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Contract

ServiceNow – Covid - Extension of National Vaccination Scheduling System and Contact Tracing Management System

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

F03: Contract award notice

Notice identifier: 2023/S 000-009986

Procurement identifier (OCID): ocds-h6vhtk-03bcdh

Published 5 April 2023, 2:44pm

Section I: Contracting authority

I.1) Name and addresses

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

Gyle Square (NSS Head Office), 1 South Gyle Crescent

Edinburgh

EH12 9EB

Email

OPE.ORE@NHS.SCOT

Telephone

+44 1312757454

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

ServiceNow – Covid - Extension of National Vaccination Scheduling System and Contact Tracing Management System

Reference number

NSSCOVID-19 -255d

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 ServiceNow Case Management System (CMS) has been in-use by the National Contact Tracing Centre, all 14 NHSS Territorial Boards & Public Health Scotland since June 2020. The system was developed and implemented within a period of 4 weeks in-house building on the NSS's existing ServiceNow platform.

1500 licences were initially procured under contract award notice NSSCOVID-19 -228, however this was increased due to the increase in +ve cases in Scotland, reaching over 2,500 contact tracers using the platform.

In November 2020, NSS on behalf of Scottish Government were commissioned to urgently build and implement a National Vaccination Scheduling System (NVSS) for Covid-19 Vaccinations. This solution allows citizens in Scotland to be able to view appointments, schedule & reschedule appointments. Other elements of the solution support case management for contact centre agents, inventory management and reporting across the scheduling components and inventory. The solution was subsequently extended out and is used as the national solution to support annual scheduling of flu vaccinations for citizens across Scotland.

Scottish Government has requested that both the CMS and the NVSS solutions continue to be available for the next 12 months period.

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: £651,060.84

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

Main site or place of performance

Scotland

II.2.4) Description of the procurement

ServiceNow has been implemented in NSS since 2017, as a platform with licenses for IT Service Management (e.g. Incident, Change Request, Problem Management), IT Business Management – now known as Strategic Portfolio Management (Demand, Project Portfolio Management, Agile Development, Resource Management), App Engine (Custom App) licenses, Integration Hub (Integration to O365 and other services within NSS), Database encryption & Discovery.

When Covid-19 hit, ServiceNow was quickly identified as a key solution to meet a range of urgent and critical needs with many capabilities deployed into live production. The ServiceNow Case Management System (CMS) has been in-use by the National Contact Tracing Centre, all NHSS Territorial Boards & Public Health Scotland since June 2020. The system was developed and implemented on the NSS's existing ServiceNow platform.

In November 2020, NSS on behalf of Scottish Government, were commissioned to urgently build and implement a National Vaccination Scheduling System (NVSS) for Covid-19 Vaccinations. This solution allows citizens in Scotland to be able to view appointments, schedule & reschedule appointments. Other elements of the solution support case management for contact centre agents, inventory management and reporting across the scheduling components and inventory.

The NVSS licenses and associated infrastructure, as well as the Contact Tracing CSM licenses, are the subject of this renewal.

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

II.2.14) Additional information

ServiceNow contractual agreement already in place. ServiceNow as a solution is Software as a Service (SaaS). Due to continuing requirement for the NVSS and CMS solutions to be in place as part of the NHSScotland response to Covid, there is therefore a requirement to extend the current instance and associated licenses

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 modification is to meet the additional demands of the Scottish Health and Social Care sector during the current Covid-19 pandemic and to maintain necessary supply and remove unnecessary disruption from the Authority at this time in line with Regulation 72(1)(b) of the Public Contracts (Scotland) Regulations 2015.

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

NSSCOVID-19 -255d

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 April 2023

V.2.2) Information about tenders

Number of tenders received: 1

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: 0

Number of tenders received by electronic means: 0

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

V.2.3) Name and address of the contractor

ServiceNow

1 Bridge Street

Staines-Upon-Thames

TW18 4TP

Telephone

+44 7542666184

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Total value of the contract/lot: £651,060.84

Section VI. Complementary information

VI.3) Additional information

(SC Ref:728405)

VI.4) Procedures for review

VI.4.1) Review body

Edinburgh Sheriff Court House

27 Chambers Street

Edinburgh

EH1 1LB

Country

United Kingdom