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Contract

## **Additional Call Centre Capacity**

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

F03: Contract award notice

Notice identifier: 2021/S 000-003016

Procurement identifier (OCID): ocds-h6vhtk-02932f

Published 15 February 2021, 2:16pm

### **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.procurementteam@nhs.scot](mailto:nss.procurementteam@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](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

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## **Section II: Object**

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

#### **II.1.1) Title**

Additional Call Centre Capacity

Reference number

NSS202125

#### **II.1.2) Main CPV code**

- 79512000 - Call centre

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

The Common Services Agency (more commonly known as National Services Scotland) ('the Authority'), is undertaking this procurement of Additional Call Centre Capacity ('Service') on behalf of all entities constituted pursuant to the National Health Service (Scotland) Act 1978, (i.e. all NHS Scotland Health Boards, Special Health Boards and the Authority or other NHS Organisation established pursuant to the NHS (Scotland) Act 1978), any integrated Join Boards established pursuant to the new Public Bodies (Joint Working) Scotland Act 2014 (collectively hereafter referred to as 'Participating Authorities'), where applicable.

#### **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: £60,000,000

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

- 79512000 - Call centre

### **II.2.3) Place of performance**

NUTS codes

- UKM - SCOTLAND

### **II.2.4) Description of the procurement**

The Common Services Agency (more commonly known as National Services Scotland) ('the Authority'), is undertaking this procurement of Additional Call Centre Capacity ('Service') on behalf of all entities constituted pursuant to the National Health Service (Scotland) Act 1978, (i.e. all NHS Scotland Health Boards, Special Health Boards and the Authority or other NHS Organisation established pursuant to the NHS (Scotland) Act 1978), any integrated Joint Boards established pursuant to the new Public Bodies (Joint Working) Scotland Act 2014 (collectively hereafter referred to as 'Participating Authorities'), where applicable.

NSS are seeking to put in place a multiple supplier Framework Agreement for the provision of Additional Call Centre Services as and when required to provide additional capacity and resilience to supplement any internal service.

### **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

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## Section IV. Procedure

### IV.1) Description

#### IV.1.1) Type of procedure

Open procedure

Accelerated procedure

Justification:

A number of current agreements are in place for call centre services which were awarded via direct award under extreme urgency (regulation 33 (1)(C) and 33 (3), due to the Covid-19 pandemic. These agreements are to expire on 31st March 2021.

As there is now anticipated to be an on-going medium-term requirement for these services, not only for covid-19 but potentially for other services, the Authority is now conducting an open procurement process under the regulations. As new agreement(s) are required to be in place by the 31st March 2021, the Authority has decided to undertake an accelerated process.

#### IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

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

The procurement is covered by the Government Procurement Agreement: Yes

### IV.2) Administrative information

#### IV.2.1) Previous publication concerning this procedure

Notice number: [2020/S 242-600278](#)

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## Section V. Award of contract

### Contract No

NSS202125

A contract/lot is awarded: Yes

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

### **V.2.1) Date of conclusion of the contract**

3 February 2021

### **V.2.2) Information about tenders**

Number of tenders received: 17

Number of tenders received from SMEs: 2

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 17

Number of tenders received by electronic means: 17

The contract has been awarded to a group of economic operators: Yes

### **V.2.3) Name and address of the contractor**

Advice Direct Scotland

Brunswick House, 51 Wilson Street, 51 Wilson Street

Glasgow

G1 1UZ

Telephone

+44 1414066762

Country

United Kingdom

NUTS code

- UK - UNITED KINGDOM

The contractor is an SME

Yes

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

ASCENSOS

250 Airbles Road

Motherwell

ML1 3AT

Telephone

+44 7969247915

Country

United Kingdom

NUTS code

- UK - UNITED KINGDOM

The contractor is an SME

No

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

go-centric

2/1 20 Trongate

Glasgow

G15ES

Telephone

+44 7791577989

Country

United Kingdom

NUTS code

- UK - UNITED KINGDOM

The contractor is an SME

Yes

### **V.2.3) Name and address of the contractor**

Customer Experience People Ltd

Empire House, 131 West Nile Street

Glasgow

G12RX

Telephone

+44 7900197561

Country

United Kingdom

NUTS code

- UKM82 - Glasgow City

The contractor is an SME

No

### **V.2.3) Name and address of the contractor**

HGS UK

North Riverside Industrial Estate, Level Crossing Road

Selkirk

TD7 5EQ

Telephone

+44 7827940800

Country

United Kingdom

NUTS code

- UK - UNITED KINGDOM

The contractor is an SME

No

### **V.2.3) Name and address of the contractor**

Journeycall Ltd

3 James Chalmers Road, Kirkton Enterprise Park

Arbroath

DD11 4ED

Telephone

+44 1241730300

Country

United Kingdom

NUTS code

- UKM71 - Angus and Dundee City

The contractor is an SME

No

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

Pursuit Digital Ltd

131 Minerva Street

Glasgow

G3 8LE

Telephone

+44 7720744437

Country

United Kingdom

NUTS code

- UKM82 - Glasgow City

The contractor is an SME

Yes

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

Serco

16 Bartley Wood Business Park, Bartley Way

Hook

RG27 9UY

Telephone

+44 7827277278

Country

United Kingdom

NUTS code

- UK - UNITED KINGDOM

The contractor is an SME

No

### **V.2.3) Name and address of the contractor**

Sitel UK Limited

Earlsdon Park, 53 - 55 Butts Road

Coventry

CV1 3BH

Telephone

+44 7834101127

Country

United Kingdom

NUTS code

- UKG3 - West Midlands

The contractor is an SME

No

### **V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £60,000,000

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## **Section VI. Complementary information**

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

(SC Ref:643376)

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

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

Sheriff Court House

27 Chambers Street

Edinburgh

EH1 1LB

Country

United Kingdom

#### **VI.4.3) Review procedure**

Precise information on deadline(s) for review procedures

The bringing of court proceedings against the Authority after the Framework Agreement has been entered into will not affect the Framework Agreement unless grounds for the imposition of special penalties under the Public Contracts (Scotland) Regulations 2015 can be established. Otherwise the remedies that may be awarded by the courts where the Framework Agreement has been entered into are limited to the award of damages.