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Contract

NP04524 Omni-Channel Customer Service Helpdesk (Phase 2)

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

F03: Contract award notice

Notice identifier: 2025/S 000-031823

Procurement identifier (OCID): ocds-h6vhtk-054767

Published 12 June 2025, 11:30am

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

ruaridh.amitage@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.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

NP04524 Omni-Channel Customer Service Helpdesk (Phase 2)

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

The engagement of a delivery partner organisation to work with NSS to accelerate the delivery and increase the capacity and capability.

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: £280,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

II.2.4) Description of the procurement

Omni Channel Pilot + Additional Work Discovered: Phase 2

- Conduct a 12-week sprint-based Pilot: Agree success measures based on the outputs of phase 1
- Design, build and test the selected customer journeys identified in phase 1 validating the potential benefits of new technology in a target area

- Shortlist, test and pilot Omnichannel technology on selected areas / processes
- Develop a backlog of priority customer journeys for future execution
- Confirm all in-scope opportunities and approach to integration and testing
- Understand the potential to scale up beyond POC
- Forward to the next stage, to be able to deliver benefits at pace
- PwC will take a lead on applying MS Power Platform tools in support of the Omnichannel use cases, providing guidance and supporting targeted upskilling of individuals nominated by NSS in Power Platform tools and their use.
- PwC will undertake a Discovery of the ticketing system based on the as-is setup and provide a recommendation for a future design.
- PwC will assess the custom apps built within ServiceNow with a view of transforming them into Power Platform or Omnichannel.

This procurement is a continuation of NP04524 Omni-Channel Customer Service Helpdesk (Phase 1).

II.2.5) Award criteria

Quality criterion - Name: Method Statement / Weighting: 35

Quality criterion - Name: Project Plan / Weighting: 30

Quality criterion - Name: Relevant CVs / Weighting: 10

Quality criterion - Name: References / Weighting: 5

Price - Weighting: 20

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 procurement falls outside the scope of application of the regulations

Explanation:

Call-off from the Scottish Government's Digital Technology and Cyber Services dynamic purchasing system.

IV.1.6) Information about electronic auction

An electronic auction will be used

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

1 May 2025

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: 1

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

PricewaterhouseCoopers LLP

No 1 Spinningfields, 1 Hardman Square

Manchester

M33EB

Telephone

+44 7483362870

Country

United Kingdom

NUTS code

- UKD33 - Manchester

The contractor is an SME

No

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

Total value of the contract/lot: £280,000

Section VI. Complementary information

VI.3) Additional information

(SC Ref:801530)

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.