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Planning

## **IT Service Management Tooling Request for Information**

Social Security Scotland

F01: Prior information notice

Prior information only

Notice identifier: 2025/S 000-003216

Procurement identifier (OCID): ocds-h6vhtk-04da69

Published 31 January 2025, 10:19am

### **Section I: Contracting authority**

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

Social Security Scotland

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

Dundee

DD1 4BF

#### **Contact**

Laura Louw

#### **Email**

[Laura.Louw@SocialSecurity.gov.scot](mailto:Laura.Louw@SocialSecurity.gov.scot)

#### **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)

**I.3) Communication**

Additional information can be obtained from the above-mentioned address

**I.4) Type of the contracting authority**

National or federal Agency/Office

**I.5) Main activity**

General public services

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## **Section II: Object**

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

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

IT Service Management Tooling Request for Information

Reference number

S/24/145

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

- 72253000 - Helpdesk and support services

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

Services

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

The Scottish Ministers, acting through Social Security Scotland, has released the Prior Information Notice (PIN) to potential suppliers of IT Service Management Tooling. The publication of this Prior Information Notice / Request for Information will be used to undertake preliminary market consultation and to inform the market of our intention to procure an IT Service Management Tooling Solution.

Further information is provided in the RFI document attached to this notice.

#### **II.1.6) Information about lots**

This contract is divided into lots: No

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

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

- 72253000 - Helpdesk and support services
- 72253100 - Helpdesk services
- 72253200 - Systems support services

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

NUTS codes

- UKM - Scotland

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

Please see this Prior Information Notice (PIN) relating to the provision of IT Service Management Tooling for Social Security Scotland. This PIN relates to a Request For Information (RFI) which Social Security Scotland are undertaking in advance of any future procurement exercise.

It is not a pre qualification or tendering exercise.

Please submit your response to Laura Louw by email([Laura.Louw@socialsecurity.gov.scot](mailto:Laura.Louw@socialsecurity.gov.scot)) copying in Yvonne Graham ([Yvonne.Graham@socialsecurity.gov.scot](mailto:Yvonne.Graham@socialsecurity.gov.scot)) before the deadline of 12:00:00 noon Thursday 13 February 2025.

#### **II.3) Estimated date of publication of contract notice**

16 June 2025

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### **Section IV. Procedure**

#### **IV.1) Description**

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

The procurement is covered by the Government Procurement Agreement: Yes

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## **Section VI. Complementary information**

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

A Request for Information document, including a response template, has been attached to this Notice.

The closing date for responses is 12:00:00 noon on Thursday 13 February 2025. Please respond as per the instructions within the document.

NOTE: To register your interest in this notice and obtain any additional information please visit the Public Contracts Scotland Web Site at

[https://www.publiccontractsscotland.gov.uk/Search/Search\\_Switch.aspx?ID=788669](https://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=788669).

(SC Ref:788669)