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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

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

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

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) copying in Yvonne Graham (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

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

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.

(SC Ref:788669)