Serco Caledonian Ferries submits its bid for Clyde & Hebrides Ferry Service contract

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The expert transport team behind Serco’s bid for the Clyde and Hebrides Ferry Services (CHFS) contract has today submitted a bid with communities and service quality at its heart.

Worth an estimated £1billion, the CHFS contract covers 26-routes. The west coast ferry network was put out to tender in 2015 and is expected to be awarded to the winning bidder in May 2016.

Serco, are confident that their transport expertise and communities based approach to service delivery will make the quality of their bid stand out.

Commenting on the submission, Serco bid director for Clyde and Hebrides Ferry Services Jonathan Riley said: “After two years of eating, sleeping and breathing CHFS I am delighted to confirm that we have submitted our communities-led ferries proposal.

“My team have put their hearts and souls into this. I have worked in the UK transport industry for over 30 years but I have to admit that I was humbled by the knowledge and passion from the people who rely on these lifeline services.

“My team spent a great deal of time on hundreds of visits to the islands sitting down and talking to people and it was these conversations that inspired a great deal of our proposal. They know what they need, and it’s up to us, the transport experts to collaborate and deliver a better service plan. So that’s what we have done.

“I am confident that our proposal will improve the services for the people.”

Serco currently employs around 2,800 people and manages 11 major operations that provide vital services to communities and governments across Scotland. This includes Serco NorthLink Ferries, the lifeline ferry service between mainland Scotland and the Northern Isles which this weekend won the award for Best Ferry at the prestigious Guardian and Observer Travel Awards.
Media Release

Last week Serco announced that it is upping its committed procurement spend across all its Scottish contracts.

Over the next three years, Serco will double its procurement spending with Scottish companies and substantially increase the number of Scottish Small and Medium size Enterprises (SMEs) with which the company does business.

If the Serco CHFS bid is successful, this commitment will apply to the local businesses in proximity to the 26 routes.

Currently the business procures around £40million worth of suppliers and services from more than 270 Scots suppliers.

Ends

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Note to editors:

Serco currently employs around 2,800 people in Scotland across transport, health, education, justice, defence and housing. Amongst its Scottish Public Sector contracts are:

- NorthLink Ferries
- The Caledonian Sleeper
- Scatsta Airport
- Marine Services
- Forth Valley Hospital
- Wishaw General Hospital
- NHS Dumfries and Galloway
- ACCESS (joint partnership with Glasgow City Council)
- HMP Kilmarnock
About Serco

Serco is an international service company, which combines commercial know-how with a deep public service ethos. Around the world, we improve essential services by managing people, processes, technology and assets more effectively. We advise policy makers, design innovative solutions, integrate systems and - most of all - deliver to the public.

Serco supports governments, agencies and companies who seek a trusted partner with a solid track record of providing assured service excellence. Our people offer operational, management and consulting expertise in the aviation, BPO, defence, education, environmental services, facilities management, health, home affairs, information and communications technology, knowledge services, local government, science and nuclear, transport, welfare to work and the commercial sectors.