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Contract

NP04725 Vaccination Service Contact Centre

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

F03: Contract award notice

Notice identifier: 2025/S 000-018232

Procurement identifier (OCID): ocds-h6vhtk-050ae3

Published 1 May 2025, 8:36am

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=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

NP04725 Vaccination Service Contact Centre

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

NSS have been instructed by Scottish Government to assist the National rollout and ongoing support of the Test Trace, Isolate and Support (TTIS) Service. This contract provides a Virtual Contact Centre functionality to enable a number of agents to get in touch with Contacts as part of Contract Tracing which is a key element of the TTIS Programme.

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: £300,000

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

Public Health Scotland require a cloud based Contact Centre that by necessity will need to deliver service to up to an estimated 2000 staff members, mostly working from home. The exact number of agents is unknown and will be driven by infection and re-infection rates in the expected “second Spike”. Current Estimates on the required number of agents range from 50 – 2000. These Agents will require a Contact Centre with all normal enterprise Contact Centre functionality plus some specific routing and call handling requirements:

- 1) IVR routing that will direct calls to a “local” team for each of the Scottish health board regions
- 2) Easily Adaptable IVR messaging – delivering up to date information at the start of the call
- 3) Call Queuing based on Agent skills and experience for specialist enquiries
- 4) An outbound dialling capability to queue calls from a list created by the NHS NSS Hub

Case Management System based on ServiceNow CSM.

5) Integration with this NHS NSS Hub to update client details and case notes following a call

6) Initially this Contact Centre will use voice channels only.

7) Contact Centre Agents will require access to supervisory teams.

8) Public Health Scotland Management Team will need regular, accurate reports on call volumes and other KPIs and the ability to auto generate reports and distribution to key stakeholders.

9) Agents, working from home will need both a contact centre agent desktop but also the telephony platform to make and answer calls. A unified Communications client, soft-phone, headset and DDI line.

10) Given the nature of this requirement, a rapid deployment is needed.

11) The Call Tracing Service will be in place for a minimum of 3 months and potentially up to 12. 12) Flexibility is a must, and a consumption based commercial model is preferable

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:

A Business Case is being developed by Public Health Scotland through the Scottish Immunisation and Vaccination Programme (SVIP) to procure a solution and there will be a requirement for a solution until this is in place. This solution will not be in place before March 2026.

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

NP04725

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: 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: 1

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

V.2.3) Name and address of the contractor

8x8 Limited

4 Offley Road

London

SW9 0LS

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: £300,000

Section VI. Complementary information

VI.3) Additional information

(SC Ref:797633)

VI.4) Procedures for review

VI.4.1) Review body

Edinburgh Sheriff Court

Edinburgh

Country

United Kingdom