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Contract

Volunteering Management System for Healthcare Improvement Scotland

Healthcare Improvement Scotland
NHS Ayrshire & Arran
NHS Borders
Dumfries and Galloway Health Board
NHS Fife
NHS Forth Valley
NHS Grampian
NHS Greater Glasgow and Clyde
NHS Highland
NHS Western Isles
NHS Lanarkshire
Lothian Health Board
NHS Orkney
NHS Shetland
NHS Tayside
Scottish Ambulance Service
NHS Golden Jubilee
The State Hospitals Board for Scotland
NHS 24
NHS Education for Scotland
The Common Services Agency (more commonly known as NHS National Services Scotland) (NSS)
Public Health Scotland

F03: Contract award notice

Notice identifier: 2025/S 000-009533

Procurement identifier (OCID): ocds-h6vhtk-04b2ef

Published 14 March 2025, 4:27pm

Section I: Contracting authority

I.1) Name and addresses

Healthcare Improvement Scotland

National Headquarters Gyle Square, South Gyle Crescent,

Edinburgh

EH12 9EB

Contact

Alex Little

Email

Alex.little1@nhs.scot

Telephone

+44 7747768959

Country

United Kingdom

NUTS code

UKM75 - Edinburgh, City of

Internet address(es)

Main address

<http://healthcareimprovementscotland.org>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00363

I.1) Name and addresses

NHS Ayrshire & Arran

Eglinton House, Ailsa Hospital, Dalmellington Road

Ayr

KA6 6AB

Email

procurement@aapct.scot.nhs.uk

Telephone

+44 1294323219

Country

United Kingdom

NUTS code

UKM94 - South Ayrshire

Internet address(es)

Main address

<http://www.nhsaaa.net>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00060

I.1) Name and addresses

NHS Borders

Borders General Hospital

Melrose

TD6 9BS

Email

alistair.meikle@borders.scot.nhs.uk

Telephone

+44 1896826339

Country

United Kingdom

NUTS code

UKM91 - Scottish Borders

Internet address(es)

Main address

<http://www.nhsborders.org.uk/>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA11162

I.1) Name and addresses

Dumfries and Galloway Health Board

Mountainhall Treatment Centre, Bankend Road

Dumfries

DG1 4AP

Email

dg.feedback2@nhs.scot

Telephone

+44 1387246246

Country

United Kingdom

NUTS code

UKM92 - Dumfries & Galloway

Internet address(es)

Main address

www.nhsdg.co.uk

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00065

I.1) Name and addresses

NHS Fife

Queen Margaret Hospital, Whitefield Road

Dunfermline

KY12 0SU

Email

paula.lee@nhs.scot

Telephone

+44 1592657320

Country

United Kingdom

NUTS code

UKM72 - Clackmannanshire and Fife

Internet address(es)

Main address

<http://www.nhsfife.org>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00185

I.1) Name and addresses

NHS Forth Valley

Trust Headquarters, Carseview Castle Business Park

Stirling

FK9 4SW

Email

david.logie@nhs.scot

Telephone

+44 1786463031

Country

United Kingdom

NUTS code

UKM76 - Falkirk

Internet address(es)

Main address

<http://www.nhsforthvalley.com>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00067

I.1) Name and addresses

NHS Grampian

Summerfield House, 2 Eday Road

Aberdeen

AB15 6RE

Email

grampian@nhs.scot

Telephone

+44 3454566000

Country

United Kingdom

NUTS code

UKM50 - Aberdeen City and Aberdeenshire

Internet address(es)

Main address

<http://www.nhsgrampian.org>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00200

I.1) Name and addresses

NHS Greater Glasgow and Clyde

Procurement Department, Glasgow Royal Infirmary, 84 Castle Street

Glasgow

G4 0SF

Email

ggc.supplierenquiries@ggc.scot.nhs.uk

Telephone

+44 1412015388

Country

United Kingdom

NUTS code

UKM82 - Glasgow City

Internet address(es)

Main address

<http://www.nhsggc.scot/about-us/procurement/>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA10722

I.1) Name and addresses

NHS Highland

Assynt House, Beechwood Park

Inverness

IV2 3BW

Email

nhsh.tenders@nhs.scot

Telephone

+44 7929069647

Country

United Kingdom

NUTS code

UKM6 - Highlands and Islands

Internet address(es)

