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Contract

NP610625 National Vaccination Programme

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

F03: Contract award notice

Notice identifier: 2025/S 000-018231

Procurement identifier (OCID): ocds-h6vhtk-050ae2

Published 1 May 2025, 8:35am

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

paul.mckinney@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=AA1188 3

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

NP610625 National Vaccination Programme

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 platform is utilised to deliver the Case Management System (CMS) in-use by the National Covid Contact Tracing Centre, all 14 NHSS Territorial Boards and Public Health Scotland since June 2020, as well as the National Vaccination Scheduling System (NVSS) for Covid-19 Vaccinations. NVSS was also extended out and is used to provide the national solution for annual scheduling of flu vaccinations across Scotland, as well as pneumococcal and shingles vaccinations.

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: £773,957

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

The platform is utilised to deliver the Case Management System (CMS) in-use by the National Covid Contact Tracing Centre, all 14 NHSS Territorial Boards and Public Health Scotland since June 2020, as well as the National Vaccination Scheduling System (NVSS) for Covid-19 Vaccinations. NVSS was also extended out and is used to provide the national solution for annual scheduling of flu vaccinations across Scotland, as well as pneumococcal and shingles vaccinations.

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 services can be provided only by a particular economic operator for the following reason:
 - absence of competition for technical reasons

Explanation:

These licenses can only be granted by Service Now

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

NP610625

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

31 March 2025

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

ServiceNow

The Glanty

Egham

TW20 9AH

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: £773,957

Section VI. Complementary information

VI.3) Additional information

(SC Ref:797632)

VI.4) Procedures for review

VI.4.1) Review body

Edinburgh Sheriff Court

Edinburgh

Country

United Kingdom