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Contract

## **NP04524 Omni-Channel Customer Service Helpdesk (Phase 1)**

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

F03: Contract award notice

Notice identifier: 2025/S 000-007382

Procurement identifier (OCID): ocds-h6vhtk-04e853

Published 27 February 2025, 12:07pm

### **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**

[ruaridh.amitage@nhs.scot](mailto:ruaridh.amitage@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)

**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**

NP04524 Omni-Channel Customer Service Helpdesk (Phase 1)

#### **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**

The engagement of a delivery partner organisation to work with NSS to accelerate the delivery and increase the capacity and capability.

#### **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: £98,000

## **II.2) Description**

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

NUTS codes

- UKM - Scotland

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

Discovery Phase: Phase 1

Conduct a 5-week discovery phase to:

- Review current as is position. Develop a clear understanding of current state and required changes for a future customer operating model.

- Identify initial use cases across several NSS Directorates including potential scale of benefits
- Identify common principles, processes and requirements that would improve the current service and deliver financial and non-financial benefits
- Baseline current access channels, demand volumes, and customer personas
- Develop a view of the current and proposed future omni channel platform capabilities that aligns with NSS' technical standards and meets the requirements to be scalable for future needs
- Identify pilot area(s) to move into the new platform and an initial view of the sequence of subsequent opportunities (backlog), and a plan and resource requirement to take both forward
- Obtain approval and support from a technology and business perspective to move

#### **II.2.5) Award criteria**

Quality criterion - Name: Method Statement / Weighting: 35

Quality criterion - Name: Project Plan / Weighting: 30

Quality criterion - Name: Relevant CVs / Weighting: 10

Quality criterion - Name: References / Weighting: 5

Price - Weighting: 20

#### **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

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

Call-off from the Scottish Government's Digital Technology and Cyber Services dynamic purchasing system.

#### IV.1.6) Information about electronic auction

An electronic auction will be used

#### 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 V. Award of contract

A contract/lot is awarded: Yes

### V.2) Award of contract

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

17 February 2025

#### V.2.2) Information about tenders

Number of tenders received: 5

Number of tenders received from SMEs: 1

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

Number of tenders received from tenderers from non-EU Member States: 5

Number of tenders received by electronic means: 5

The contract has been awarded to a group of economic operators: No

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

PricewaterhouseCoopers LLP

No 1 Spinningfields, 1 Hardman Square

Manchester

M33EB

Telephone

+44 7483362870

Country

United Kingdom

NUTS code

- UKD33 - Manchester

The contractor is an SME

No

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

Total value of the contract/lot: £98,000

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## **Section VI. Complementary information**

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

(SC Ref:791748)

### **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

Economic operators should approach the contracting authority in the first instance. However, the only formal remedy is to apply to the courts:

An economic operator that suffers, or is at risk of suffering, loss or damage attributable to a breach of duty under the Public Contracts (Scotland) Regulations 2015 or the Procurement Reform (Scotland) Act 2014, may bring proceedings in the Sheriff Court or the Court of Session.