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Tender

Request for quotation to trial technologies to improve customer experience through enhanced accessibility and special assistance services at Glasgow Airport – Challenge A

CONNECTED PLACES CATAPULT

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-069341

Procurement identifier (OCID): ocds-h6vhtk-05d627

Published 29 October 2025, 12:35pm

Scope

Reference

CPC2025230

Description

Connected Places Catapult and Glasgow Airport have collaborated to create the Connected Airport Living Lab, a collaborative R&D asset used to showcase UK-developed innovations, attract investment, and act as an innovation catalyst for the aviation sector. It is also used for testing and demonstrations of a diverse range of innovations aimed at addressing challenges facing the aviation sector, notably the decarbonisation of ground and air operations, the adoption of hydrogen, automation, data analytics and to enhance passenger experience.

We are launching a new project to trial technologies to enhance the provision of special assistance at airports to make air travel more inclusive and accessible to all. We have

conducted a period of discovery, including desk research, stakeholder interviews and airport observations and interviews at Glasgow Airport with relevant staff. Using this research, and in collaboration with Glasgow Airport, we have identified two key challenges which would improve customer service at the airport as well as support the Catapult's aim of supporting UK businesses to scale and grow.

Total value (estimated)

- £20,833 excluding VAT
- £25,000 including VAT

Below the relevant threshold

Contract dates (estimated)

- 8 December 2025 to 31 March 2026
- 3 months, 24 days

Main procurement category

Services

CPV classifications

- 73100000 - Research and experimental development services

Submission

Enquiry deadline

7 November 2025, 12:00pm

Tender submission deadline

18 November 2025, 12:00pm

Submission address and any special instructions

<https://in-tendhost.co.uk/cpcatapult.aspx/Home>

Tenders may be submitted electronically

Yes

Award criteria

100

Procedure**Procedure type**

Below threshold - open competition

Contracting authority

CONNECTED PLACES CATAPULT

- Companies House: 11837978

1 Sekforde Street

London

EC1R 0BE

United Kingdom

Contact name: Procurement Team

Email: procurement@cp.catapult.org.uk

Website: <https://cp.catapult.org.uk/>

Region: UKI43 - Haringey and Islington

Organisation type: Public authority - sub-central government