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Contract

NSSCOVID-19 -168A Vaccination Service Contact Centre

The Common Services Agency (more commonly known as NHS National Services Scotland) ("NSS")

F03: Contract award notice

Notice identifier: 2021/S 000-000202

Procurement identifier (OCID): ocds-h6vhtk-028810

Published 6 January 2021, 2:32pm

Section I: Contracting authority

I.1) Name and addresses

The Common Services Agency (more commonly known as NHS National Services Scotland) ("NSS")

Gyle Square (NSS Head Office), 1 South Gyle Crescent

Edinburgh

EH12 9EB

Email

nss.ssgovernance@nhs.scot

Telephone

+44 1698794410

Country

United Kingdom

NUTS code

UKM - SCOTLAND

Internet address(es)

Main address

<http://www.nhsscotlandprocurement.scot.nhs.uk/>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA11883

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

NSSCOVID-19 -168A Vaccination Service Contact Centre

Reference number

NSSCOVID-19 -168A

II.1.2) Main CPV code

- 72268000 - Software supply services

II.1.3) Type of contract

Services

II.1.4) Short description

Virtual Contact Centre software and services

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: £132,486

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKM - SCOTLAND

Main site or place of performance

Scotland

II.2.4) Description of the procurement

This is a directly awarded contract between the Authority on behalf of NHS Scotland to meet the additional demands of the Scottish Health and Social Care sector during the current Covid-19 pandemic.

This award has been approved on the basis of the protection of exclusive rights, including intellectual property rights in line with Regulation 33(1)(b) of the Public Contracts (Scotland) Regulations 2015

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

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

Award of a contract without prior publication of a call for competition in the cases listed below

- The services can be provided only by a particular economic operator for the following reason:
 - protection of exclusive rights, including intellectual property rights

Explanation:

This is a directly awarded contract between the Authority on behalf of NHS Scotland to meet the additional demands of the Scottish Health and Social Care sector during the current Covid-19 pandemic.

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

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

25 November 2020

V.2.2) Information about tenders

Number of tenders received: 1

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: 0

Number of tenders received by electronic means: 0

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

V.2.3) Name and address of the contractor

8x8 UK (t/a 8x8)

Oxford House, Bell Business Park,, Smeaton Close

Aylesbury

HP19 8JR

Telephone

+44 2038411132

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: £132,486

Section VI. Complementary information

VI.3) Additional information

Resource constraints due to COVID have resulted in delay of publication of this award notice
(SC Ref:640435)

VI.4) Procedures for review

VI.4.1) Review body

Sheriff Court House

27 Chambers Street

Edinburgh

EH1 1LB

Email

edinburgh@scotcourts.gov.uk

Telephone

+44 1312252525

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

Economic operators should approach the contracting authority in the first instance.
However, the only formal remedy is to apply to the courts:

An economic operator that suffers, or is at risk of suffering, loss or damage attributable to a breach of duty under the Public Contracts (Scotland) Regulations 2015 or the Procurement Reform (Scotland) Act 2014, may bring proceedings in the Sheriff Court or the Court of Session.