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Contract

## **SPM Social Security Scotland - Live Service Team (Lot 2)**

Social Security Scotland

F20: Modification notice

Notice identifier: 2026/S 000-002473

Procurement identifier (OCID): ocds-h6vhtk-0344a7

Published 13 January 2026, 9:05am

### **Section I: Contracting authority/entity**

#### **I.1) Name and addresses**

Social Security Scotland

3rd Floor, Agnes Husband House, 17 South Union Street

Dundee

DD1 4BF

#### **Email**

[procurement@socialsecurity.gov.scot](mailto:procurement@socialsecurity.gov.scot)

#### **Telephone**

+44 1412425913

#### **Country**

United Kingdom

#### **NUTS code**

UKM - Scotland

**Internet address(es)**

Main address

<https://www.socialsecurity.gov.scot/>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA30345](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA30345)

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**Section II: Object**

**II.1) Scope of the procurement**

**II.1.1) Title**

SPM Social Security Scotland - Live Service Team (Lot 2)

Reference number

SP-21-050-01

**II.1.2) Main CPV code**

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

**II.1.3) Type of contract**

Services

**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

- UKM - Scotland

**II.2.4) Description of the procurement at the time of conclusion of the contract:**

This notice is to confirm that Scottish Ministers, acting through Social Security Scotland, has extended the current SPM Social Security Scotland - Live Service Team (Lot 2) contract from 6 January 2026 to 30 June 2026

### **II.2.7) Duration of the contract, framework agreement, dynamic purchasing system or concession**

Start date

6 January 2026

End date

30 June 2026

### **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.2) Administrative information**

#### **IV.2.1) Contract award notice concerning this contract**

Notice number: [2025/S 000-056008](#)

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## **Section V. Award of contract/concession**

### **Contract No**

SP-21-050-01

### **Title**

SPM Social Security Scotland - Live Service Team (Lot 2)

### **V.2) Award of contract/concession**

#### **V.2.1) Date of conclusion of the contract/concession award decision:**

2 January 2026

**V.2.2) Information about tenders**

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

**V.2.3) Name and address of the contractor/concessionaire**

Mphasis UK Limited

Citypoint, 1 Ropemaker Street LONDON EC2Y 9HT United Kingdom - GB

London

EC2Y 9HT

Telephone

+44 8777761738

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor/concessionaire is an SME

No

**V.2.4) Information on value of the contract/lot/concession (at the time of conclusion of the contract;excluding VAT)**

Total value of the procurement: £3,145,780

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## **Section VI. Complementary information**

### **VI.3) Additional information**

(SC Ref:819782)

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Edinburgh Sheriff Court

27 Chambers Street

Edinburgh

EH1 1LB

Country

United Kingdom

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## **Section VII: Modifications to the contract/concession**

### **VII.1) Description of the procurement after the modifications**

#### **VII.1.1) Main CPV code**

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

#### **VII.1.3) Place of performance**

NUTS code

- UKM - Scotland

#### **VII.1.4) Description of the procurement:**

This notice is to confirm that Scottish Ministers, acting through Social Security Scotland, has extended the current SPM Social Security Scotland - Live Service Team (Lot 2) contract from 6 January 2026 to 30 June 2026.

#### **VII.1.5) Duration of the contract, framework agreement, dynamic purchasing system or concession**

Start date

6 January 2026

End date

30 June 2026

**VII.1.6) Information on value of the contract/lot/concession (excluding VAT)**

Total value of the contract/lot/concession:

£3,145,780

**VII.1.7) Name and address of the contractor/concessionaire**

Mphasis UK Limited

Citypoint, 1 Ropemaker Street LONDON EC2Y 9HT United Kingdom - GB

London

EC2Y 9HT

Telephone

+44 8777761738

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor/concessionaire is an SME

No

**VII.2) Information about modifications**

**VII.2.1) Description of the modifications**

Nature and extent of the modifications (with indication of possible earlier changes to the contract):

This notice is to confirm that Scottish Ministers, acting through Social Security

Scotland, has extended the current SPM Social Security Scotland - Live Service Team (Lot 2) contract from 6 January 2026 to 30 June 2026.

### **VII.2.2) Reasons for modification**

Need for additional works, services or supplies by the original contractor/concessionaire.

Description of the economic or technical reasons and the inconvenience or duplication of cost preventing a change of contractor:

The continued provision of services under the current contract is essential to ensure that Social Security Scotland can continue to provide technical support for its core benefit platform (SPM) until a replacement contract can be put in place. A competitive process is underway to identify and put such a replacement in place, by April 2026. The extension of the current term of the contract is considered to be proportionate in the circumstances based on previous experience, and taking into account the need for a contingency to account for

potential delays.

### **VII.2.3) Increase in price**

Updated total contract value before the modifications (taking into account possible earlier contract modifications, price adaptations and average inflation)

Value excluding VAT: £13,964,557.26

Total contract value after the modifications

Value excluding VAT: £17,110,337.26