

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/063709-2025>

Contract

## **Provision of the ScotRail Website**

ScotRail Trains Limited

F06: Contract award notice – utilities

Notice identifier: 2025/S 000-063709

Procurement identifier (OCID): ocds-h6vhtk-04e284

Published 9 October 2025, 1:14pm

### **Section I: Contracting entity**

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

ScotRail Trains Limited

Atrium Court, 50 Waterloo Street

Glasgow

G2 6HQ

#### **Email**

[kathleen.gay@scotrail.co.uk](mailto:kathleen.gay@scotrail.co.uk)

#### **Telephone**

+44 3448110141

#### **Country**

United Kingdom

#### **NUTS code**

UKM - Scotland

**Internet address(es)**

Main address

<https://www.scotrail.co.uk/>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA30589](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA30589)

**I.6) Main activity**

Railway services

---

**Section II: Object**

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

**II.1.1) Title**

Provision of the ScotRail Website

Reference number

SR-PACT-PROJ-459

**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**

This involves the variation to an existing contract which was procured whilst ScotRail was under the Abellio franchise ownership. The incumbent supplier (Altcom Ltd) supplies hosting, maintenance and support services for the [ScotRail.co.uk](https://www.scotrail.co.uk/) website.

A 36-month extension is being awarded to Altcom for this same scope of services.

ScotRail are currently conducting a tender process for new Retail Systems including a Centralised Web Ticket Issuing System (WebTIS), App and Ticket Vending Machines. The ScotRail website is out with the scope of this procurement, however, the WebTIS and software chosen will impact the future requirements for the website. Currently, there are integrations in place between the website and the app and currently it is unknown whether these are features which will be provided through the new retail systems solution or will continue to be required through the website. The procurement and implementation of the new retail systems will take at least 24 months. The full impact on the specification for a new ScotRail website will not be known until the procurement is complete and the functionality of the new retail systems fully understood. To tender the website services now would result in duplication of resource and cost as we would need to change the scope of the website in the future to reflect the change in retail systems.

Once the procurement is complete and the functionality of the new retail systems fully understood, the scope for the future ScotRail website can be fully understood. ScotRail will then communicate the future procurement strategy for these services and publish this opportunity to the market

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

- 72413000 - World wide web (www) site design services
- 72415000 - World wide web (www) site operation host services

#### **II.2.3) Place of performance**

NUTS codes

- UKM - Scotland

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

This involves the variation to an existing contract which was procured whilst ScotRail was under the Abellio franchise ownership. The incumbent supplier (Altcom Ltd) supplies hosting, maintenance and support services for the [ScotRail.co.uk](http://ScotRail.co.uk) website.

A 36-month extension is being awarded to Altcom for this same scope of services. ScotRail are currently conducting a tender process for new Retail Systems including a Centralised Web Ticket Issuing System (WebTIS), App and Ticket Vending Machines. The ScotRail website is out with the scope of this procurement, however, the WebTIS and

software chosen will impact the future requirements for the website. Currently, there are integrations in place between the website and the app and currently it is unknown whether these are features which will be provided through the new retail systems solution or will continue to be required through the website. The procurement and implementation of the new retail systems will take at least 24 months. The full impact on the specification for a new ScotRail website will not be known until the procurement is complete and the functionality of the new retail systems fully understood. To tender the website services now would result in duplication of resource and cost as we would need to change the scope of the website in the future to reflect the change in retail systems.

Once the procurement is complete and the functionality of the new retail systems fully understood, the scope for the future ScotRail website can be fully understood. ScotRail will then communicate the future procurement strategy for these services and publish this opportunity to the market

### **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**

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

On the basis of The Utilities Contracts (Scotland) Regulations 2016 in accordance with regulation 86.(1)(b)(i)(ii) a contract may be modified without a new procurement to provide for additional services, irrespective of their value, that have become necessary where a change of supplier cannot be made technical reasons and would cause significant inconvenience or substantial duplication of costs for the utility. This notice involves the variation to an existing contract which was procured whilst ScotRail was under the Abellio

franchise ownership. The incumbent supplier (Altcom Ltd) supplies hosting, maintenance and support services for the [ScotRail.co.uk](http://ScotRail.co.uk) website.

A 36-month extension is being awarded to Altcom for this same scope of services. ScotRail are currently conducting a tender process for new Retail Systems including a Centralised Web Ticket Issuing System (WebTIS), App and Ticket Vending Machines. The ScotRail website is out with the scope of this procurement, however, the WebTIS and software chosen will impact the future requirements for the website. Currently, there are integrations in place between the website and the app and currently it is unknown whether these are features which will be provided through the new retail systems solution or will continue to be required through the website. The procurement and implementation of the new retail systems will take at least 24 months. The full impact on the specification for a new ScotRail website will not be known until the procurement is complete and the functionality of the new retail systems fully understood. To tender the website services now would result in duplication of resource and cost as we would need to change the scope of the website in the future to reflect the change in retail systems.

Once the procurement is complete and the functionality of the new retail systems fully understood, the scope for the future ScotRail website can be fully understood. ScotRail will then communicate the future procurement strategy for these services and publish this opportunity to the market.

#### **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: [2025/S 000-005315](#)

---

## **Section V. Award of contract**

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

17 February 2025

#### **V.2.2) Information about tenders**

The contract has been awarded to a group of economic operators: No

#### **V.2.3) Name and address of the contractor**

Altcom Limited

13 North Parade

Penzance

TR18 4SH

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

---

## **Section VI. Complementary information**

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

(SC Ref:812661)

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

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

Glasgow Sheriff Court

Glasgow

Country

United Kingdom