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Contract

## **Internet Enabled Cognitive Behavioural Therapy Extension**

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

F20: Modification notice

Notice identifier: 2026/S 000-002578

Procurement identifier (OCID): ocds-h6vhtk-03f71c

Published 13 January 2026, 11:31am

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

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

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

1 South Gyle Crescent

Edinburgh

EH12 9EB

#### **Email**

[NSS.ITProcurement@nhs.scot](mailto:NSS.ITProcurement@nhs.scot)

#### **Telephone**

+44 1312756000

#### **Country**

United Kingdom

**NUTS code**

UKM - Scotland

**Internet address(es)**

Main address

<http://www.nss.nhs.scot/browse/procurement-and-logistics>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA11883](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA11883)

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**Section II: Object**

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

**II.1.1) Title**

Internet Enabled Cognitive Behavioural Therapy Extension

Reference number

NP605923

**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:**

The continuation of an Internet Enabled Cognitive Behavioural Therapy (ieCBT) service, with CBT delivered by qualified therapy staff through a text-based digital solution. The contract will include the provision of support and maintenance of the software solution and other services associated with the software and the delivery of evidence based CBT treatment delivered in a safe and ethical way. The solution will:

- Provide NICE-recommended forms of cognitive behavioural therapy to patients experiencing common mental health problems
- Provide access to CBT treatment directly in patient homes through a technological solution delivered online, at home, via live, one-to-one, written communication

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

Duration in months

36

**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: [2023/S 000-035435](#)

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**Section V. Award of contract/concession****Contract No**

NP605923

**Title**

Internet Enabled Cognitive Behavioural Therapy Extension

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

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

30 November 2023

### **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**

Ieso Digital Heath (formerly PsychologyOnline)

The Grange, Market Street, Swavesey

Cambridge

CB24 4QG

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: £3,500,000

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## **Section VI. Complementary information**

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

(SC Ref:819218)

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

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

Sheriff Court House

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:**

The continuation of an Internet Enabled Cognitive Behavioural Therapy (ieCBT) service, with CBT delivered by qualified therapy staff through a text-based digital solution. An increase in demand for the service has led to the an increased contract value beyond that which was stated in the original Award Notice.

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

Duration in months

36

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

Total value of the contract/lot/concession:

£4,400,000

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

Ieso Digital Heath (formerly PsychologyOnline)

The Grange, Market Street, Swavesey

Cambridge

CB24 4QG

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):

Due to increased demand for the service over the course of the contract, an additional 900k gbp is being added to the originally published contract value of 3.6m gbp, taking the total contract value to 4.5m gbp.

### **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 service plays a significant role in reducing long psychology waiting times. The success of the service has led to an increase in demand from patients across Scotland. The additional value allows for the continuation of the critical service over the agreed contract period.

### **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: £3,500,000

Total contract value after the modifications

Value excluding VAT: £4,400,000