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Contract

ScotRail Customer Contact Centre

ScotRail Trains Limited

F06: Contract award notice – utilities

Notice identifier: 2025/S 000-073972

Procurement identifier (OCID): ocds-h6vhtk-03f5ae

Published 14 November 2025, 1:03pm

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

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

I.6) Main activity

Railway services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

ScotRail Customer Contact Centre

Reference number

SR188

II.1.2) Main CPV code

- 79512000 - Call centre

II.1.3) Type of contract

Services

II.1.4) Short description

ScotRail is awarding this previously advertised and now complete procurement procedure for a fully managed customer contact centre. The scope of the contact centre is to provide a direct route for our customers to contact us via various methods including phone, email, letter and web support. The centre will support general enquiries, complaints, telesales, delay repay with the option to include passenger assist and web support services in the future

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £9,309,053

II.2) Description

II.2.2) Additional CPV code(s)

- 79512000 - Call centre
- 79511000 - Telephone operator services
- 79510000 - Telephone-answering services

- 79500000 - Office-support services

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

II.2.4) Description of the procurement

ScotRail is awarding this previously advertised and now complete procurement procedure for a fully managed customer contact centre. The scope of the contact centre is to provide a direct route for our customers to contact us via various methods including phone, email, letter and web support. The centre will support general enquiries, complaints, telesales, delay repay with the option to include passenger assist and web support services in the future

II.2.5) Award criteria

Quality criterion - Name: Specification / Weighting: 10

Quality criterion - Name: Management Plans / Weighting: 60

Price - Weighting: 30

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

Negotiated procedure with prior call for competition

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: [2024/S 000-006727](#)

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

7 October 2025

V.2.2) Information about tenders

Number of tenders received: 3

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 3

Number of tenders received by electronic means: 3

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

V.2.3) Name and address of the contractor

Teleperformance Ltd

Spectrum Building, Bond Street

Bristol

BS1 3LG

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £9,309,053

Section VI. Complementary information

VI.3) Additional information

(SC Ref:814974)

VI.4) Procedures for review

VI.4.1) Review body

Glasgow Sheriff Court

Glasgow

Country

United Kingdom