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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

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

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

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

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

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

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

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.

