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Contract

ServiceNow Platform

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

F03: Contract award notice

Notice identifier: 2026/S 000-002915

Procurement identifier (OCID): ocds-h6vhtk-060541

Published 14 January 2026, 8:57am

Section I: Contracting authority

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

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

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

ServiceNow Platform

Reference number

NSS00325

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

ServiceNow has been in NSS since 2017, this is the renewal of an existing contract to provide business continuity whilst the NSS Transformation Programme procures a strategic ITSOM capability and migrates / decommissions existing capabilities.

Software licences for NSS ServiceNow instance, covering IT Service Management (Incident, Change Request, Problem Management), IT Business Management (Demand, Project Portfolio Management, Agile Development, Resource Management), Custom App licences, Integration Hub (Integration to O365 and other services within NSS), Database encryption & Discovery.

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: £1,189,684

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

ServiceNow has been in NSS since 2017, this is the renewal of an existing contract to provide business continuity whilst the NSS Transformation Programme procures a strategic ITSOM capability and migrates / decommissions existing capabilities.

Software licences for NSS ServiceNow instance, covering IT Service Management (Incident, Change Request, Problem Management), IT Business Management (Demand, Project Portfolio Management, Agile Development, Resource Management), Custom App licences, Integration Hub (Integration to O365 and other services within NSS), Database encryption & Discovery.

II.2.5) Award criteria

Price

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 the renewal of an existing contract to provide business continuity whilst the NSS Transformation Programme procures a strategic ITSOM capability and migrates / decommissions existing capabilities.

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

Contract No

NSS00325

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

16 December 2025

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: 1

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

ServiceNow

1 Bridge Street, Strata Building

Staines

TW18 4TW

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: £1,189,684

Section VI. Complementary information

VI.3) Additional information

(SC Ref:820368)

VI.4) Procedures for review

VI.4.1) Review body

Sheriff Court House

27 Chambers Street

Edinburgh

EH1 1LB

Country

United Kingdom