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Contract

NSSCOVID-19 - 255 Vaccination Platform Development extension

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

F03: Contract award notice

Notice identifier: 2021/S 000-027634

Procurement identifier (OCID): ocds-h6vhtk-02f360

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 Futchner

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 - 255 Vaccination Platform Development extension

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 was 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 will support case management for contact centre agents, inventory management and reporting across the scheduling components and inventory.

In November 2020 NSS on behalf of Scottish Government were commissioned to build and implement a National Vaccination Scheduling System (NVSS) for Covid-19 Vaccinations.

Following the successful rollout and implementation, the NVSS system was 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.

Due to the very challenging timescales for delivery, NSS do not have the resources in-house to meet the demand and therefore we require extension to the current 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: £155,580

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)(c) 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

- Extreme urgency brought about by events unforeseeable for the contracting authority

Explanation:

ServiceNow contractual agreement already in place (NSS192041).

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: [2019/S 249-619009](#)

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

1 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: £155,580

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:672605)

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.

