

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/022711-2025>

Tender

NHS Scotland Business Systems Technology & Systems Integration Services

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

F02: Contract notice

Notice identifier: 2025/S 000-022711

Procurement identifier (OCID): ocds-h6vhtk-033656

Published 19 May 2025, 2:45pm

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

michael.walker3@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.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://www.publictendersscotland.publiccontractsscotland.gov.uk/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.publictendersscotland.publiccontractsscotland.gov.uk/>

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

NHS Scotland Business Systems Technology & Systems Integration Services

Reference number

NP607425

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

NHS National Services Scotland (NSS) wishes to procure an integrated, cloud-based software-as-a-service (SaaS) solution for Finance, HR, Payroll and Procurement functions for all NHS Scotland Boards and a Systems Implementer to design, deliver and implement the chosen SaaS solution to meet the requirements.

II.1.5) Estimated total value

Value excluding VAT: £206,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

Main site or place of performance

Scotland

II.2.4) Description of the procurement

NHS National Services Scotland (NSS), on behalf of NHS Scotland, is conducting a single procurement process which integrates both aspects of the scope for NHS Scotland Business Systems Technology & Systems Integration Services through a Competitive Procedure with Negotiation (under Regulation 30 of the Public Contracts (Scotland) Regulations 2015).

NHS Scotland requires the SaaS Technology and System Integrator suppliers to work together in partnership from the outset ("Bidding Partnership") to jointly propose a cohesive solution and delivery approach which meets NHS Scotland's outcome-based requirements and demonstrates they are a compatible supplier partnership.

There will be one procurement exercise, but two separate national contracts will be created:

a contract between NSS and the System Integrator for the delivery of the implementation services

a contract between NSS and the Technology Platform vendor for the consumption of the technology services

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £206,000,000

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

Duration in months

192

This contract is subject to renewal

Yes

Description of renewals

Each contract will include the option to extend for up to two periods of 12 months.

II.2.9) Information about the limits on the number of candidates to be invited

Envisaged minimum number: 4

Objective criteria for choosing the limited number of candidates:

The full list of criteria can be found within the NHS Scotland Business Services Programme SPD Instructions, saved within the Attachments area of PCS-Tender.

The SPD selection process will be carried out in two stages:

Stage One:

Compliance Check and Exclusion Grounds (Mandatory and Discretionary)(Pass/Fail) – that the Economic Operator has submitted a complete and compliant SPD response; and whether any of the Economic Operators, consortium members and/or reliant entities (if any) are in breach of the mandatory grounds for exclusion or, in the case of the discretionary exclusion grounds, are considered ineligible at the discretion of NHS Scotland, in accordance with Regulation 58 of the Public Contracts (Scotland) Regulations 2015.

Minimum Requirements (Pass/Fail) - that the Economic Operator meets the requisite

economic and financial standing selection criteria deemed appropriate for the Programme set out in the NHS Scotland Business Services Programme SPD Instructions; and meets the technical and professional ability selection criteria set out in the NHS Scotland Business Services Programme SPD Instructions.

Stage Two:

Project Specific Questions - Bidding Partnerships who pass Stage One will have their response to the Project Specific Questions scored. The Project Specific Questions are set out in section 3.1 of NHS Scotland Business Services Programme SPD Instructions. The criteria will be applied to all Bidding Partnerships that pass Stage 1 to reduce the number of Bidding Partnerships that are invited to submit an initial tender.

It is the intention of NHS Scotland that a minimum of four Bidding Partnerships achieving the highest scores will be invited to submit an initial tender.

II.2.10) Information about variants

Variants will be accepted: No

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

The contract value listed in sections II.1.5 and II.2.6 includes the initial contract durations and the optional extension periods. The split is as follows:

Systems Integrator - 56m GBP

SaaS Technology - 120m GBP

The initial contract duration listed in section II.2.7 is split as follows:

Systems Integrator - 36 months

SaaS Technology - 156 months

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

List and brief description of selection criteria

SPD Question 4B.1.1: Economic Operators are required to provide statement of accounts or extracts relating to their business for the previous 3 years. NSS may require Economic Operators to provide additional information to demonstrate financial standing.

