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Contract

Managed Service Provider

Caledonian Sleeper Limited

F06: Contract award notice – utilities

Notice identifier: 2025/S 000-083706

Procurement identifier (OCID): ocds-h6vhtk-04eb93

Published 17 December 2025, 11:05am

Section I: Contracting entity

I.1) Name and addresses

Caledonian Sleeper Limited

Basement and Ground Floor Premises, 1-5 Union Street

Inverness

IV1 1PP

Contact

Karen Rogers

Email

procurement@caledoniansleeper.scot

Telephone

+44 3300600500

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

www.sleeper.scot

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA30648

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.6) Main activity

Railway services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Managed Service Provider

Reference number

CPT-040

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

The Managed service provider (MSP) will provide support and management for various IT functions, including helpdesk, hardware support, security monitoring, cloud services, and user management.

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: £1,494,000

II.2) Description

II.2.2) Additional CPV code(s)

- 72000000 - IT services: consulting, software development, Internet and support

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

UK

II.2.4) Description of the procurement

The Managed service provider (MSP) will provide support and management for various IT functions, including helpdesk, hardware support, security monitoring, cloud services, and user management.

See scope for full details.

II.2.5) Award criteria

Quality criterion - Name: How you will meet the scope / Weighting: 35

Quality criterion - Name: How you will project manage implementation / Weighting: 25

Quality criterion - Name: Case study of a similar size organisation / Weighting: 15

Quality criterion - Name: Presentation on your services / Weighting: 15

Quality criterion - Name: Social value / Weighting: 10

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: [2025/S 000-008747](#)

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

15 December 2025

V.2.2) Information about tenders

Number of tenders received: 8

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 8

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 8

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

V.2.3) Name and address of the contractor

Core Technology Systems (UK) Ltd

9 Appold Street

London

EC2A 2AP

Telephone

+44 01315597509

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: £1,494,000

Section VI. Complementary information

VI.3) Additional information

(SC Ref:818848)

VI.4) Procedures for review

VI.4.1) Review body

Glasgow Sheriffs office

Glasgow

Country

United Kingdom