

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/017165-2023>

Contract

## **NP605223 SMS Smart Messaging Service**

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

F03: Contract award notice

Notice identifier: 2023/S 000-017165

Procurement identifier (OCID): ocds-h6vhtk-03d6f8

Published 16 June 2023, 11:41am

### **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

#### **Contact**

Ope Ore

#### **Email**

[ope.ore@nhs.scot](mailto:ope.ore@nhs.scot)

#### **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

---

**Section II: Object**

**II.1) Scope of the procurement**

**II.1.1) Title**

NP605223 SMS Smart Messaging Service

Reference number

NP605223

**II.1.2) Main CPV code**

- 64212100 - Short Message Service (SMS) services

**II.1.3) Type of contract**

## Services

### **II.1.4) Short description**

The service is currently made available to all NHS Boards and its primary uses are to remind NHS patients via text message to attend clinical appointments and to communicate staff rotas to NHSS employees. NHS Boards collectively sent an average of 4,805,793 fragments per month over the period April 2021 to March 2022. For the corresponding period 2022 / 2023 the average monthly fragment volume increased to 6,870,128.

### **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: £4,320,000

## **II.2) Description**

### **II.2.2) Additional CPV code(s)**

- 64212100 - Short Message Service (SMS) services

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

NUTS codes

- UKM - Scotland

Main site or place of performance

Scotland

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

The service is currently made available to all NHS Boards and its primary uses are to remind NHS patients via text message to attend clinical appointments and to communicate staff rotas to NHSS employees. NHS Boards collectively sent an average of 4,805,793 fragments per month over the period April 2021 to March 2022. For the corresponding period 2022 / 2023 the average monthly fragment volume increased to 6,870,128. All figures quoted are based on a fragment containing 160 characters. 20 NHSS Health Boards currently rely on the SMS service for various business/clinical purposes.

NSS Procurement, Commissioning & Facilities conducted a full procurement to establish a single supplier Agreement for the provision of SMS Services. A mini-competition for the requirement was published via CSS Framework RM6261 Lot2 (Network Services). 8 suppliers are included in this framework but only 1 BT, submitted a bid. This bid was evaluated by the project team and are now seeking approval to renew this contract starting on 15th May 2023. Due to market instability, the Mobile Network Operators (MNOs) have significantly increased pricing over the past 6 months (all the major UK MNOs are investing in solutions to tackle spam/smishing in order to maintain trust in SMS as a communication channel. The UK MNOs are all focused on closing SIM farms and ensuring the protection of all consumers through activities such as the addition of network firewalls and Spam shields) and as a result this will result in an 11.3% price increase compared to the price paid in the previous 12 months. However, prior to running the mini-competition a PIN was published in October of 2022 and the new price offered by BT (1.79p per fragment) is very competitive when compared to other pricing offered by other suppliers via the PIN. 8 suppliers responded to the PIN including BT. BT also offered the cheapest prices with the closest supplier (Reach Data) at 3% more expensive.

Having been offered a final price by BT the recommendation is to award a 3-year contract.

#### **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:

A mini-competition for the requirement was published via CCS Framework RM6261 Lot2 (Network Services). 8 suppliers are included in this framework but only 1 BT, submitted a bid.

#### **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**

NP605223

A contract/lot is awarded: Yes

### **V.2) Award of contract**

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

1 June 2023

#### **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: 1

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**

British Telecommunications PLC

1 Braham Street

London

E1 8EE

Email

[joanne.callander@bt.com](mailto:joanne.callander@bt.com)

Telephone

+44 7423467436

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)**

Initial estimated total value of the contract/lot: £4,320,000

Total value of the contract/lot: £4,320,000

---

## Section VI. Complementary information

### VI.3) Additional information

The Common Services Agency (more commonly known as National Services Scotland) ('the Authority') acting through its division National Procurement, is undertaking this procurement of Smart Messaging Services on behalf of all entities constituted pursuant to the National Health Service (Scotland) Act 1978, (i.e. all NHS Scotland Health Boards, Special Health Boards and the Authority or other NHS Organisation established pursuant to the NHS (Scotland) Act 1978), any integrated Joint Boards established pursuant to the new Public Bodies (Joint Working) Scotland Act 2014 (collectively hereafter referred to as 'Participating Authorities'), where applicable, i.e. Scottish Hospices, Northern Ireland trusts etc..

The estimated values referred to in Section II.1.5 and II.2.6 covers the 36 months contract duration of the framework agreement.

(SC Ref:735754)

### VI.4) Procedures for review

#### VI.4.1) Review body

Edinburgh Sheriff Court House

27 Chambers Street

Edinburgh

EH1 1LB

Email

[edinburgh@scotcourts.gov.uk](mailto:edinburgh@scotcourts.gov.uk)

Telephone

+44 1312252525

Country

United Kingdom