access to real-time information, which will also convert to 36 languages. This pilot system will run for an initial 12-months at CFL's Troon Ferry Terminal. After which, if successful, the Supplier will be awarded the remaining 48-months of the Framework which will cover several other locations throughout the CFL network.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 63724000 - Navigation services

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

II.2.4) Description of the procurement

CFL is seeking a qualified Supplier to deliver a pilot deployment of a smartphone based visual tagging solution designed to support blind and partially sighted passengers. This solution will enhance CFL's wayfinding and will have access to real-time information, which will also convert to 36 languages. This pilot system will run for an initial 12-months at CFL's Troon Ferry Terminal. After which, if successful, the Supplier will be awarded the remaining 48-months of the Framework which will cover several other locations throughout the CFL network.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

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

Thereafter, the Framework prices for the listed items shall remain fixed for an initial period of 12-months. Upon successful completion of this period, the Contractor may be awarded the remaining 48-months of the Agreement, which shall be divided into two extension options of 24-months each. Both extension periods must also be based on fixed prices.

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

List and brief description of selection criteria

The following ratios must be confirmed based on your latest set 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

Minimum level(s) of standards possibly required

The following ratios must be confirmed based on your latest set 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

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

CFL is seeking a qualified Supplier to deliver a pilot deployment of a smartphone based visual tagging solution designed to support blind and partially sighted passengers. This solution will enhance CFL’s wayfinding and will have access to real-time information, which will also convert to 36 languages. This pilot system will run for an initial 12-months at CFL’s Troon Ferry Terminal. After which, if successful, the Supplier will be awarded the remaining 48-months of the Framework which will cover several other locations

throughout the CFL network.

The pilot will test the feasibility of deploying smartphone based visual tagging solution in a ferry environment, initially focusing on one port, which also has rail and bus links.

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

Open procedure

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:

It is a service that will be on-going at CFL for a long period of time.

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

28 October 2025

Local time

12:00pm

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: 31 December 2025

IV.2.7) Conditions for opening of tenders

Date

28 October 2025

Local time

12:00pm

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 ITT exercise. The Project code is 30203.
For more information see:

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

(SC Ref:811037)

VI.4) Procedures for review

VI.4.1) Review body

Scottish Courts and Tribunals Services

Sherriff Court House

Greenock

PA15 1TR

Country

United Kingdom