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Contract

Vaccination Platform Programme Extension (ServiceNow)

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

F20: Modification notice

Notice identifier: 2023/S 000-018724

Procurement identifier (OCID): ocds-h6vhtk-02f35d

Published 30 June 2023, 4:04pm

Section I: Contracting authority/entity

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

Paul McKinney

Email

paul.mckinney@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

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Vaccination Platform Programme Extension (ServiceNow)

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.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 at the time of conclusion of the contract:

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.2.7) Duration of the contract, framework agreement, dynamic purchasing system or concession

Start date

1 October 2021

End date

31 March 2023

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.2) Administrative information

IV.2.1) Contract award notice concerning this contract

Notice number: [2021/S 000-027631](#)

Section V. Award of contract/concession

Contract No

NSSCOVID-19 -255d

Title

Vaccination Platform Programme Extension (ServiceNow)

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract/concession award decision:

1 October 2021

V.2.2) Information about tenders

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

V.2.3) Name and address of the contractor/concessionaire

ServiceNow

1 Bridge Street, Strata Building

Staines

TW18 4TW

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor/concessionaire is an SME

Yes

V.2.4) Information on value of the contract/lot/concession (at the time of conclusion of the contract;excluding VAT)

Total value of the procurement: £2,106,470.58

Section VI. Complementary information

VI.3) Additional information

(SC Ref:737301)

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

Telephone

+44 1312252525

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

Economic operators should approach the contracting authority in the first instance. However, the only formal remedy is to apply to the courts:

An economic operator that suffers, or is at risk of suffering, loss or damage attributable to a breach of duty under the Public Contracts (Scotland) Regulations 2015 or the Procurement Reform (Scotland) Act 2014, may bring proceedings in the Sheriff Court or the Court of Session.

The bringing of court proceedings against the Authority after the Framework Agreement has been entered into will not affect the Framework Agreement unless grounds for the imposition of special penalties under the Public Contracts (Scotland) Regulations 2015 can be established. Otherwise the remedies that may be awarded by the courts where the Framework Agreement has been entered into are limited to the award of damages.

Section VII: Modifications to the contract/concession

VII.1) Description of the procurement after the modifications

VII.1.1) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

VII.1.3) Place of performance

NUTS code

- UKM - Scotland

Main site or place of performance

Scotland

VII.1.4) 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.

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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

VII.1.5) Duration of the contract, framework agreement, dynamic purchasing system or concession

Start date

1 October 2021

End date

31 March 2024

VII.1.6) Information on value of the contract/lot/concession (excluding VAT)

Total value of the contract/lot/concession:

£2,757,531.42

VII.1.7) Name and address of the contractor/concessionaire

ServiceNow

1 Bridge Street, Strata Building

Staines

TW18 4TW

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor/concessionaire is an SME

Yes

VII.2) Information about modifications

VII.2.1) Description of the modifications

Nature and extent of the modifications (with indication of possible earlier changes to the contract):

Modification - Additional goods, services or works (regulation 72(1)(b))

VII.2.2) Reasons for modification

Need for additional works, services or supplies by the original contractor/concessionaire.

Description of the economic or technical reasons and the inconvenience or duplication of cost preventing a change of contractor:

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.

VII.2.3) Increase in price

Updated total contract value before the modifications (taking into account possible earlier contract modifications, price adaptations and average inflation)

Value excluding VAT: £2,106,470.58

Total contract value after the modifications

Value excluding VAT: £2,757,531.42