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Contract

## **C001936 Digital gateway and coaching support for the ‘Coaching for Wellbeing’ service for those who work in health and social services sectors in Scotland.**

NHS Education for Scotland

NHS 24

NHS Ayrshire & Arran

NHS Borders

NHS Education for Scotland

NHS Fife

NHS Forth Valley

NHS Golden Jubilee

NHS Grampian

NHS Greater Glasgow and Clyde

NHS Highland

NHS Lanarkshire

NHS Lothian

NHS Orkney

NHS Shetland

NHS Tayside

NHS Western Isles

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

F03: Contract award notice

Notice identifier: 2022/S 000-023352

Procurement identifier (OCID): ocds-h6vhtk-0361b7

Published 22 August 2022, 4:41pm

## **Section I: Contracting authority**

### **I.1) Name and addresses**

NHS Education for Scotland

2nd Floor, Westport, 102 Westport

EDINBURGH

EH3 9DN

**Email**

[tenders@nes.scot.nhs.uk](mailto:tenders@nes.scot.nhs.uk)

**Telephone**

+44 1316563200

**Country**

United Kingdom

**NUTS code**

UKM75 - Edinburgh, City of

**Internet address(es)**

Main address

<http://www.nes.scot.nhs.uk>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA13002](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA13002)

**I.1) Name and addresses**

NHS 24

Golden Jubilee National Hosp, Agamenmon Street

Glasgow

G81 4DY

**Email**

[danielle.welsh@nhs.scot](mailto:danielle.welsh@nhs.scot)

**Telephone**

+44 1419515000

**Country**

United Kingdom

**NUTS code**

UKM82 - Glasgow City

**Internet address(es)**

Main address

[www.nhs24.com](http://www.nhs24.com)

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA00230](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00230)

**I.1) Name and addresses**

NHS Ayrshire & Arran

Eglinton House, Ailsa Hospital, Dalmellington Road

Ayr

KA6 6AB

**Email**

[procurement@aapct.scot.nhs.uk](mailto:procurement@aapct.scot.nhs.uk)

**Telephone**

+44 1294323219

**Fax**

+44 1294323052

**Country**

United Kingdom

**NUTS code**

UKM94 - South Ayrshire

**Internet address(es)**

Main address

<http://www.nhsaaa.net>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA00060](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00060)

**I.1) Name and addresses**

NHS Borders

Borders General Hospital

Melrose

TD6 9BS

**Email**

[alistair.meikle@borders.scot.nhs.uk](mailto:alistair.meikle@borders.scot.nhs.uk)

**Telephone**

+44 1896826339

**Fax**

+44 1294323052

**Country**

United Kingdom

**NUTS code**

UKM91 - Scottish Borders

**Internet address(es)**

Main address

<http://www.nhsborders.org.uk/>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA11162](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA11162)

**I.1) Name and addresses**

NHS Education for Scotland

2nd Floor, Westport, 102 Westport

EDINBURGH

EH3 9DN

**Email**

[tenders@nes.scot.nhs.uk](mailto:tenders@nes.scot.nhs.uk)

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+44 1316563200

**Fax**

+44 1294323052

**Country**

United Kingdom

**NUTS code**

UKM75 - Edinburgh, City of

**Internet address(es)**

Main address

<http://www.nes.scot.nhs.uk>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA13002](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA13002)

**I.1) Name and addresses**

NHS Fife

Hayfield House, Hayfield Road

Kirkcaldy

KY2 5AH

**Email**

[fife.procurementfifenhs@nhs.scot](mailto:fife.procurementfifenhs@nhs.scot)

**Telephone**

+44 1592657320

**Fax**

+44 1294323052

**Country**

United Kingdom

**NUTS code**

UKM72 - Clackmannanshire and Fife

**Internet address(es)**

Main address

<http://www.nhsfife.org>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA00185](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00185)

**I.1) Name and addresses**

NHS Forth Valley

Trust Headquarters, Carseview Castle Business Park

Stirling

FK9 4SW

**Email**

[david.logie@nhs.scot](mailto:david.logie@nhs.scot)

