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Contract

## **NSSCOVID-19 - 255b Vaccination Platform Programme Resources**

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

F03: Contract award notice

Notice identifier: 2021/S 000-027632

Procurement identifier (OCID): ocds-h6vhtk-02f35e

Published 4 November 2021, 8:45am

### **Section I: Contracting authority**

#### **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**

George Futcher

#### **Email**

[george.futcher@nhs.scot](mailto:george.futcher@nhs.scot)

#### **Telephone**

+44 7798870171

**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.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**

NSSCOVID-19 - 255b Vaccination Platform Programme Resources

#### **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 were commissioned by Scottish Government to deliver the vaccination solution for 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.

Following the successful rollout and implementation, It has been agreed by Scottish Government that the NVSS system would be further enhanced to provide scheduling, and a new booking engine for winter flu and covid-19 booster vaccinations, to enable citizens to self-book book appointments. This is part of the “Tranche 2” programme. Extra resources from the supplier is required.

Due to the timescales for delivery, and the complexity of scheduling, and the need to offer this as a service to all citizens within Scotland, we do not have the resources in-house to meet the demand and will require extension to the NVSS team under the current development and consultancy contract to meet the agreed timescales.

#### **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: £609,050

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

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

NUTS codes

- UKM - Scotland

Main site or place of performance

Scotland

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

This is a directly awarded contract between the Authority on behalf of NHS Scotland to meet the additional demands of the Scottish Health and Social Care sector during the current Covid-19 pandemic.

This award has been approved for reasons of extreme urgency brought about by events unforeseeable by the contracting authority in line with Regulation 33(1)(b) of the Public Contracts (Scotland) Regulations 2015.

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

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

### **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

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:

Due to this the necessary assurance, checks and balances with the citizen element it is critical to have the Supplier involved in leading on the development and consultancy on this, this award covers a range of effort from the Supplier which covers a diverse range of different skillsets.

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

The procurement is covered by the Government Procurement Agreement: Yes

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## Section V. Award of contract

A contract/lot is awarded: Yes

### V.2) Award of contract

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

16 October 2021

#### 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: 0

Number of tenders received by electronic means: 0

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

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

ServiceNow

ServiceNow, Third Floor, Future House, The Glanty

Egham

TW209AH

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

No

**V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £609,050

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## **Section VI. Complementary information**

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

Resource constraints due to COVID have resulted in delay of publication of this award notice.

(SC Ref:672613)

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

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

Edinburgh Sheriff Court

Sheriff Court House, 27 Chamber Street

Edinburgh

EH1 1LB

Email

[edinburgh@scotcourts.gov.uk](mailto: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.

