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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](mailto:procurement@caledoniansleeper.scot)

### **Telephone**

+44 3300600500

### **Country**

United Kingdom

**NUTS code**

UK - United Kingdom

**Internet address(es)**

Main address

[www.sleeper.scot](http://www.sleeper.scot)

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA30648](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

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## **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

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## **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](#)

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## **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

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## **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