**Telephone**

+44 1786463031

**Fax**

+44 1294323052

**Country**

United Kingdom

**NUTS code**

UKM76 - Falkirk

**Internet address(es)**

Main address

<http://www.nhsforthvalley.com>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA00067](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00067)

## **I.1) Name and addresses**

NHS Golden Jubilee

Golden Jubilee National Hospital Beardmore Street, Agamemnon Street

Clydebank

G81 4DY

### **Email**

[angela.smith@gjnh.scot.nhs.uk](mailto:angela.smith@gjnh.scot.nhs.uk)

### **Telephone**

+44 1419515000

### **Fax**

+44 1419515761

### **Country**

United Kingdom

### **NUTS code**

UKM81 - East Dunbartonshire, West Dunbartonshire and Helensburgh & Lomond

### **Internet address(es)**

Main address

<http://www.nhsgoldenjubilee.co.uk/home/>

Buyer's address



[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA00199](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00199)

## **I.1) Name and addresses**

NHS Grampian

Summerfield House, 2 Eday Road

Aberdeen

AB15 6RE

### **Email**

[grampian@nhs.scot](mailto:grampian@nhs.scot)

### **Telephone**

+44 3454566000

### **Fax**

+44 1419515761

### **Country**

United Kingdom

### **NUTS code**

UKM50 - Aberdeen City and Aberdeenshire

### **Internet address(es)**

Main address

<http://www.nhsgrampian.org>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA00200](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00200)

## **I.1) Name and addresses**

NHS Greater Glasgow and Clyde

Procurement Department, Glasgow Royal Infirmary, 84 Castle Street

Glasgow

G4 0SF

### **Email**

[support@ggcprocurementcustomerservices.zendesk.com](mailto:support@ggcprocurementcustomerservices.zendesk.com)

### **Telephone**

+44 1412114646

### **Fax**

+44 1419515761

### **Country**

United Kingdom

### **NUTS code**

UKM82 - Glasgow City

### **Internet address(es)**

Main address

<https://www.nhsggc.org.uk/about-us/procurement/>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA10722](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA10722)

## **I.1) Name and addresses**

NHS Highland

Assynt House, Beechwood Park

Inverness

IV2 3BW

**Email**

[nhs.highland@nhs.scot](mailto:nhs.highland@nhs.scot)

**Telephone**

+44 1463704054

**Fax**

+44 1419515761

**Country**

United Kingdom

**NUTS code**

UKM6 - Highlands and Islands

**Internet address(es)**

Main address

<http://www.nhshighland.scot.nhs.uk>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA00302](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00302)

**I.1) Name and addresses**

NHS Lanarkshire

NHS Lanarkshire Headquarters, Kirklands, Fallside Road

Bothwell

G71 8BB

**Email**

[procurementenquiries@lanarkshire.scot.nhs.uk](mailto:procurementenquiries@lanarkshire.scot.nhs.uk)

**Telephone**

+44 1698752649

**Fax**

+44 1419515761

**Country**

United Kingdom

**NUTS code**

UKM8 - West Central Scotland

**Internet address(es)**

Main address

<http://www.nhslanarkshire.org.uk>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA00297](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00297)

**I.1) Name and addresses**

NHS Lothian

Procurement Headquarters, Lothian Health Board Waverley Gate 2-4 Waterloo Place

Edinburgh

EH1 3EG

**Email**

[procurement@nhs.scot](mailto:procurement@nhs.scot)

**Telephone**

+44 1592657320

**Fax**

+44 1419515761

**Country**

United Kingdom

**NUTS code**

UKM - Scotland

**Internet address(es)**

Main address

<http://www.nhsllothian.scot.nhs.uk/>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA00326](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00326)

**I.1) Name and addresses**

NHS Orkney

The Balfour, New Foreland Road

Kirkwall

KW15 1NZ

**Email**

[ork-hb.feedback@nhs.net](mailto:ork-hb.feedback@nhs.net)

