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Contract

Microsoft Unified Performance Support

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

F03: Contract award notice

Notice identifier: 2026/S 000-008184

Procurement identifier (OCID): ocds-h6vhtk-061257

Published 29 January 2026, 4:10pm

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

Microsoft Unified Performance Support

Reference number

NP501624d

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

Microsoft Unified Performance Support (UPS). Awarded as a Call off contract under the Software Value Added Reseller framework agreement.

Microsoft Unified Support was agreed through all relevant national M365 Governance bodies. The UPS contract is supplementary to the main M365 Enterprise Agreement. In provision of ongoing support of the National M365 Tenant and additional professional services from Microsoft to NHS Scotland.

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: £8,418,435

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

Microsoft Unified Performance Support (UPS). Awarded as a Call off contract under the Software Value Added Reseller framework agreement.

Microsoft Unified Support was agreed through all relevant national M365 Governance bodies. The UPS contract is supplementary to the main M365 Enterprise Agreement. In provision of ongoing support of the National M365 Tenant and additional professional services from Microsoft to NHS Scotland.

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 procurement falls outside the scope of application of the regulations

Explanation:

This is a call off from the Software VAR framework.

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

NP501624d

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

9 June 2024

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: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 1

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

V.2.3) Name and address of the contractor

Microsoft

2-4 Waterloo Place

Edinburgh

EH1 3EG

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: £8,418,435

Section VI. Complementary information

VI.3) Additional information

(SC Ref:822000)

VI.4) Procedures for review

VI.4.1) Review body

Sheriff Court House

Chambers Street

Edinburgh

EH1 1DL

Country

United Kingdom