Additional information can include but not limited to:

- parent company accounts (if applicable) –
- deeds of guarantee banker's statements and references - accountants' references
- management accounts
- financial projections, including cash flow forecasts
- details and evidence of previous contracts, including contract values
- capital availability
- guarantees may be required from parent companies and from banks.

Economic Operators who cannot provide suitable evidence of a secure financial standing may be excluded from the procurement.

SPD Questions 4B.5.1a, 4B.5.1b and 4B.5.2: Economic Operators must confirm they have or will be able to obtain the required level of insurance listed below.

Minimum level(s) of standards possibly required

SPD Question 4B.1.1: Economic Operators must demonstrate the following financial capacity over the last 3 years:

- turnover in respect of its most recent three full financial years must have been equal to or more than GBP 10m per annum.

SPD Questions 4B.5.1a, 4B.5.1b and 4B.5.2: Economic Operators must confirm they have or will be able to obtain the required levels of insurance:

- Employer's (compulsory) liability insurance = GBP 5 million;
- Public liability insurance = GBP 10 million;
- Professional indemnity insurance = GBP 5 million;
- Product liability insurance = GBP 10 million;
- Product liability insurance is not less than the sum of GBP 1 million in respect of any one incident.

III.1.3) Technical and professional ability

List and brief description of selection criteria

SPD Question 4C.1.2 - please refer to the Project Specific Questions within section 3.1 of the NHS Scotland Business Services Programme SPD Instructions for full detail of the requirement for this section. The scoring methodology is detailed in section 3.2 of the NHS Scotland Business Services Programme SPD Instructions.

SPD Question 4C.2 - Economic Operators must confirm that they are certified under ISO27001.

SPD Question 4C.6.1 - Economic Operators must confirm the number of UK based staff they have certified and trained on the SaaS technology that they have chosen to use within their tender.

SPD Question 4C.10 - Economic Operators must provide details of the proportion (i.e. percentage) of the contract that it intends to subcontract.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Competitive procedure with negotiation

IV.1.4) Information about reduction of the number of solutions or tenders during negotiation or dialogue

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated

IV.1.5) Information about negotiation

The contracting authority reserves the right to award the contract on the basis of the initial tenders without conducting negotiations

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2022/S 000-012217](#)

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

18 June 2025

Local time

5:00pm

IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates

21 July 2025

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 9 (from the date stated for receipt of tender)

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

Full information about the SPD stage is included in the NHS Scotland Business Services Programme SPD Instructions, found in the Attachments area of PCS-Tender.

All dates, timescales and values set out in this notice and the procurement documents are estimates only and therefore subject to change during the tender process, if required.

The buyer is using PCS-Tender to conduct this PQQ exercise. The Project code is 6601. For more information see:

<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2343>

A sub-contract clause has been included in this contract. For more information see:

<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2363>

Community benefits are included in this requirement. For more information see:

<https://www.gov.scot/policies/public-sector-procurement/community-benefits-in-procurement/>

A summary of the expected community benefits has been provided as follows:

All Bidders must agree to support the concept, provision and ongoing development of community benefits provision in relation to this Agreement. Bidders will be required to provide a brief summary of the community benefits that have recently been delivered within Scotland, and also what impact and outcomes these have achieved. Bidders are also required to summarise any community/social benefits that will be delivered as part of this Agreement if successful, or, alternatively, confirm that they will engage with the NHS Scotland Community Benefits Gateway (CBG).

(SC Ref:794410)

VI.4) Procedures for review

VI.4.1) Review body

Sheriff Court House

27 Chambers Street

Edinburgh

EH1 1LB

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.