**Telephone**

+44 1856888226

**Fax**

+44 1419515761

**Country**

United Kingdom

**NUTS code**

UKM65 - Orkney Islands

**Internet address(es)**

Main address

<http://www.ohb.scot.nhs.uk>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA00368](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00368)

**I.1) Name and addresses**

NHS Shetland

Montfield, Burgh Road

Lerwick

ZE1 0LA

**Email**

[shet-hb.information@nhs.scot](mailto:shet-hb.information@nhs.scot)

**Telephone**

+44 01595743029

**Fax**

+44 01595696727

**Country**

United Kingdom

**NUTS code**

UKM66 - Shetland Islands

**Internet address(es)**

Main address

<http://www.shb.scot.nhs.uk>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA00401](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00401)

**I.1) Name and addresses**

NHS Tayside

Ninewells Hospital

Dundee

DD1 9SY

**Email**

[colette.murray@nhs.scot](mailto:colette.murray@nhs.scot)

**Telephone**

+44 1382660111

**Fax**

+44 1382496253

**Country**

United Kingdom

**NUTS code**

UKM - Scotland

**Internet address(es)**

Main address

<http://www.nhstayside.scot.nhs.uk>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA00154](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00154)

**I.1) Name and addresses**

NHS Western Isles

37 South Beach Street, Stornoway

Isle of Lewis

HS1 2BB

**Email**

[adrian.trevor@nhs.scot](mailto:adrian.trevor@nhs.scot)

**Telephone**

+44 1851708154

**Fax**

+44 1851704405

**Country**

United Kingdom

**NUTS code**



UKM6 - Highlands and Islands

**Internet address(es)**

Main address

<http://www.wihb.scot.nhs.uk>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA00090](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00090)

**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

**Email**

[Stevie.McLaughlin@nhs.scot](mailto:Stevie.McLaughlin@nhs.scot)

**Telephone**

+44 1698794410

**Fax**

+44 1851704405

**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 involves joint procurement

**I.4) Type of the contracting authority**

Body governed by public law

**I.5) Main activity**

Health

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## **Section II: Object**

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

#### **II.1.1) Title**

C001936 Digital gateway and coaching support for the 'Coaching for Wellbeing' service for those who work in health and social services sectors in Scotland.

Reference number

C001936

#### **II.1.2) Main CPV code**

- 80000000 - Education and training services

#### **II.1.3) Type of contract**

Services

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

A provision of an accessible and secure digital gateway/coaching platform and services that include the hosting, support, matching, data collection and reporting of the Coaching for Wellbeing coaching service. The coaching platform should have a homepage, and be accessible from any digital device including computer, laptop, tablet, smartphone.

The digital gateway/platform needs to facilitate the hosting of up to 100 coaches in total and an average of 150 new coachees per month to support the Coaching for Wellbeing service.

#### **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: £275,000

### **II.2) Description**

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

- 80000000 - Education and training services

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

NUTS codes

- UKM - Scotland

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

A provision of an accessible and secure digital gateway/coaching platform and services that include the hosting, support, matching, data collection and reporting of the Coaching for Wellbeing coaching service. The coaching platform should have a homepage, and be accessible from any digital device including computer, laptop, tablet, smartphone.

The digital gateway/platform needs to facilitate the hosting of up to 100 coaches in total and an average of 150 new coachees per month to support the Coaching for Wellbeing service.

### **II.2.5) Award criteria**

Quality criterion - Name: Technical Envelope / Weighting: 70

Price - Weighting: 30

### **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

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Open procedure

#### **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 000-000000](#)

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## **Section V. Award of contract**

### **Contract No**

C001936

A contract/lot is awarded: Yes

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

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

7 April 2022

#### **V.2.2) Information about tenders**

Number of tenders received: 2

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 1

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 2

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

**V.2.3) Name and address of the contractor**

Know You More Ltd

101 Rose Street South Lane

Edinburgh

EH2 3JG

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: £273,000

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## **Section VI. Complementary information**

### **VI.3) Additional information**

(SC Ref:704244)

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Edinburgh Sheriff Court

27 Chambers Street

Edinburgh

EH1 1LB

Country

United Kingdom