Main address

<http://www.nhshighland.scot.nhs.uk>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00302

I.1) Name and addresses

NHS Western Isles

37 South Beach Street, Stornoway

Isle of Lewis

HS1 2BB

Email

adrian.trevor@nhs.scot

Telephone

+44 1851708154

Fax

+44 1851704405

Country

United Kingdom

NUTS code

UKM6 - Highlands and Islands

Internet address(es)

Main address

<http://www.wihb.scot.nhs.uk>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00090

I.1) Name and addresses

NHS Lanarkshire

NHS Lanarkshire Headquarters, Kirklands, Fallside Road

Bothwell

G71 8BB

Email

procurementenquiries@lanarkshire.scot.nhs.uk

Telephone

+44 1698752649

Fax

+44 1851704405

Country

United Kingdom

NUTS code

UKM8 - West Central Scotland

Internet address(es)

Main address

<http://www.nhslanarkshire.org.uk>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00297

I.1) Name and addresses

Lothian Health Board

Procurement Headquarters, Waverley Gate 2-4 Waterloo Place

Edinburgh

EH1 3EG

Email

jill.shearer@nhs.scot

Telephone

+44 7966119862

Fax

+44 1851704405

Country

United Kingdom

NUTS code

UKM - Scotland

Internet address(es)

Main address

<http://www.nhslothian.scot.nhs.uk/>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00326

I.1) Name and addresses

NHS Orkney

The Balfour, New Foreland Road

Kirkwall

KW15 1NZ

Email

ork-hb.feedback@nhs.net

Telephone

+44 1856888226

Fax

+44 1851704405

Country

United Kingdom

NUTS code

UKM65 - Orkney Islands

Internet address(es)

Main address

<http://www.ohb.scot.nhs.uk>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00368

I.1) Name and addresses

NHS Shetland

Montfield, Burgh Road

Lerwick

ZE1 0LA

Email

shet-hb.information@nhs.scot

Telephone

+44 01595743029

Fax

+44 01595696727

Country

United Kingdom

NUTS code

UKM66 - Shetland Islands

Internet address(es)

Main address

<http://www.shb.scot.nhs.uk>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00401

I.1) Name and addresses

NHS Tayside

Ninewells Hospital

Dundee

DD1 9SY

Email

neil.tough@nhs.scot

Telephone

+44 1382660111

Fax

+44 01595696727

Country

United Kingdom

NUTS code

UKM - Scotland

Internet address(es)

Main address

<http://www.nhstayside.scot.nhs.uk>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00154

I.1) Name and addresses

Scottish Ambulance Service

National Headquarters, Gyle Square, South Gyle Crescent

Edinburgh

EH12 9EB

Email

Alex.little1@nhs.scot

Telephone

+44 01313140090

Fax

+44 01595696727

Country

United Kingdom

NUTS code

UKM75 - Edinburgh, City of

Internet address(es)

Main address

<http://www.scottishambulance.com>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00393

I.1) Name and addresses

NHS Golden Jubilee

Golden Jubilee National Hospital Beardmore Street, Agamemnon Street

Clydebank

G81 4DY

Email

jennifer.hutchison@gjnh.scot.nhs.uk

Telephone

+44 1419515000

Fax

+44 1419515761

Country

United Kingdom

NUTS code

UKM81 - East Dunbartonshire, West Dunbartonshire and Helensburgh & Lomond

Internet address(es)

Main address

<http://www.nhsgoldenjubilee.co.uk/home/>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00199

I.1) Name and addresses

The State Hospitals Board for Scotland

110 Lampits Road, Carstairs

Lanark

ML11 8RP

Email

stuart.paterson3@nhs.scot

Telephone

+44 1555842177

Fax

+44 1419515761

Country

United Kingdom

NUTS code

UKM95 - South Lanarkshire

Internet address(es)

Main address

<http://www.tsh.scot.nhs.uk>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00161

I.1) Name and addresses

NHS 24

Golden Jubilee National Hosp, Agamenmon Street

Glasgow

G81 4DY

Contact

Alex Little

Email

Alex.little1@nhs.scot

Telephone

+44 7747768959

Fax

+44 1419515761

Country

United Kingdom

NUTS code

UKM - Scotland

Internet address(es)

Main address

www.nhs24.com

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00230

I.1) Name and addresses

NHS Education for Scotland

2nd Floor, Westport, 102 Westport

EDINBURGH

EH3 9DN

Contact

Alex Little

Email

tenders@nes.scot.nhs.uk

Telephone

+44 1316563200

Fax

+44 1419515761

Country

United Kingdom

NUTS code

UKM75 - Edinburgh, City of

Internet address(es)

Main address

<http://www.nes.scot.nhs.uk>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA13002

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

Contact

Alex Little

Email

nss.ssgovernance@nhs.scot

Telephone

+44 1312756000

Fax

+44 1419515761

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.1) Name and addresses

Public Health Scotland

Gyle Square, 1 South Gyle Crescent

Edinburgh

EH12 9EB

Contact

Alex Little

Email

kris.lindsay@nhs.scot

Telephone

+44 1312757454

Fax

+44 1419515761

Country

United Kingdom

NUTS code

UKM75 - Edinburgh, City of

Internet address(es)

Main address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA30441

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA30441

I.2) Information about joint procurement

The contract involves joint procurement

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

Volunteering Management System for Healthcare Improvement Scotland

Reference number

HIS/2024/826

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

As part of its transformation programme, Healthcare Improvement Scotland (HIS) is seeking to procure a new Volunteer Management System (VMS) and associated configuration and migration support, plus maintenance and ongoing technical support.

The VMS will form the core automation support for the full volunteering lifecycle and will be implemented as the national solution for managing volunteering across 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: £240,000

II.2) Description

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems
- 48100000 - Industry specific software package
- 72222300 - Information technology services

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

Main site or place of performance

All NHS Health Boards and Special Boards across Scotland.

II.2.4) Description of the procurement

2.3 Scope of Service

Configuration, licensing and ongoing support of a VMS service for the duration of the contract.

Consultancy services to help set up the new service and transition our operation to the new VMS.

The service must be capable of supporting a user base as indicated below:

3 x National Reporter - access to national reports and customisable reporting but only of national data. There is no access to individual volunteer records.

22 x Board Superuser - one for each NHS board. Read-only access to board-wide information (includes local audit trails). Used to provide Board-wide reports and resetting passwords for Board users. Can also be used in situations where a Volunteer Manager is unavailable and access to information is necessary, e.g. emergency situation where an emergency contact must be contacted.

150 x Volunteer Manager - Voluntary Services Managers and other staff within NHS boards who manage volunteers. Only able to enter, access and modify data from their own NHS board.

25 x Volunteer Administrator - Data entry and amendment role. Only able to enter, access and modify data relating to their own NHS board.

25 x Reporter - Access to reporting functions only – only able to access information from

their own NHS board. No volunteer data visible and only general reports are available.

6000 x Volunteers – able to update their own record, book training, update activity, provide feedback. No visibility of other volunteer records.

The solution will be procured by one legal entity (Healthcare Improvement Scotland) but used by staff and volunteers across NHS Scotland which is a collection of NHS boards that are themselves legal entities.

II.2.5) Award criteria

Quality criterion - Name: Added value / Weighting: 9

Quality criterion - Name: Quality / Weighting: 61

Price - Weighting: 30

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

Open procedure

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: [2024/S 000-035329](#)

Section V. Award of contract

Contract No

HIS/2024/826

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

7 March 2025

V.2.2) Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 4

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

Number of tenders received from tenderers from non-EU Member States: 4

Number of tenders received by electronic means: 4

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

V.2.3) Name and address of the contractor

TeamKinetic

Office 12, Parkway 2, Princess Rd

Manchester

M147HR

Telephone

+44 1619145757

Country

United Kingdom

NUTS code

- UKD3 - Greater Manchester

The contractor is an SME

Yes

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

Total value of the contract/lot: £240,000

Section VI. Complementary information

VI.3) Additional information

(SC Ref:793360)

VI.4) Procedures for review

VI.4.1) Review body

Sheriff Court Edinburgh

Edinburgh

EH1

Country

United Kingdom